

# shettleston matters

THE NEWSLETTER OF SHETTLESTON HOUSING ASSOCIATION

OCTOBER 2019

Serving the communities of Shettleston, Springboig, Greenfield and Sandyhills

## Cunningham House officially opened!

The Association's latest development at the former Carntyne Old Parish Church was formally opened on Friday 30 August. Chair, Gillian Johnstone, welcomed guests and residents to the celebrations and described the development's journey from disused building to stunning, energy efficient homes for older residents. Gillian then passed over to former SHA Director, Chris Cunningham, to cut the ribbon and declare Cunningham House officially open.

Nineteen new homes for older people have been provided in this innovative project that combines the construction of a modern five storey Passivhaus tower with the sensitive restoration and conversion of the 19th century church. Each of the thirteen flats constructed within the church and vestry has an individual, bespoke design and benefit from high levels of thermal insulation.

A glazed corridor connects the church to the new, five storey Passivhaus tower, constructed on



the site of the former church hall and comprising five two-bedroom homes. All flats have been designed and constructed to Passivhaus standard, with high levels of thermal insulation, triple glazing and Mechanical Ventilation and Heat Recovery. It is expected that tenants will see a significant reduction in fuel costs in their new homes.

Commenting on the development, SHA Chair, Gillian Johnstone, said:

*"Carntyne Church has been a prominent landmark in the East end for more than a century and the Association has been delighted to breathe new life into the building with this fantastic development. All of the new homes are built to an extremely high standard of energy efficiency and the Association is proud to deliver the first Passivhaus standard social rent homes in the city. Our tenants will reap the rewards of this through lower heating bills and improved comfort and we wish them all the very best in their new homes."*

New tenants, Mr and Mrs Dunlop, attended the ceremony and very kindly showed guests around their home. Mr Dunlop said:

*"My wife and I have moved about a lot due to work commitments and when we retired we wished to move back to and settle in the east end due to falling in love with both the area and its people. We feel both blessed and delighted with our new home at Cunningham House."*

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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 June there have been seven Management Committee or sub-committee meetings at which decisions have been made about the following:

- Agreed our Grant Planning Target for funding from the City Council for new homes in the coming year.
- Changes to our Gas Safety Policy (see separate article).
- To join the Scotland Excel Procurement Group on a trial basis to help us secure best value for money.



- New policies on Void Management and on how our Retirement Housing Service will be delivered.
- To develop our approach to tenant participation following a funding award from the Scottish Government's Next Steps programme.
- To bid for funding to provide new services to help local people develop their digital/IT skills.
- A plan to ensure we are ready for the new Freedom of Information requirements from November.
- New Business Continuity and

ICT Security policies.

- The Committee Development Plan for the coming year, including training and further recruitment priorities.
- Approved the audited Annual Accounts.

Following the recent AGM:

- Re-elected its Office Bearers for the coming year.
- Agreed the membership of each of the sub-committees and made appointments to the Boards of our two subsidiaries – Upkeep and East End Housing Development Company.

## Association holds successful AGM

The Association held a successful Annual General Meeting on Thursday 19th September, which was attended by 36 members. Members received the Chairperson's report from Chair, Gillian Johnston, and Aileen Ogston, of Scott Moncrief auditors, spoke about the annual accounts. Chief executive, Tony Teasdale, then gave a presentation on the Association's plans for the year ahead and answered questions from members present.



The meeting then considered the outcome of this year's election process and approved

the election of the following members to serve on Committee for the next 12 months:

**Grace Barbour**  
**Bonnie Blake**  
**Margaret Davenport**  
**Mary Hain**

**Gillian Johnston**  
**Derek MacFarlane**  
**John Morrison**  
**Frank Quinn**  
**Edward Robertson**

**Margaret Russell**  
**Lesley Scoffield**  
**Christine Thomson**  
**James Tominey**



# SHA achieves good results six years in a row in Landlord Report

We received our sixth Landlord Report from the Scottish Housing Regulator at the end of August 2019 and we are very pleased with how our performance measured against the Scottish average for almost all indicators in 2018/19. In the Landlord Report, the Regulator sets out each Scottish social landlord's performance across key areas including homes and rent, quality and maintenance, neighbourhoods, tenant satisfaction and value for money. The two page report summarises for tenants how their landlord performed against the Scottish

average for indicators in each of these areas, allowing tenants and others to see how their landlord compares.

A copy of the Regulator's Landlord Report for Shettleston Housing Association is enclosed with this newsletter. If you are interested in finding out more, you can visit [www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk) to see full details of the report and use the regulator's online comparison tool to compare our performance to that of other landlords.



## Rent structure

In the last edition we had a feature on how 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. As part of our work to create a simpler, more transparent and consistent charging structure, we sent a survey to tenants asking for your views on what you think are the most important things to take into account when we agree our rent charges.

Thanks to everyone who took part in the survey. We will now

take the results of the survey to our consultation panel, and use the feedback to develop our rent policy. If you would like to join the consultation panel to help with this issue, please contact **Jane McBride** on **763 2821**.

Please note that we now expect any changes which are made to start to have an effect from April 2021, instead of April 2020, as previously planned. This gives longer period of time for us to consult you and to let people know the outcome.

## Performance Report

You will soon receive our own Performance Report, which looks back in much greater detail at how we performed across all areas of the Social Housing Charter in the previous financial year. In the report, we will compare our performance across key areas to a peer group of similar housing associations and the Scottish average, highlighting what we did well and also detailing what we will do to improve our performance further, where needed. The report will also provide a summary of our priorities for the year ahead.

This year, in addition to preparing our Performance Report we are also reviewing the Association's compliance with our various regulatory and legal obligations. This is a result of a new requirement upon all housing association Committees or Boards to submit an Assurance Statement to the Scottish Housing Regulator by the end of October. A copy of this will be enclosed with the Performance Report.

Our report was prepared in close collaboration with our tenant consultation panel, who offered us valuable feedback on the content, layout and design of the report. We would like to thank our panel for their time and input.



## Celebrating housing as a human right

To celebrate Scottish Housing Day, we joined fellow housing professionals from Parkhead Housing Association on Wednesday 18th September. The theme for this year's Scottish Housing Day was 'Housing as a Human Right'.

The focus of the event was to celebrate the positive impact that good quality housing makes to the lives of people and communities and to highlight the housing options that are available to those in need. Our housing support manager, Sandra McIlroy, provided information about how Shettleston Housing Association contributes to housing those in most need and the range of support and advisory services we offer our applicants and tenants.

You can learn more about your housing options by contacting our allocations team on 763 0511.



*Shettleston MP David Linden with our housing support manager, Sandra McIlroy.*



*CEO, Tony Teasdale, says farewell to Jennifer.*

### Good luck Jennifer!

The Association would like to wish Jennifer Hill a very happy and restful retirement. Jennifer served the Association for over 23 years as a finance officer and will be missed!

## Discount for tenants at recycling store

Your new Shettleston Recycles store at 1222 Shettleston Road has been trading since July and is gradually building up a customer base. If you have not already visited, please go along and have a look at the range of high quality low cost furniture on offer, and other household goods. All items are quality checked before they are put on sale at affordable prices. The recycling shop helps the environment by diverting used items from landfill and gives them another lease of life.

The recycled items are already priced low, however tenants and factored owners of the Association can benefit from an additional 25% discount by quoting the unique discount code – **SOFA819**. Furthermore, the shop will also deliver items to homes in the Shettleston area for a reduced delivery charge of £10, formerly £15.

To keep updated with what is in stock in store, or for any queries, please follow Shettleston Recycle's Facebook page

<https://www.facebook.com/shettlestonrecycles/>.

The shop is open on Tuesdays, Wednesdays and Fridays, 9.30am to 3.30pm.



## Consultation:

# Gas Safety Policy review

The Association's Gas Safety Policy needs to be reviewed to ensure it is in line with the most up to date standards of best practice. The policy outlines how we carry out our legal responsibilities in connection with gas maintenance and servicing. Key to this is carrying out a gas safety inspection in 100% of properties within 12 months of the previous inspection. This is vital to ensure the safety of all tenants and we've met this target in recent years.

As a result of the review, we are proposing two main changes to our Gas Safety Policy and would like your views on these:

### 1. Removing the need to take court action to force access to undertake a gas safety inspection.

Under the current policy, where a tenant fails to provide access to their home on three pre-arranged occasions, the Association will instruct its solicitor to raise court action for a court order to force access to the property to carry out the inspection.

In 2018/19 there were two properties where the Association took court action to force access for a gas safety inspection. This cost a considerable amount of money (approximately £525 each time) and delayed the completion of the inspections. The cost of lawyers, court fees and of forcing access was re-charged to tenants.



We are proposing to change our policy to reflect current legal opinion that a court order is not required to force access for an essential gas safety inspection. The terms of your tenancy agreement state that tenants must provide access for essential inspections and a court order is not, therefore, required by law.

We will continue to issue three appointment letters to ensure that every effort is made to arrange access with tenants, including contact by phone, email, text, visits and any other appropriate method. We will also attempt to contact tenants on different days and times to ensure that folk are given every opportunity to have gas safety inspections completed without forced access. By removing the need to secure a court order we will reduce the costs involved in forcing access.

### 2. Frequency of gas safety inspections

Currently we start to carry out gas safety inspections within nine months of the last check, giving us some flexibility around the tenant's availability, and also to deal with any properties where we have no access and have to seek a court

order to force access.

By removing the need to take court action, we can reduce the frequency to ten months. Stretching the cycle from nine months to ten months will help us make savings by reducing the total number of services completed across all of our homes each financial year.

A final change to the policy reflects recent changes to the wording of the Charter indicator for gas safety inspections that we report on quarterly via newsletters. The previous wording asked us to report on the percentage of gas safety inspections completed within their 12 month anniversary. The new requirement is for us to report on the number of times the Association failed to complete a gas safety check on time. Our target will be that we are reporting no failures each year.

### What do you think?

We would appreciate your feedback on these proposals. Please send your responses by text message to **07407 492 606**. Alternatively, you can contact our Maintenance Manager, **Ron Tracey**, on **763 2597** or email **Ron.T@shettleston.co.uk**.



# Progress with 2019/2020 projects

Below we have provided you with a reminder of the projects planned for the current financial year, as outlined in the previous newsletter, along with any progress updates.

## Planned projects

### Bathroom improvements project

63 homes will have new bathrooms fitted. Surveys are in progress and the contractor will make a number of home visits in October.



### Electrical rewire project

48 homes will receive electrical rewiring upgrades to meet current standards. Surveys are in progress and home visits are underway.

### Kitchen improvement project

45 homes will benefit from new kitchens. The contractor went on site in September.

### Flat entrance doors project

83 flat entrance doors will be replaced. The architect has completed surveys and we will be progressing with the project once pricing is finalised.

### Windows project

40 homes will have windows replaced. Surveys have been completed and we are working through tender reports.

### Stair lighting project

We have already upgraded a number of our properties in this year's programme.

### Fire detection upgrades

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

### Academy Street structural repairs

Structural repairs to the front and rear elevations of this block have been completed and the stonework looks much improved – as pictured below.



### Amulree Street cladding repairs

We have funding to replace defective cladding materials from 7 - 83 Amulree Street. This project is currently out to tender.

### Door entry project

80-100 properties will receive door entry upgrades.

### Boiler replacement project

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

### Curtain walling (Edrom Court)

We will replace the common timber windows with a curtain walling system. Specifications have been approved and we are awaiting tender reports.

### Energy Efficiency Standards for Social Housing (EESH)

We are currently tendering for energy assessor services for carrying out energy performance assessments. These assessments will identify any additional works needed to be completed for homes to comply with EESH 2020.



## 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 underway for this project.

## 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. This project is out to tender at present.

*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 the scope of works and anticipated costs.*

## Cyclical projects

### External painting project

The Association carries out cyclical painter work each year where we paint external surfaces every five years and internal areas every 10 years to keep them in good condition. This year's programme is on site and work is progressing well with no issues so far. Additional addresses have been added into the programme.

### Gutter cleaning and roof safety anchors

The programme of gutter cleaning work to remove the build-up of growth and debris was completed



in September. Whilst we were on the roofs of our buildings, we also checked the roof safety anchors and inspected the condition of the roofs. Any repairs needed will be attended to.

### Landscape maintenance

The landscaping team are currently on-site and, at the time

of print, have completed ten grass cuts, and have completed the second hedge cut for the year. Unfortunately the contract is running two weeks behind schedule due to the theft of machinery, and inclement weather.

## 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 now coming to completion.

## No access for improvement projects



We have been surprised by the level of continual no access we have been experiencing when trying to progress with our improvement projects. If you are included in the programme for any project, the projects team will contact you to arrange access to your home for carrying out surveys. These surveys are essential for allowing us to quantify the works required to your home. For example, if we are replacing your kitchen, we need to see the layout of your existing kitchen, we need to know how many white goods you have, and what type of cooker you have so that we can plan your new kitchen for you.

The addresses on our projects list are determined by our stock condition survey which tells us which components are due for renewal. The project team is trying to move ahead with the addresses on our list for this year, however we are finding that continual no access to homes is becoming a drain on our resources, as well as the contractors' time. It is therefore very important that you contact us as soon as possible if a date or time provided for a visit not suit you. We can then rearrange the date and time for you.

Unfortunately, if we do not hear from a tenant at all and continue to get no access to their home, we will have to write to these tenants to advise that they have been removed from the programme. It is therefore very important that you cooperate with the projects team and allow access to your home for improvement works to go ahead. To speak to the project team, please call **Lesley McPherson**, projects assistant, on **763 0511**.



# Maintenance News...

## 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**.



## Appointments for repairs

Association staff and contractors will make every effort to arrange suitable appointments for repairs or inspections. If you are unable to keep an appointment, we would ask that you contact us as soon as possible to rearrange the appointment to a more suitable time. You can call us on our dedicated **Freephone repairs line 0808 202 6565** to re-arrange. However, tenants should note that repeated no access to your property for a repair will result in the job line being cancelled and you may be charged for this.



## Tenants' alterations

The Association has produced a leaflet explaining all you need to know about making alterations to your property and about compensation for improvements that tenants make. Copies of the leaflet are available in our reception desk upon request.



## Identity cards

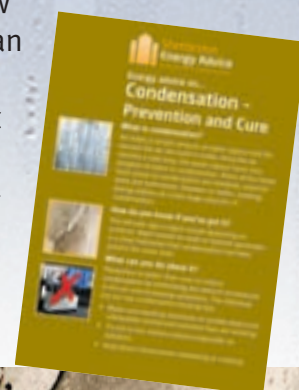
Tenants are reminded that all of the Association's contractors carry photographic identity cards and are happy to present them for inspection when requested.



## Condensation

The Association's energy advice team have produced a leaflet on Condensation – prevention and cure.

The leaflet provides excellent advice on how to identify condensation and what steps you can take to deal with it and prevent it from re-occurring. You can pick up a copy of this leaflet from our reception desk. Condensation often looks like dampness or causes mould growth – if you see this in your home please contact us and we'll carry out an inspection and provide advice on how to deal with this.



## 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.





## Fenella Street development

This new development of 46 energy efficient homes is nearing completion. Block one, located on Fenella Street, contains 12 flats and is expected to be handed over to the Association by the end of October 2019. These spacious homes benefit from triple glazing, gas central heating, mechanical ventilation, community Wi-Fi, a play area and communal parking.

Block two, located on Old Shettleston Road, consists of 14 flats and is expected to be available towards the end of



November 2019. In addition to the features above, these flats also have sun spaces that act as heat traps, helping residents keep their homes warmer for less.

### Mid-Market Rent homes

Located on Shettleston Road these eight Mid-Market Rent (MMR) homes will be available from January 2020. They each have two bedrooms, an en-suite bathroom, gas central heating, floor coverings, blinds, white goods and private parking. To apply for a Mid-Market Rent home, your annual income must be between £18,000 – £40,000.

For more info or to apply, please contact the allocations team on **763 0511**.

## Your right to information...

From 11 November 2019, Freedom of Information (Scotland) Act 2002 (FOISA) will apply to social landlords in Scotland, and in most cases, their subsidiaries too. The Act places a responsibility on organisations to respond to requests for information within set timescales, and also to publish certain types of information for greater openness and transparency.

Information that we must publish can be categorised into seven 'classes': information about us, how we deliver functions and services, how we take decisions, what we spend and how we spend it, how we manage resources, how we procure goods and services, and how we perform.

As part of our duty to publish information, we are developing a Guide to Information (GTI), which will be available from our office and on our website as of 11th November 2019. The GTI will detail all the information that we publish and how you can access it. Accessing information via our

website is completely free, however, there may be a small charge for printed copies of any information listed in our GTI.

### How to make a Freedom of Information (FOI) request

FOISA gives you the right, to request and receive information about the services we deliver to you as your landlord. To receive information, all you need to do is ask by making an FOI request via our website or any of the other contact methods detailed at the bottom of this article.

We must respond to you within 20 working days of receiving your request and, unless the information is exempt, we must disclose it to you. Your FOI request does not need to refer to FOI or explain why you want to access the information you have asked us for.

### When making your request, please keep the following in mind

Your request must be in writing or other permanent format so that

we can refer to it in the future. We are happy to accept requests by letter, e-mail or in audio format. Please include your full name and address (or email address if requesting by email) within the request so that we can respond to you with the information requested.

Tell us what information you would like to access. Please describe what you are looking for as clearly as possible so that we do not misunderstand your request and do not need to contact you for clarification.

Under our duty to 'advise and assist', we would be happy to help you clarify what information you may be looking for, including explaining the types of information we hold that might be relevant to your request.

### Where to send your request

From 11th November 2019, you can make a FOI request in writing and send it to Shettleston Housing Association 65 Pettigrew Street, Glasgow, G32 7XR. Or you can send an email to **FOI@shettleston.co.uk**.

# Rats...



Shettleston is experiencing an increase in the number of rats in the area, as part of a wider problem throughout Glasgow. Whilst the Association does not have a direct responsibility for dealing with rats, as a responsible and considerate landlord, we are working with the City Council's Environmental Health Team to try to eradicate the problem. To be successful in this we need residents in the Shettleston area to be vigilant and to be responsible householders.

The City Council's Environmental Health team are responsible for eradicating rats and residents should contact them in the first instance on **0141 287 1059** and also inform us.

Working closely with Environmental Health, the Association will take steps to assist the pest controllers in clearing a rat problem where it occurs, by blocking up holes and gaps in walls and cutting back vegetation.

We have also been in discussion with the Council about bringing forward the green wheelie bin programme in affected areas. This was scheduled for next year for the Shettleston area but we are hoping to have some local areas actioned sooner. We are carrying out surveys to see what work is

## You can help keep rats at bay by following the guidelines below

- Remove all food sources.
- Store refuse securely and only in bins provided.
- Rats are very resourceful creatures and will exploit any feeding opportunity which comes their way. From a pest control point of view, we would prefer that you did not feed birds whilst the treatment is in progress. If you feel that you must, please make sure that the food is not accessible to rats.
- Make sure any pet food is stored securely and that any spillages are cleaned.
- Clear up any dog mess (rats really will eat almost anything).
- Remove any source of water (turn any container that might collect rain water upside down).
- Clear any blocked drains, or notify us of any drain problems.
- Do not let gardens become overgrown.
- Remove any piles of material which may have accumulated in your garden.

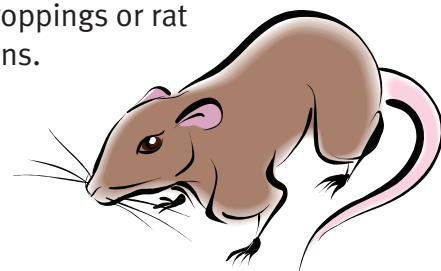
required to our bin stores so that they can accommodate the green wheelie bins and work is scheduled to start this month.

We have also instructed our landscape maintenance teams, close cleaning squads and any of our contractors that carry out works within the loft spaces of our properties, to be extra vigilant and report any signs of rat activity back to the Association.

Should you witness any residents disposing of rubbish inappropriately within common areas, please contact either

Shettleston Housing Association, or the **Council's Land and Environmental Services** on **0845 270 1558**.

Please be aware that the Council's Environmental Health Team has to work under strict legislation and can only bait or set traps for rats if they find real evidence of activity i.e. rat droppings or rat runs.





# Drop in and see us...

Our welfare rights and financial inclusion teams hold drop in sessions for people to come and speak to us about any questions or issues relating to welfare benefits, universal credit or money advice. David, George and Bernie can help with lots of issues you might be facing such as:

- You think you might be entitled to benefits you are not getting
- You would like to appeal against a decision to withdraw or refuse a benefit claim
- You have a problem with a universal credit claim
- You have problems with debt

Drop In	Where	When
Welfare rights drop in	SHA Office	Wednesday 9-12 Wednesday 1-4
Universal credit drop in	SHA Office	Tuesday 2-4 Thursday 2-4
Financial inclusion drop in	Parkhead Foodbank Calton Parish Church 142 Helenvale Street Parkhead G31 5JX	Wednesday 2-4
Financial inclusion drop in	Shettleston Foodbank Shettleston Methodist Church 1104 Shettleston Road G32 7PH	Friday 2-4

We can also offer you an appointment at a time and date that suits you. To arrange an appointment contact us on **763 0511**.



## Don't stand for hate crime

Certain behaviours and words are not only unacceptable – they can be criminal too. Verbally abusing someone's disability, race, religion, transgender identity or sexual orientation is a hate crime. If you or someone you know has experienced a hate crime, report it to the police by calling 101. The police take reports seriously and can take a range of action against offenders. It is always worth keeping a record of incidents to share with the police. We take hate crime very seriously too. If you are worried about incidents in your neighbourhood and would like to talk to us about it, please call your housing officer.

## Join our Next Steps programme

We're pleased to say that the Association was successful in applying for Scottish Government funding for a tenant participation programme aimed at developing and improving our work in this area. The Next Steps programme will see Committee,

staff and interested tenants work closely with the Tenant Participation Advisory Service (TPAS) to review how we currently engage with our tenants, and to create a plan for better service user participation.

To achieve this, we would like to invite tenants to take part in a two hour workshop with TPAS, to identify and discuss tenants' priorities in relation to tenant engagement. This is your chance to feed in to our Next Steps programme and make sure that your views and preferences for

tenant participation are taken into account. The Next Steps programme is all about how we engage with you, so please don't miss this opportunity to shape what we do.

The workshop will take place at our office on Thursday 14th November, 10am – 1.30pm, followed by a light lunch. Please register your interest in taking part by contacting **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)

# Pruning in winter is best!

During summer, the Association and Upkeep are inundated with queries relating to the size, shape and reach of hedges, shrubbery and trees, with requests for pruning or removal. Whilst the garden maintenance service exists to enhance the local environment, a key function of it is to ensure that vegetation does not encroach onto pathways or interfere with buildings or overhead services. Therefore, from time to time, you may see our teams carrying out essential landscaping works during the summer growing season.

However, industry leading research tells us that the best time to prune shrubbery, trees or hedges is in the winter. Not only does this reduce the amount of cuttings that need to be disposed of, but in the winter, the bare stems make the job of shaping shrubs, hedges and trees and spotting diseased growth much easier.

In addition to the above, the bird nesting season runs from February until August, and it is recommended that tree and hedge cutting should be done outside of this. We must avoid disturbing nesting birds and breaching any legislation that protects nesting birds. We are responsible for assessing, and confirming that any works carried out to trees and other vegetation has not disturbed actively nesting birds.



## Other benefits of carrying out this type of work in winter include:

- **Promoting summer blooms** – flowering plants are in full bloom and enhance the local landscape adding colour and vibrancy to the community.
- **Shaping** – winter is the ideal time to assess and modify the shape and structure of almost any deciduous shrub.
- **Promoting health** – diseased branches can be pruned out to maintain the health of trees and shrubs.
- **Aiding vigour** – Pruning promotes stronger growth of existing stems and encourages fresh, new growth.
- **Rejuvenating tired shrubs** – It's a good idea to assess all shrubs in winter, looking out for general tiredness and lack of vigour, and allowing our team to remove problem growth such as 'tree saplings'.



## The program of tree works that Upkeep undertakes on behalf of the Association includes:

- **Tree removal** – the removal of dead or decaying trees including the removal of its stump.
- **Crown thinning** – the removal of secondary branches which effectively balances the tree without altering its size or shape.
- **Crown lifting** – the removal of the lower branches to lift the height of the tree 'crown' allowing for greater clearance between the ground and the lower branches.
- **Crown reductions** – trimming all branches and where necessary reducing the size of the tree 'crown'.
- **Formative pruning** – the purpose of this is to assist a young tree developing into a stronger and better shaped tree.

Upkeep's Landscape team will be providing regular updates on the progress of landscaping works throughout the winter season via the Association's website. For more information on winter landscape works, call **Upkeep** on **764 3793**.



## Best Start Foods Card

### What is it?

Best Start Foods is a prepaid card that you can use to buy healthy foods for children under three years old, or up to four years old if you currently get Healthy Start vouchers.



### How do I apply?

You can apply online at: [www.mygov.scot/best-start-grant-best-start-foods/](http://www.mygov.scot/best-start-grant-best-start-foods/)

If you need help to apply, or you'd prefer to apply by phone, you can call **0800 182 2222**.

### When can I apply and what will I get?

You can apply for Best Start Foods as soon as you are pregnant.

The payments for Best Start Foods are:

- **£17 every 4 weeks during pregnancy**
- **£34 every 4 weeks from your child being born until they are 1 year old**
- **£17 every 4 weeks between the age of 1 and 3**
- **£17 every 4 weeks for children up to 4 years old (applicants getting Healthy Start vouchers only)**

### What affects whether I can apply?

If you are under 18, you do not need to be on any payments or benefits to apply for Best Start Grant or Best Start Foods.

If you are a parent over 18, you can apply whether you are in work or not, as long as you are getting one of the following benefits:

- Universal Credit
- Child Tax Credit
- Working Tax Credit
- Housing Benefit
- Income Support
- Pension Credit
- Income Based Jobseekers Allowance (JSA)
- Income related Employment Support Allowance (ESA)

For more information visit [www.mygov.scot/best-start-grant-best-start-foods/](http://www.mygov.scot/best-start-grant-best-start-foods/)



## 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 those of 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 to EU Citizens living in Scotland. 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.

# What a great year at the SCGP!



As the growing season draws to an end we can say with certainty that it's been another great year at the SCGP's Eckford Street site.

The Smelly Welly Club has been growing amazing crops since March and has made lots of equally amazing meals with the results. This year we received funding from Glasgow City Council's Childrens Holiday Food Program which allowed us to give the kids a hot lunch before they started the club. During the summer members also enjoyed a three day trip to Aviemore Youth Hostel with funding received from the Scottish Youth Hostels Explorers Fund. They saw beautiful parts of the Cairngorms including Loch Morlich and the Highland Wildlife Park and had an amazing time. The Smelly Welly Club finishes for the year on October 31st with a Halloween Party.



their hard work with a trip to Loch Katrine including a sail on the Sir Walter Scott Steamship and lunch in Callander.

We recently welcomed a celebrity visitor to the site in the person of Dougie Vipond. He and the BBC Landward crew came to film the project for an upcoming



It has also been a great year for all our ploholders and volunteers with a wide variety of crops being grown in all our raised beds. Ploholders have harvested potatoes, onions, broad beans, peas, tomatoes, cucumbers and peppers, in fact, too many crops to mention and they all tasted as good as they looked. Our loyal band of volunteers have helped us keep the allotments looking great and thanks to Tesco Bags of Help we were able to reward them for all



episode – when we find out when it's to be aired we'll put details on the website. We also hosted a visit by delegates from UK Community Foundations and welcomed volunteers from Dewars and Direct Line.

All in all it's been another fruitful and enjoyable season. Although things do quieten down over the next few months, there are still things going on. Contact project coordinator, **Kenny McCubbin**, on 07879 333846 or email me at **Kenny.mccubbin@shettleston.co.uk** for more information.



# Keenagers activities expanding at Edrom...

*Thursday morning arts and crafts café at Edrom Path.*



*Keenagers enjoying a day out at Largs.*

The Shettleston Keenagers are establishing themselves as a great resource for older people in the community, with a range of activities now on offer from their Edrom Path base. The Easy Exercise class is continuing on Tuesday afternoons at 2pm, the Lunch Club on Wednesdays from 12noon and latest arrival, the Thursday morning Arts & Craft Café, is about to start a third six week run. The Keenagers also had a very successful bus run to Largs at the beginning of September – the sun shone, the fish and chips were good and everybody had a great time.

Anybody interested in joining the Keenagers can either drop in to any of the sessions or call the



Association's retirement housing officer, **Theresa**, on **07891 868988** or the SHA office on **763 0511**.

## Easy ways to pay your rent...



## Switch to Direct Debit

The easiest way to pay your rent is by Direct Debit. Once set up you don't have to do a thing as your regular payment is automatically sent by your bank. If your rent changes you don't

need to do anything – we will write to tell you we are adjusting the Direct Debit for you.

## The Allpay app

The Allpay app lets you make payments using your phone or tablet. You can download the Allpay app and get registered to pay us

using your payment reference number. Your payment reference is a 19 digit number you will find on your Allpay card. The app is available for Apple iPhone and Android Smartphones.

*For other ways to pay please contact the office.*



# Another great Family Fun Day

This year's Family Fun Day was another great success. Over 300 visitors came through the gates for this annual event, run as a partnership between the Association and the Shettleston Community Growing Project. It was great to see so many regulars return to support the project and we also welcomed a few new faces who were blown away by the activities we had this year. Special thanks to the National Lottery Community Fund for supporting this year's event.

Mr Giggles never fails to bring a smile to everyone's faces and

Pudsey Bear also joined us for the first time this year, thanks to funding the Smelly Welly Club received from BBC Children in Need. Visitors were treated to an amazing pantomime production of "The Wizard of Oz" by Geez A Break productions. On top of all that there was home baking, free ice cream, World War 1 re-enactment, face painting, neck massage, jewellery and badge making, smoothie bike, bike repairs, birds of prey, children's games and lots more. We also had stalls from Shettleston

HA, Glasgow Kelvin College, Shettleston Men's Shed, Tollcross Advice and Learning Centre, Alzheimer's Scotland and Thriving Places.

It was an absolutely brilliant day again for everyone that attended and we will be doing it all again next year on Sunday 2nd August 2020 – stick the date in your diary and we hope to see you then.





## Do you live in Springboig or Greenfield?

## Get involved!

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 good in the local community while supporting residents, local groups and organisations to make positive changes and start exciting projects.

### What can you get involved in?

- Some local people are getting together to improve the provision of youth activities in Springboig and Greenfield. If this is something you are interested in, we are looking for people who would like to help with forming the group and volunteering their time.
- Do you think your neighbourhood would benefit from having a community council? We are collecting signatures on a petition to start a community council for the areas of Springboig, Barlanark and Greenfield. A copy of the petition is available at the reception of Barlanark Community Centre and the Miller's Bar. You can pop in to sign it or contact your local Community Connector for more information.
- We are looking for more local people to contribute their views to the local community plan. If you have time for a cup of tea and a chat about your neighbourhood we would love to hear from you.

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 check out our social media for information about community events and activities in your area:

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



## How well did we serve you?

We received a total of 37 general Howdy surveys between April and June, with overall satisfaction with our services at 100%. Satisfaction levels with other aspects of our service also scored extremely highly, with 100% of all respondents satisfied with ease of getting in touch, the quality of information given, and staff politeness and attentiveness.

In same period, a total of 16 repairs Howdy surveys were returned, with overall satisfaction rated at 94%. 189 repairs surveys were completed by text message, achieving an overall satisfaction rating of 95%. High levels of satisfaction were achieved in aspects of the repairs service, with 100% satisfaction achieved for courtesy of tradesmen, 99% satisfaction with staff politeness and attentiveness, and 97% for ease of getting in touch about the repair.

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 April to June. Satisfaction with different aspects of the service are detailed in the table below.



Satisfaction with your new home (Apr/Jun 2019)	
Criteria	% Satisfied
Cleanliness	100%
Kitchen fittings	100%
Overall standard of the interior of the home	100%
Bathroom fittings	88%
Heating system	100%
Decor	88%
<b>Satisfaction with overall standard of home when moved in</b>	
	<b>100%</b>

## Your complaints

A total of 6 complaints were received between April and June. The table below summarises our complaints handling performance.



Complaints received	Apr/Jun 19
Total complaints	6
Total complaints upheld	3
Total complaints not upheld	3
Total that met target timescales for resolution	3
Percentage that met target timescales for resolution	62.5%

Three of the six complaints were resolved outwith SPSO timescales for complaints handling. Two complaints just missed the timescale by one working day due to the length of time needed to fully respond to the complaint. Another complaint took longer to respond to than we would have liked, due to technical issues encountered when trying to access the recording of a telephone conversation.

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 message 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.

## Your compliments

*"We are happy with the house – it came at a good time as we had to leave our private let. It was a very good service. SHA is the best housing association."*

*"Happy with everything."*

*"Really happy with all the help that was given to me."*

*"Competent workmen."*

*"Keep doing what SHA is doing. Very satisfied. A big thank you to all of you."*

*"So excited to move into my new house and get settled. It's been a rough year for me and my children."*

*"As usual repair carried out quickly and courteously."*



## You Said, We Did:

**You said:** A tenant complained about how the association had dealt with a rat infestation in their home.

**We did:** Having investigated this complaint, we realised that we could have better in some areas of our response to the rat infestation. To improve our response in such cases, we are developing a new standard procedure in order to deliver a consistent and appropriate response to a vermin infestation.



## 'Howdy' winner cheques in...

Congratulations to **Shannon Watson, Barry Fullarton** and **Margaret Drearie** for winning the £50 prizes in April, May and June.

*Barry Fullarton, our May winner...*



*...and Margaret Drearie, our June winner.*





## Performance Review 1st April 2019 – 30th June 2019

What we measure	Target	Achieved	You may also wish to know...
Tenant satisfaction <i>HOWDY</i> results	90%	100%	37 general <i>HOWDY</i> cards were received.
Emergency repairs % completed in 10 hours	100%	100%	406 jobs were completed within timescale. From 1st August Target has reduced to 4 hours.
Urgent repairs % completed in 4 days	95%	98%	554 out of 563 jobs were completed within timescale. From 1st August Target has reduced to 3 days.
Routine repairs % completed in 15 days	95%	96%	934 out of 972 jobs were completed within timescale. From 1st August the Target has reduced to 10 days.
Non-emergency repairs completed 'right first' and 'on time'	93%	96%	1450 jobs completed Right First Time.
Gas safety inspections % completed by anniversary date	100%	100%	801 services completed by anniversary date.
Repair appointments – % kept	95%	96%	740 out of the 768 appointments made were kept.
Post inspection of repairs	15%	27%	528 Post Inspections carried out.
Number of days to re-let empty homes	18 days	15 days	34 properties were relet quicker than target.
Lets to homeless referrals	25%	38%	12 lets made to applicants experiencing homelessness.
Gross rent arrears as % rent due	4.2%	3.8%	£343,641 total arrears owed at end 1st quarter.
Current tenant arrears	2.4%	2.7%	£244,428 was owed by current tenants at end of June 2019.
Total rent loss from voids	1.0%	0.6%	Void loss remained below target.
Void Repair Timescales	95%-5days	100%	29 out of the 35 void properties were completed within target.
	95%-10 days	100%	
	100%-15 days	71%	
Staff absence due to sickness	4%	6%	Staff sickness remained above target in 1st quarter due to combination of long and short term illness.
New tenant satisfaction	97%	100%	17 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.

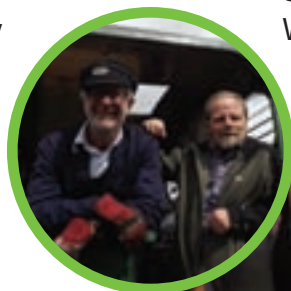
**Green – target exceeded:** The outcomes highlighted in green show areas of work which met the 100% target or exceeded our set target.

## Shettleston Men's Shed memoirs...

**The men at the Shed had a grand day out in August. Here's their account of the trip...**

At 1100 hours on 21st August 2019, members of Shettleston's Men's Shed set out on their annual away day, this time to the Bo'ness and Kinneil steam railway. A short trip of 45 minutes on a coach got us parked outside the very authentic, wild style station, where the station master greeted us, and gave us a welcoming speech and a couple of good stories. After the lads got their tickets, they all broke up and went to do their own thing, some to the museum which held plenty of exhibits and the members thoroughly enjoyed. Others that were less mobile, took the opportunity to take the train for an extra journey.

At 1400 hours we all met together to take the last train of the day. The members thoroughly enjoyed the afternoon tea, with plates laden with sandwiches, cakes and scones with cream. Our only regret was that no one had thought to bring a box or two for the food that could not be eaten at the time.



At 1530, on arrival back at Bo'ness, it was pouring down with rain, so we got into our bus as quickly as possible, and started our journey home, getting to old Shettleston Road at 16.30, where everybody de-coached and went home. It was a smashing day out, a smashing place to visit, and we possibly did not give ourselves long enough at the site. We shall return!

Shettleston Men's Shed is open on Wednesday and Fridays from 1pm to 4pm at 647 Shettleston Road. All welcome.



## Warm Home Discount applications open...

**The Warm Home Discount (WHD) is a payment of £140, which eligible electricity customers can apply for. If you have applied previously, you will need to reapply each year.**

There are two ways to qualify for the WHD scheme:

- You get the Guarantee Credit element of Pension Credit, this is known as the 'core group'.
- You are on a low income and meet your energy supplier's criteria for the scheme – known as the 'broader group'.

It's best to check if your energy supplier offers the warm home discount. To do this, call them directly or check your electricity supplier's website. Your supplier will also be able to advise you on whether you are eligible for the discount.

Here are some of the suppliers that offer WHD and (at time of print) have opened their application process:

- **Scottish Gas: 0333 202 9802**  
<https://britishgaswarmhomediscount.com/>
- **Scottish Power: 0800 027 0072**  
<https://www.scottishpower.co.uk/whd.process?execution=e1s1>

- **SSE: 0345 026 2658**  
<https://sse.co.uk/forms/warm-home-discount-application-form/introduction>
- **Eon: 0345 052 0000**  
<https://www.eonenergy.com/warm-home-discount.html>
- **Npower: 0800 073 3000**  
<https://www.npower.com/help-and-support/extra-support/warm-home-discount/>
- **EDF: 0333 200 5100**  
<https://www.edfenergy.com/for-home/help-support/warm-home-discount>

At the time of print, the following supplier had not opened their application process, but you can still register your interest by contacting them:

- **E Gas and Electricity: 0333 103 9575**  
<https://www.e.org/support/warm-home-discount>

Please note that Utilita have now CLOSED their application process.

*If you are considering switching your energy supply and are eligible for WHD, make sure that your new energy supplier offers WHD too.*





## 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**.



Social Security Scotland  
Tearainteachd Shòisealta Alba

## Funeral Support Payment is available to people in Scotland who are on certain benefits.

If someone has died and you are struggling to pay for a funeral, Funeral Support Payment may be available to help you with some of these costs.

Call us on 0800 182 2222 or visit [mygov.scot/funeral-support-payment](http://mygov.scot/funeral-support-payment)



Dignity,  
fairness,  
respect.

[mygov.scot](http://mygov.scot)



## Energy advice drop-in

Our energy advisor, Angela, is running energy advice drop-in surgeries at the Association's office every **Tuesday, 10am – 12pm** and **2pm – 4pm**. Please come along and take advantage of this. The drop in sessions will only run until **Tuesday 17th December 2019**.

The drop in surgery can help you with:

- Switching suppliers
- Energy supplier issues
- Applying for the Warm Home Discount
- Resolving metering issues
- Setting up affordable payment plans
- Assisting with fuel debt
- Raising complaints about your supplier
- Meter exchange
- General energy savings advice

# Fuse Round Up...

Fuse Youth Café Manager, Gerry Baldwin, offers this round up of recent activities and upcoming events for young people at the café.



Kryptonite comics is still running within the clubs and the young people are certainly looking to make their comics as great as

they can be. As an example of what we've been doing, in a session last month we took on a difficult task of creating heroes and villains with only three minutes each to draw sections of the character.

This programme is currently running on Wednesdays (juniors and seniors) and Friday (juniors). We think we have the creative juices flowing and will be looking to move onto the next step soon - digital art. Face front, true believers!

## Oor history too

Here at Fuse, we have been hard at work with some interesting new programmes! The 'Oor history too' programme involves young people learning about the area they live in. There are drama workshops running, which will lead to young people performing in their own movie, as well as an exhibition showcasing everything they have learned throughout the programme. This programme runs during our junior club on



Tuesdays, 3pm – 6pm. Do you think you know everything there is to know about Shettleston? Think again!

## Points programme

Over the summer, we ran a six week pilot of our new points programme. The game involved assigning point values to every activity in the junior club. This meant that if young people took part in cooking and they helped clean up afterwards, they would get vouchers of their choosing. We are looking to start the programme back up again soon!

## October week holiday

Fuse will be open for the October week break with a holiday programme for all three clubs. Visit our social media platforms for times and dates of all the activities planned!



Our branching out sessions for adults looking to get help with computer skills, CV creation and job hunting are still ongoing. These free sessions are open to the public every Tuesday, 10am to 1pm. Why not pop in, grab yourself a cup of tea, sit down with our helpful staff and make the most of your morning.

## Oral Health

At Fuse, we are educating our young people on how to look after their oral health. We will soon be starting to piece together a short film in which our senior members will use everything they have learned to help others look after their oral health. This programme is funded by the Scottish Government Oral Health Challenge and is for ages 11-16. The programme runs on Monday evenings, with dramatic effect workshops taking place on Thursday evenings in the senior club, 6:30pm - 9:30pm.

1567-1573 Shettleston Road, Glasgow G32 9AS  
0141 778 4477 • [fuse.cafe@o2.co.uk](mailto:fuse.cafe@o2.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"*





## Are you a tenant looking for a transfer?



Many of our tenants have recently applied to be rehoused by the Association to another property as their existing property may be too big or small or no longer suit their needs. If you are thinking of applying for a transfer please contact our allocations team who can give you more information about how to apply. Please be advised, in order to be considered for a transfer, you will need to complete an application form. If you are considering a transfer, we

would expect your rent account to be up to date and will be carrying out a house inspection and be looking for you to carry out any repairs to your property or remove any non-standard fixtures or fittings before you can move to another property. Give us a call or drop in to our allocations surger (Thursday 10am – 12.45pm) for more information.

**Don't forget to remember – if you change your telephone number, please let us know!!**



### Coffee up for Charity

The staff held a MacMillan coffee morning on 4th October and raised £363 for the cancer support charity!



## Spot the Difference

With Halloween coming soon, can you spot the TEN differences between our ghastly scenes?



Name: \_\_\_\_\_

Email: \_\_\_\_\_

Address: \_\_\_\_\_

Postcode: \_\_\_\_\_

Tel: \_\_\_\_\_

The winner of the Summer Spot the Difference competition in the last newsletter was **Ms McNairn** of Shettleston Road. Ms McNairn 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 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](http://www.shettleston.co.uk/survey)

...and follow us on



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Registered under the Co-operative and Community Benefits Act 2014, Registered No. SP1884RS  
Property Factor Registered No. PF000226  
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](mailto:sha@shettleston.co.uk)  
Web: [www.shettleston.co.uk](http://www.shettleston.co.uk)