



Santa and elves return to Shettleston grotto!



In preparation for Santa's special appearance in Shettleston, the elves have been busy working with the Association's staff to transform a meeting room in our reception area to a wonderful winter grotto. Santa will take residence in his Shettleston grotto from Monday 16th December, for one week only.

To book your child's visit to Santa, please contact the office on **763 0511**, or pop into the office, to make an appointment.

We expect Santa to have lots of visitors so please make sure you book early to avoid disappointment – spaces are limited. **Santa will be available for visits to his grotto between 10am-12pm and 2pm-4pm, from Monday 16th December to Friday 20th December.** Each visit is expected to last around ten

minutes, giving parents a chance to take photos of their own children with Santa.

The grotto is open to all our tenants' children who are under the age of ten. Each child will receive a warm welcome in the grotto and a little present from Santa. *Ho Ho Ho!*

Cunningham House wins UK award...see page 2 for details!



Merry Christmas and a Happy New Year from the Committee and staff of Shettleston Housing Association.

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Committee decisions...



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 last meeting, the Committee or sub-committees have taken the following decisions:

- Revised tenancy policies: Transfer, Assignment and Sub-letting; Joint Tenancy and Succession.
- A new Pest Control Policy and

Strategy for the management of rat infestations.

- A new Procurement Strategy covering all purchases of goods and services.
- To appoint CMS Enviro Systems Ltd as contractor for replacement windows, flat entrance doors and curtain walling contracts.
- To buy back a 25% share in a shared ownership flat in Amulree street.
- The Association's first Assurance Statement on compliance with all regulatory

requirements was approved

- An action plan for continuing improvement
- A new Management Committee Member "job description".
- New remits for the Chair, Vice Chair and Secretary and a succession plan for these posts.
- A new system for electronic board papers.
- To consult with staff on a proposed increase in contributions under the SHAPs pension scheme.

Cunningham House wins UK award

We reported on the official opening of our Cunningham House development in the October newsletter, and we are now delighted to announce that the development has gained UK-wide recognition by being named Best Affordable Housing Development (urban) in the UK!

Our chairperson, Gillian Johnston, accepted the award on the Association's behalf at a prestigious ceremony held in London on 27th November. Gillian said: *"We're absolutely thrilled that Cunningham House has been named Inside Housing's Best Affordable Housing Development of the year. This is a well-deserved accolade for the full development team who have produced 19 fantastic, highly energy-efficient homes for our tenants on a very challenging site. We are extremely grateful to our funders at Glasgow City Council and Royal Bank of Scotland who have supported this development."*



The development was designed by Page\Park Architects with John Gilbert Architects and constructed by Stewart & Shields. Each of the homes constructed within the old Church building has an individual, bespoke design and all homes benefit from high levels of thermal insulation. A fully-glazed link corridor connects the existing church to the new, five storey tower that has been

designed and constructed to Passivhaus standard.

Residents at Cunningham House are expected to see significant savings in fuel costs due to the energy efficient design of their homes, and they will also benefit from the enhanced housing management support provided by the Association's Retirement Housing Service.

Fenella Street...open for Christmas

Christmas has come early for residents who received keys to their new homes at our Fenella Street Development in early December. The new homes, designed by John Gilbert Architects, were handed back by the builder, JB Bennett, at the end of November as part of a phased return. By spring 2020 we will have 46 completed new, low energy flats with landscaped back court areas at this site, sitting between Shettleston Road and Old Shettleston Road.

The first phase of this development, located on Fenella Street, has seen the site of the former Upkeep yard transformed into 12 beautiful flatted dwellings.

One new resident at Fenella Street was delighted to sign up for their new property, saying: *"I'm delighted with my new flat, it's a fresh start, I can't wait to move in!"*



Colette McKenna, Director of Property Services said: *"This is a fantastic new development in the heart of Shettleston, bringing much needed spacious, high*

quality and energy efficient homes to the area. We wish our new residents well and look forward to seeing them settled in before Christmas."

Cash for Kids 2019

Santa's visit to Shettleston is expected to coincide with the awarding of 'Cash for Kids' vouchers to families in Shettleston. This year, the Association is pleased to have submitted applications to Cash for Kids 2019 on behalf of 126 children. Successful families will each receive a payment of £25 per eligible child – just in time for Christmas!



Office closures over holiday period

The Association's office will be closed on Wednesday 25th, Thursday 26th and Friday 27th December and Wednesday 1st, Thursday 2nd and Friday 3rd January 2020.



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Progress with 2019/2020 projects



Below we have provided you with a progress update on some of the projects planned for the current financial year, as outlined in the two previous newsletters.

Planned projects

Electrical rewire project

45 homes will receive electrical rewiring upgrades to meet current standards. Surveys and upgrades are ongoing, with five electrical rewire upgrades completed already.

Bathroom improvements project

23 homes will receive bathroom improvements, following on from



the completion of the kitchen improvement project.

Door entry project

80-100 properties will receive door entry upgrades. Condition surveys have been completed and the project is being put out to tender.

Stair lighting project

We have upgraded 30 tenement properties in this year's programme to meet Glasgow City Council's stair lighting specification.



Kitchen improvement project

45 homes will benefit from new kitchens. The contractor went on site in September, and 29 kitchens have been fitted to date. Installations are ongoing and due to finish before Christmas.



Shettleston Matters...

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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. Surveys are now completed and we went on site with this project in December.

Fire detection upgrades

Properties yet to have new smoke detection systems installed will be upgraded in the current financial year, ensuring that all our houses are compliant with the new legislation for fire detection. By the end of November, over 2170 properties had been upgraded.

Amulree Street cladding repairs

We have funding to replace defective cladding materials from 7 - 83 Amulree Street. The tender process is now complete and we are looking to go on site with this work in January.

Energy Efficiency Standards for Social Housing (EESH)

We appointed Energy Assessors Scotland to carry out stock condition surveys on some of our stock – including a Scottish

Housing Quality Survey (SHQS) and an Energy Performance Survey (EPC). The surveys started in November and are ongoing. Those to be surveyed will be notified in advance by letter. The surveyors will carry a photographic ID and a signed letter from the Association. The survey shouldn't take longer than an hour, however please contact us on **0800 202 6565** if the date/time allocated to you does not suit.

Scottish Housing Quality Standard (SHQS)

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

Please note that we will contact all residents affected by the upcoming projects detailed on this page, 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 the scope of works and anticipated costs.

Cyclical projects

External painting project

This year's programme has been suspended until the temperature rises, as metal paint should not be applied at temperatures below 10 degrees.



Gutter cleaning and roof safety anchors

The programme of gutter cleaning was suspended until all the trees had shed their leaves, and should be completed by the end of February. Whilst we are on the roofs of our buildings, we will check the roof safety anchors and inspect the condition of the roofs. Any repairs will be attended to.

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 underway and is due to be completed by March 2020 – it is currently running behind due to labour resources.

Landscape maintenance

All landscape works have been completed and we are now working on the winter programme.



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Close security is a serious issue

Residents may be aware that an incident took place one night in October, around 3am, where a mattress was set on fire by intruders in a close. The emergency services were called and they evacuated everyone while they dealt with the fire.

What lessons can we learn from this?

We are working closely with the police and fire service to investigate the matter thoroughly, but we are highlighting this incident to remind residents that the security of your close is of paramount importance. We must all do our bit to ensure that closes are as secure as they can be, to prevent folk that shouldn't be there from accessing our closes and backcourts.

What should you do?

- 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.
- Don't let people in using the buzzer unless you know who they are.
- If there are any issues with the security of the building, please let us know straight away.
- 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



After the fire...

we can work with the police to ensure appropriate action is taken.

- If we get reports of rough sleeping we will work with the Simon Community, a charity who work with rough sleepers, to see how they can help. They rely on members of the public so if you do see any rough sleepers you can contact the **Simon Community** directly on **0800 027 7466**.

What we are doing?

We continue to work closely with the police to take action against those that commit crimes in our closes.

We take action against tenants who breach their tenancy by allowing antisocial behaviour to take place in their close, for example, tenants who are letting in people who we know are

creating problems.

We regularly inspect our blocks, closes and back courts and take action where we find issues. Actions we take include carrying out repairs to make closes more secure and cleaning closes and back courts where needed.

We speak to residents in blocks where problems have been reported, trying to obtain information that we can use to take further action, and give people advice about what they can do.

We also speak regularly with owners about improvements to secure door entry systems. Unfortunately if we are not the majority owner in a block, we are unable to insist that door systems are upgraded. However, we will continue to have these conversations with owners.

Working together to improve cleansing

We speak regularly to other housing associations in Glasgow, and a common theme across the city is issues with the cleansing service. Other associations regularly tell us about their tenants' experience of bin collections being missed and items not being picked up.

Glasgow and West of Scotland Forum of Housing Associations (GWSF) is the membership body for community-controlled housing associations. Through our membership with GWSF we have been lobbying Glasgow City Council to push for an improvement in these services.

Like many associations in Glasgow, we provide a service through our contractor Upkeep to

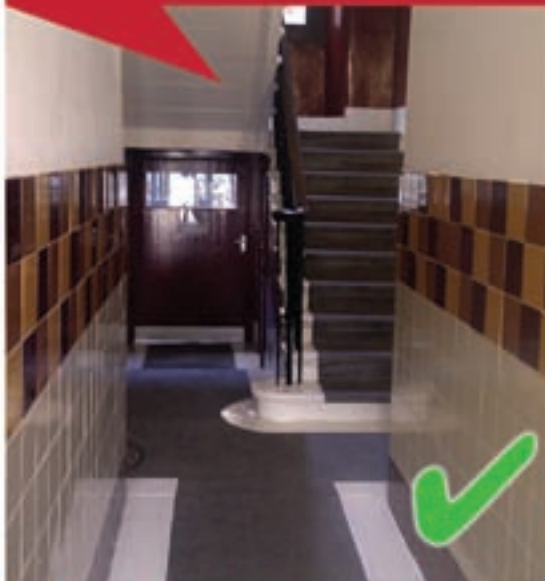


maintain the back court bin areas and pull bulk uplift from the back court to the front for it to be taken away by the cleansing department. The experience of other housing associations highlights that this service we provide is really valuable in improving the living environment for our tenants.

We do also hear some good news. In parts of the city the metal bins in back courts have been replaced by wheelie bins. This has generally worked well, and we will see this happening in Shettleston next year.

We will provide more updates on this in future editions of our newsletter.

The common stair is your only means of escape in the event of a fire.



Have you ever thought what you would do if fire were to break out in your stair? It may not necessarily be in your flat! A fire started in a common stair could kill you and your family. Even a small bag of rubbish can create enough smoke to fill a whole stair. Items left in a common stair are often deliberately set on fire.

Keep it clear

- Get rubbish, old furniture, etc out of the building
- Make sure storage areas are kept locked
- For advice on uplifting items contact your local Council

If fire does start

- Keep doors closed to prevent smoke filling your house
- Dial 999 and ask for the Fire and Rescue Service, giving as much information as you can



For free home fire safety advice
CALL 0800 0731 999
or visit our website at
www.firescotland.gov.uk



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

8 Shettleston Matters...

Family Bookbug Sessions...

Bookbug Sessions are free, fun and friendly events for babies, toddlers, pre-schoolers and their families to enjoy together. Each session is very relaxed and lasts around 30-45 minutes and includes songs, stories and rhymes. It's a great opportunity to spend some quality time with your little one. There's no need to book in advance, you can just pop in.



Going along to a bookbug session is also a great way to meet other mums, dads, carers and children in your local area. There are also lots of benefits for your child, such as building their confidence and social skills, and the sessions will give their speech and language development a real boost.

Introducing a faster allocations process

In our commitment to improving the services we deliver to our customers, we are introducing a faster process for housing applications. From January 2020, if you are applying for one of our properties, you can book a 30 minute appointment with one of our allocations officers who will spend time completing the application form with you. This will mean that your application will go live on our system straight away, and as long as you bring in all the necessary documentation in support of your application, we will also be able to give you your reference number. All applicants will receive an information leaflet telling them what happens next.


We think that this improvement will make the application process easier and speedier, and you will be able to discuss your application with us at the very first contact. We will be offering appointments for housing applications from January, available on Monday and Friday afternoons, and Wednesday mornings.

To find out more or to make an appointment please contact the office on **763 0511**, selecting *Option 1*.

Bookbug Sessions

Free story, song and rhyme sessions for babies, toddlers, pre-school children and their families





Shettleston Library

Thursday

10.30am – 11.15am

Bookbug Sessions are fully inclusive and open to all families regardless of age, disability, sex, gender identity, race, religion or belief, or sexual orientation. A warm welcome awaits you!

To find details of your nearest Bookbug Session, please visit scottishbooktrust.com/bookbug

Rapid rehousing plans for homeless

Plans have been drafted by local authorities to set out how people experiencing homelessness will be rehoused as quickly as possible. Councils have a legal duty to help people who are homeless or at risk of being homeless, however, legislation also gives a local authority statutory powers to refer a person who is homeless to a Registered Social Landlord.

One of the main principles underpinning Rapid Rehousing is to reduce the time people spend in temporary accommodation by rehousing them in a settled mainstream house with the right support to sustain their tenancies.

Housing Associations play an important role in tackling and preventing homelessness and we at Shettleston give a target quota (currently 25%) of all our lets to Glasgow City Council's homelessness casework team to refer a person/family who are homeless. We co-operate with the local authority to help it discharge its duties to people who are homeless by offering them a tenancy. For the past four years we have also offered Housing Options interviews which deliver a personal service to anyone who needs housing advice or assistance. The aim is to help applicants make informed choices about their future housing and prevent homelessness within our community.

Glasgow City Council has drawn up Local Letting Plans (LLP) in order to deliver against Rapid Rehousing throughout the city.

From 1st April 2020 in the LLP the Council have indicated their requirement for our Association will be double our current quota of referrals.

The Association is currently looking at what arrangements we will need to make to meet the increased number of lets to

statutorily homeless households in accordance with the Rapid Rehousing Transition Plan. This most certainly will include a review of our Allocation Policy, our turnover and quota lets for other waiting list applicants.

We will keep you informed on this matter. Should you have any queries on this please do not hesitate to contact **Anne McAlpine** or **Sandra McIlroy** at our office.



EAST END COMMUNITY DINNER NETWORK PRESENTS OUR

Christmas Community Dinner Series

for everyone | meet new people | donations welcome

Saturday 21st December 5pm at The Charter 494 Tollcross Road, G31 4XX

Wednesday 25th December 2-5pm at Shettleston New Church, 67-71 Annick Street, G32 7JE
Food provided by John's Cafe

Sunday 29th December 5pm at Causeway Church 1134 Tollcross Road, G32 8UT

Contact East End Community Dinner Network Facebook Page or 07491778365 for more information and opportunities to volunteer

THE CHARTER
EASTERHILL Community Church

CAUSEWAY CHURCH
SHETTLESTON NEW CHURCH

GLASGOW CITY COUNCIL

10 Winter Matters...

Don't let winter bite – follow warm in the most economical

As winter approaches, we offer this advice on how to cope with severe and freezing weather conditions, especially if a prolonged cold snap occurs.



Heating systems...

Understand your heating systems – boiler, main switch for boiler, timer, and thermostat (usually in the hall).

Make sure you know how to set the controls. If you are in any doubt, contact us and we will show you how to use them. Most radiators have thermostatic valves (TRVs) and you can use these to regulate the temperature in individual rooms. In the room

you are occupying at the time, set the TRV at whatever position is required to keep you warm. In rooms that you will occupy later e.g. the bedroom, set the TRV lower to conserve energy and reduce fuel costs.

Keep your main living room at around 18-21°C (64-70°F), and the rest of the house around 16°C (61°F).




Icy conditions...

- Icy pavements and roads can be very slippery. Take extra care if you go out and wear shoes with good grip on the soles.
- The Met Office advises putting grit or cat litter on paths to lessen the risk of slipping, adding that you should wait until the roads have been gritted if you are travelling by car.

- Be aware that black ice on pavements and roads may not be clearly visible, and that compacted snow may turn to ice and become slippery.



Frozen or burst pipes

- Check that you know where the main stopcock is for your home so that you can turn the water off in the event of a burst pipe. The stopcock in our properties is usually under the kitchen sink and will be marked as such. 
- Check also that you know where the electricity main switch is and how to turn it off if water is affecting any of the electrics in your property.
- External pipes can become frozen during severe weather. You can either call our repairs service, or if you can reach the pipe easily and it is safe to do so, you could try thawing it out yourself by pouring warm water over it and resetting your boiler thereafter.
- If your pipes do freeze or burst, you should contact the Association immediately and we will attend to the incident.
- If you are away from your home overnight and certainly for longer periods, make sure that the stopcock is turned off and open the taps to drain water from the pipes. Let your neighbours know where to contact you in case of an emergency.
- If the incoming water supply is frozen outside your property, contact **Scottish Water (0845 600 8855)** for emergency supplies of bottled water.

Follow our handy tips to keep safe all year round...



If a big freeze is forecast

- Make sure you have adequate supplies of any medications.
- Keep curtains drawn and doors closed to block out draughts
- Stock up with food in case bad weather means you can't get out.
- Eat regularly to keep your body's own central heating system ticking over.
- Dress for winter – wearing two or three layers of clothing will keep you warmer than one.
- Keep active – keeping active generates heat, helping you to keep warm.
- Prepare an emergency kit – see the Scottish Government's website www.readyscotland.org for suggestions on what to include and other useful advice.
- Listen in to weather bulletins regularly to up to date with the weather. Updates on severe weather can also be found on the Met Office website www.metoffice.gov.uk.

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.



Look out for others

- Check up on friends, relatives and neighbours who may be more vulnerable to cold weather. Cold weather is especially dangerous for older people or people with serious illnesses, so check up on them if you can.
- People with heart or respiratory (breathing) problems may have worse symptoms during a cold spell and for several days after temperatures return to normal.



Are you covered?

Make sure that you have home contents insurance to cover you for any damage to, or loss of, personal possessions caused by burst pipes. The Association will repair the damage to your home but can't replace your personal possessions. Also check that your level of cover is adequate – most standard policies will cover contents up to £60,000 without affecting the premium you pay so don't undervalue your possessions. Note the contact number for your insurer in case you need to contact them.

12 Shettleston Matters...



DHP can help with housing costs



Are you struggling to pay your rent?

Do you get Housing Benefit or Universal Credit Housing Cost?

If the answer is yes to the above then you might qualify for help from a Scottish Government fund called Discretionary Housing Payments (DHP).

Discretionary Housing Payments (DHP) are administered by Glasgow City Council on behalf of the Scottish Government.

These are not a type of Housing Benefit or Universal Credit Housing Cost, they are extra payments made to help with housing costs. They provide a short term solution to financial difficulties, as the DHP budget is limited each year.

People can only apply to the DHP fund if they are:

- **Entitled to Housing Benefit or Universal Credit Housing Costs.**
- **Able to show that they need help with paying their 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 wish 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 a DHP application form.

Will you stretch more than your waistline during the festive period?

Some practical steps to help:

- Draw up a budget with your household income and what you need to spend both weekly and monthly.
- Work out how much debt you owe.
- Who you owe money to.
- When you have to pay it off by.
- How much you repay a month.
- Don't borrow any more money.

If you need any further advice or are struggling to pay your debts, please contact **Bernie** in the financial inclusion team on **763 2996**.

The financial inclusion service can assist you with:

- Debt problems
- Reducing rent arrears
- Reducing gas and electricity arrears
- Budgeting
- Opening a bank account
- Accessing subsidised home contents insurance
- Advice on affordable credit
- Getting IT savvy



Tenants take part in Next Steps programme

Readers may recall from the autumn newsletter that the Association embarked on a Scottish Government funded tenant participation programme called Next Steps, with the aim of improving how we engage with our tenants. The first workshops took place in November and we are grateful to all that took the time come along and share their views on how the Association can do things better.

The workshops were run independently by the Tenant Participation and Advisory Service (TPAS). The next step in the Next Steps programme will be for TPAS to report to the Association on the feedback gained from participants during the workshops and to develop an action plan for moving things forward.

We can help with energy debt

Our energy advisor, Angela, is here to help with advice and action if you are struggling with debts to your energy supplier. Angela can arrange an energy visit with you to discuss how best to manage the debts and, if possible, access any available funding to help with your debts.

Recently, Angela helped a tenant who had a debt of over £2,700 with their electricity supplier and was struggling to keep up payments due to a reduction in benefit payments. Angela arranged for a prepayment meter to be installed at their home and a payment plan of £3.70 per week towards the debt. Angela also recognised that the tenant may be eligible for help from the Energy Trust fund, and successfully applied for over £2,100, wiping off 75% of the total debt! The tenant was delighted and felt very relieved.

Don't ignore energy debt, please contact our energy advisor for advice and support. **Angela** can be contacted on **763 2992**.

Paying your rent over Christmas and New Year

This is a busy time of year and we know there can be a great deal of pressure to spend on presents and entertaining over Christmas and New Year. You must remember, however, that rent payments must still be paid before, during and after the festive period.

We will be closed on 25th, 26th, 27th December and 1st, 2nd, 3rd January for payments taken at our office, however there are many other ways of

paying rent charges to the Association. You can choose from the following options:

- Direct Debit
- Post Office
- Standing Order
- Paypoint (at any outlet that has Paypoint using your Allpay card)
- Callpay (using a debit/credit card by calling or visiting the office)
- Online at www.allpay.net or calling Allpay 0844 2255 729

If you are having difficulty paying your rent or maintaining a repayment arrangement you already have with us, please contact us now. Discussing your payment difficulty sooner rather

than later will allow us to work together to resolve it. Just ask for your housing officer when contacting our office and you can discuss your situation confidentially.

Our in-house welfare rights and financial inclusion officers are also waiting to assist you to ensure you are receiving your entitlement to welfare benefits and to provide you with advice and support for any money or debt worries you may have.

Please don't hesitate to contact us to take advantage of our free services.



Financial help with funeral costs

In our last newsletter, we briefly mentioned the launch of a new Funeral Support Payment scheme that opened in September. This is a Scottish Government scheme for people on a low income who are in receipt of certain benefits, to help pay for a funeral. We can now provide more details of what support you could receive under this new scheme.

It's important to note that any award made will not cover the entire funeral bill, so applicants might have to pay up to a third of the cost of a simple funeral. Nevertheless, the payment can help with:

- Up to £700 towards burial or cremation fees, including the cost of the doctor's certificate.

- You can also get up to £700 towards funeral director's fees, flowers or the coffin.
- Costs of death certificates or other documents required to arrange the funeral or cremation.
- Return travel costs to either arrange or go to the funeral.
- The cost of moving the body within the UK, if it's being moved more than 50 miles.
- Medical costs e.g. removal of a pacemaker.

If you would like assistance with making an application for the Scottish Funeral Support Payment, please contact one of our welfare rights officers, **David** or **George**, on **763 2811** or **763 2818**, respectively.

£100 winter payment for over 80s

The Affordable Warmth Dividend (AWD) application process is open again. This is a £100 payment, paid by Glasgow City Council to Glasgow residents aged 80 or over. **To be eligible, you must be at least 80 years old, or turn 80, by March 31st 2020.** You can apply for the AWD online by completing an application form at www.glasgow.gov.uk/awd.

If you have received the AWD before, you do not need to reapply as it will be paid to you automatically. If you need assistance with completing the form, please get in touch with our energy advisor **Angela Tyrrell** on **763 2992**.



14 Shettleston Matters...

Savings on our newsletter offer better value for money!

We hope that readers like (and have noticed!) the newsletter's new A4 format, which is half the size of the previous A3 format. It's not only half the size, it's also significantly cheaper to design and print. After having consulted readers and our panel about the newsletter's size and cost (April newsletter), and receiving positive views about reducing these, we're pleased to report that the Association made the change in autumn and is saving around £1,500 per quarterly issue. This equates to a massive saving of £6,000 per year – more cash to reinvest in services for tenants.



We'd like to take our savings even further by making a gradual shift to a digital newsletter. We recognise that the majority of our tenants will have an email address and have access to the internet, and would therefore be able to view our newsletter electronically. This would not only save the Association several thousands of pounds a year in printing and postage costs but would also be better for the environment and reduce waste. Needless to say, those that do not have an email address or prefer to receive a hard copy would still be provided with a printed version. The shift to e-newsletters will be phased in gradually and will not begin until some point next year.

Do we have your email address?

If, in the future, you'd like to receive your newsletter by email, please make sure we have your email address. You can provide this by calling us on **763 0511** or sending an email to **sha@shettleston.co.uk**.

Housing Regulator publishes new guide for tenants

A new guide from the Scottish Housing Regulator for tenants and service users explains how it regulates social landlords. This short summary guide lets people know more about:

- Who the Regulator is and what it does,
- what you can expect from your landlord,
- how you can find out about your landlord's performance; and
- how to raise a concern about your landlord.

The Regulator has also produced two short videos about who they are and what they do, and how to raise concerns about a social landlord.

The new guide can found on the Regulator's website <https://www.housingregulator.gov.scot/for-tenants/>.



It's a wrap!

In support of the Wrap Up Glasgow campaign, run by the charity Human Appeal, staff at the Association generously donated winter coats and other winter items to help the homeless in Glasgow. The warm hearted donations will make a big difference to those out in the cold. Thanks to everyone who supported this great cause – we donated over five large bags of winter clothing!



Shettleston Matters...

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Caption

Keenagers continue to flourish...

The Shettleston over 55s club is growing from strength to strength and has welcomed a number of new members over the past couple of months. The Keenagers continue to offer a range of stimulating and fun activities to participate in, all free of charge of course. Regular classes take place at Edrom Path and include the Easy Exercise class on Tuesdays at 2pm, the Lunch Club on Wednesdays from 12noon and the Arts & Craft Café on Thursdays at 10.30am.

The Keenagers also organise other standalone activities such as the recent Halloween party which everyone thoroughly enjoyed and got into the spirit of. Anybody interested in joining the Keenagers can either drop in to any of the classes or call the Association's retirement housing officer, **Theresa**, on **07891 868988** or the SHA office on **763 0511**.

Halloween fun at the Smelly Welly Club

The Smelly Welly Club members grew and harvested their own pumpkins this year and enjoyed carving them into scary faces. There was lots of cooking this autumn, to use up all our amazing produce,

including vegetable samosas, potato scones and apple crumble. The last meeting of the season was our Halloween party, which involved lots of slime, spiders and silly games! Children aged 7 to 11

are welcome to join the club when it restarts on Tuesday 31st March 2020. The after school club meets at the Shettleston Community Growing Project on Tuesdays and Thursdays from 3:15 to 5:15. The

Easter holiday club will begin on 7th April 2020.

If you would like your child to attend or have any questions, please contact – **Laura** on **07530 985483** or email laura.michael@shettleston.co.uk.



Caption

16 Fuse Matters...



Fuse Round Up...

Fuse Youth Café Manager, Gerry Baldwin, offers a summary of Fuse's activities and achievements for young people and their families over the year.

Family engagement and adult learning



Fuse works with local primary schools Eastbank, Thorntree, Avenue End, and also St Andrew's secondary to provide family learning sessions. These sessions are designed to improve attainment through fun and informal learning, and 'parent to parent' peer engagement. The learning sessions combined arts & crafts, cooking classes and fun games – the parents, grandparents, and siblings couldn't seem to get enough of these sessions! Fuse was fortunate to have Glasgow Kelvin College's principal come along to present our 'graduate families' with their completion certificates.

Following on from these sessions, Fuse, Glasgow Kelvin College and Eastbank Primary put their heads together with parents to discuss what to do next. As a result, beauty therapy classes were held, 14 parents gained certificates in REHIS Food Hygiene and Emergency First Aid, and some parents were supported in weekly ICT sessions at our Branching Out sessions.



Drop-in Sessions

Fuse delivered five junior drop-in and six senior drop-in sessions on a weekly basis, for young people aged 9-18 years. The youth café offers a fairly packed programme of activities, including arts & crafts, music workshops, chess, drama, cooking, fitness, hair & beauty, pool, PC building, and IT & digital workshops to name just a few.

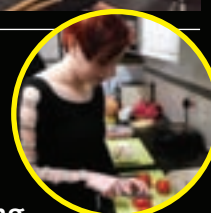
A total of 595 young people participated in the drop-in sessions last year, including 357 juniors, 116 seniors and 87 'wee yins'. All sessions were fun filled but also provided the opportunity for Fuse to address current youth issues and promote positive mental health, and well-being.



Fuse Progressions – our contribution to closing the attainment gap

Since it opened its doors in 2009, Fuse has developed activities to contribute to closing the poverty-related attainment gap. Fuse Progressions delivers an S4 employability programme in St Andrew's Secondary school offering individual support, pathways to youth volunteering, and support to gain accreditation for pupils who would not normally gain national certificates.

The programme also identifies young people from the drop-in sessions who could benefit from additional support, providing emotional and mental well-being workshops, and promoting volunteering and attainment. The Fuse Inclusion programme, as part of Fuse Progressions, offers alternative education at the Café to young people who experience difficulties attending school.



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www.fuseonline.org.uk • www.facebook.com/Fuse.cafe

"Changing perceptions, Changing attitudes, Changing lives"



Shettleston Matters...

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Your complaints

A total of 19 complaints were received between July and September.

The table below summarises our complaints handling performance.



| Complaints received | Jul/Sep 19 |
|--|------------|
| Total complaints | 19 |
| Total complaints upheld | 6 |
| Total complaints not upheld | 8 |
| Total that met target timescales for resolution | 16 |
| Percentage that met target timescales for resolution | 84.2% |

In addition to the six complaints that were upheld, a further five were partially upheld. We saw a significant improvement in our performance for responding to complaints within target timescales, with 84.2% meeting our targets compared with 62.5% in the previous quarter. We will continue to put in extra efforts in improving our complaints handling performance.

We welcome your complaints so that we can learn, improve and put things right. You can speak to any staff member about your complaint in person, in writing or any other contact method. We aim to respond to complaints within five working days and will advise you if it will take longer.

Your compliments

"Excellent overall service, house just came at the right time. Everyone very sympathetic to my case, dealt with very kindly."

"I'm impressed with everything you do, the tradesmen are amazing, thank you."

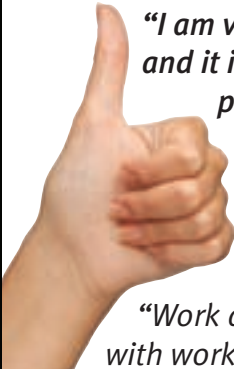
"Housing officer always a pleasure, helpful and explains things well."

"I am very happy for getting the flat so quickly and it is in good condition. Thank you all who participated in the decision."

"Everything has been great."

"Overall very happy with service and courtesousness of staff and contractor. Thank you."

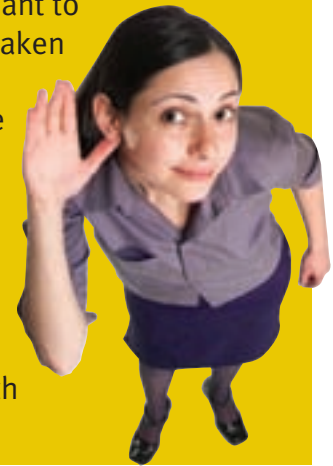
"Work done with good results and very pleased with workman very friendly."



You Said, We Did:

You said: A tenant complained about the lack of communication from contractor during delays to a roof repair.

We did: Having investigated this complaint, we realised that we could have been in better communication with the tenant to explain what steps we had taken to remedy the situation and why the repair took the time that it did. Due to the complexity of the repair, it took a bit longer to complete, and In future, we will make better efforts to keep tenants informed of progress and timescales with complex repairs.



'Howdy' winner cheques in...

Congratulations to **Shirley Taggart, Rachel Lyon** and **Claire Nimmo** for winning the £50 prizes in July, August and September.



Positive feedback on our Performance Report

We are grateful to the 26 tenants and one owner that returned the feedback card attached to our annual

Performance Report, which was posted out with our last newsletter. We are very pleased to see that all respondents agreed that the content and layout of the report was

easy to understand, and

almost all respondents found the report useful, informative and were happy with their involvement in our performance assessment and reporting.

As always, all respondents are entered into a prize draw to win £100 in shopping vouchers. The lucky winner was **Elaine Stubbs** of Wellshot Road. Well done!



18 Shettleston Matters...

Performance Review 1st July 2019 – 30th September 2019

| What we measure | Target | Achieved | You may also wish to know... |
|---|---|--------------------|--|
| Tenant satisfaction <i>HOWDY</i> results | 93% | 100% | 52 general <i>HOWDY</i> cards were received – 29% increase from previous quarter. |
| Emergency repairs % completed in 4 hours | 100% | 98% | From 1st August the target was reduced to from 10 hours to 4. Five 'out of office hours' jobs were outwith target. |
| Urgent repairs % completed in 3 days | 96% | 96% | 494 out of 508 jobs were completed within timescale. From 1st August the target was reduced from 4 days to 3. |
| Routine repairs % completed in 10 days | 95.5% | 97% | 868 out of 903 jobs were completed within timescale. From 1st August the target was reduced from 15 days to 10. |
| Non-emergency repairs completed 'right first' and 'on time' | 94% | 96% | 57 jobs were not completed Right First Time. |
| Gas safety inspections % completed by anniversary date | 100% | 100% | 705 annual services completed within 12 months. |
| Repair appointments – % kept | 95% | 97% | 733 appointments made were kept. |
| Post inspection of repairs | 15% | 24% | 416 Post Inspections carried out. |
| Number of days to re-let empty homes | 18 days | 18 days | Re-let performance remains within target. |
| Lets to homeless referrals | 25% | 25% | 12 lets made to applicants experiencing homelessness. |
| Gross rent arrears as % rent due | 4.0 % | 3.99% | Total arrears are £343,614 which is up by £18,000 from previous quarter. |
| Current tenant arrears | 2.3% | 2.81% | The impact of Universal Credit is causing increased arrears, in part due to delays in receiving payments. |
| Total rent loss from voids | 0.9% | 0.84% | Void loss remained below target. |
| Void Repair Timescales | 95%-4days 95%-7 days 100%-15 days | 100% 91% 93% | 49 out of the 55 void properties were completed within target. |
| Staff absence due to sickness | 4% | 7% | Staff sickness remained above target in 2nd quarter due to combination of long and short term illness. |
| New tenant satisfaction | 95% | 100% | 19 new tenant surveys received. |

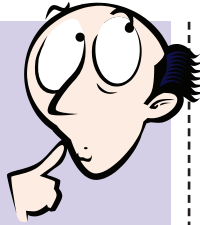


Red – target not met: The outcomes highlighted in red on the table above show areas of work which require improvement. We are making further changes to our structure to ensure we continue to offer good outcomes for our residents.

Amber – target met: The outcomes highlighted in amber show areas of work which met our targets.

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

How well did we serve you?



We received a total of 52 general *Howdy* surveys between July and September, with extremely high levels of overall satisfaction. We saw a significant uplift in the number of *Howdy* cards returned in this quarter, compared with 37 in the previous quarter. Satisfaction levels remained at 100% with all aspects of our service, including the ease of getting in touch, the quality of information given, and staff politeness and attentiveness.

In same period, we received no repairs *Howdy* cards but received 209 repairs surveys completed by text message, achieving an overall satisfaction rating of 94%. High levels of satisfaction were achieved across all aspects of the repairs service, with 98% satisfaction achieved for courtesy of tradesmen, 100% satisfaction with staff politeness and attentiveness, and 98% for ease of getting in touch about the repair.

You can complete a *Howdy* survey at the office or respond to a repairs or gas servicing survey via text messaging. All completed surveys are entered into a prize draw to win £50 in shopping vouchers!

New Tenant satisfaction

19 new tenant satisfaction surveys were returned to us between July and September. Satisfaction levels were extremely high, as shown below:

| Satisfaction with your new home (Jul/Sep 2019) | |
|---|-------------|
| Criteria | % Satisfied |
| Cleanliness | 100% |
| Kitchen fittings | 100% |
| Overall standard of the interior of the home | 100% |
| Bathroom fittings | 100% |
| Heating system | 100% |
| Decor | 100% |
| Satisfaction with overall standard of home when moved in | 100% |

Festive Word Search

Find the hidden words in the puzzle and give yourself a chance of winning a festive shopping voucher!

| | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| M | S | E | G | O | O | R | C | S | T | E | O | M | Y |
| T | M | V | R | C | S | A | M | T | S | I | R | H | C |
| J | O | A | E | I | S | S | S | F | A | G | Y | O | R |
| I | S | N | O | W | F | L | A | K | E | N | I | Y | T |
| E | C | S | R | E | K | C | A | R | C | J | G | S | S |
| Y | E | K | K | S | E | R | J | M | S | Y | Y | E | R |
| T | H | G | C | T | J | K | A | E | D | S | G | N | L |
| I | F | A | M | I | L | Y | C | R | N | T | R | A | K |
| V | T | H | J | K | E | K | K | R | E | N | I | C | E |
| I | S | T | F | I | G | A | F | Y | I | E | N | Y | Y |
| T | C | Y | L | L | O | J | R | S | R | S | C | D | K |
| A | E | I | A | C | Y | E | O | C | F | E | H | N | A |
| N | T | R | E | E | N | S | S | M | C | R | S | A | R |
| M | A | N | G | E | R | D | T | Y | C | P | N | C | R |

JACK FROST
ANGEL
CHRISTMAS
SNOWFLAKE
GIFTS

PRESENTS
FAMILY
SCROOGE
MERRY
NATIVITY
MANGER
CRACKERS

GRINCH
JOLLY
FRIENDS
TREE
CANDY CANES

Name: _____

Age: _____

Address: _____

Postcode: _____

Tel: _____

Email: _____

The winner of the Halloween Spot the Difference competition in the last newsletter was **Karen Bourke** of Etive Street. Karen wins a £30 shopping voucher.



20 Shettleston Matters...

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 |

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:

Monday – Friday 9.00am – 5.00pm

How well did we do?

Tell us on www.shettleston.co.uk/survey

...and follow us on



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Authorised by the Financial Conduct Authority, No. FRN730115

Association Membership

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

Name: _____

Address: _____

Postcode: _____

Tel: _____

Signature: _____



Post or hand in to:
Shettleston Housing Association
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