

# shettleston matters

THE NEWSLETTER OF SHETTLESTON HOUSING ASSOCIATION

JUNE 2020

*Serving the communities of Shettleston, Springboig, Greenfield and Sandyhills*

## We're here for you!



**Lock-down has been tough for everyone and for some more than others. We know that many of you have been dealing with social isolation, illness and even the loss of loved ones. You may have job worries, a reduced income or are just trying to stay sane whilst keeping school age children occupied and learning. While there is now some light at the end of the tunnel, sadly, things will not be back to normal anytime soon.**

The Association exists to make life better for our tenants and the community. Throughout the crisis we have continued to provide services and support wherever possible:

- Essential repair and maintenance work has continued.

- Upkeep has kept closes and common areas clean and free of rubbish, and grassed areas under control.
- Housing staff, working from home, have continued to provide tenancy support and advice, including helping the many people who have lost income and are trying to navigate the benefits system.
- Whilst the office is closed our switchboard is operating as normal, taking and responding to your calls promptly.
- We have been able to provide emergency food parcels to around 130 local households each week, thanks to a collaboration with Parkhead HA and the FARE charity. It's clear that the economic impact of Covid will be long-lasting

and we are working with both Parkhead HA and Tollcross HA to establish a Community Pantry in Shettleston.

We have had to adapt like every other organisation. Some SHA and Upkeep staff have been “furloughed” and the rest had to be equipped and trained for remote working. We have made increased use of our website, social media and texting to get key information out to tenants. While all this has worked quite well it cannot fully match the quality of service delivered by staff in the community.

Our Management Committee has continued to meet and take decisions through video-conferencing. Good governance is always vital and you will see inside that we are currently looking to recruit additional Committee Members.

As lock-down eases we are planning for how we can safely resume services and re-open the office, in line with the Scottish Government “route map”. We will keep you informed as plans develop. I hope you find this newsletter useful. Keep a look out for breaking news on our website and social media.

**Tony Teasdale,**  
Chief Executive Officer

### In this issue...

**Keeping everybody safe**  
page 2

**New money advice service**  
page 3

**Repairs and maintenance under lockdown**  
page 4

**Shettleston Community Fund**  
page 6

**Association delivers over 1200 food parcels**  
page 7

### Keeping everybody safe during Coronavirus

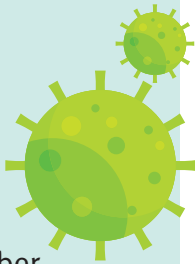
If you have to contact us about a repair or any other matter that might involve a staff member visiting your home, there are now measures that must be taken to keep everybody safe.

Firstly, we will ask you whether you are self-isolating or shielding so that we can understand how best to protect you and your family, as well as our contractors and staff.

When a contractor or staff member attends your home they will:

- Distance themselves by at least 2m from anyone within your home.
- Avoid touching surfaces where possible and wipe down any areas they have to touch.
- Wear protective gloves and other, additional protective clothing where necessary.
- Ask if they can wash their hands before and after their visit (if you are happy for them to do so). Alternatively they will use hand-sanitiser before and after carrying out works.

We would ask that you minimise interaction with our contractors and staff and stand at least 2m away. They will show you identification when they arrive and once you have checked this please leave them to undertake their work. By following these steps we can all minimise the risk of infection.



## Committee News



The Association's volunteer Management Committee is elected by the share-holding SHA members to oversee its work and take all strategically important decisions. Committee has considered and taken decisions on the following matters in 2020 so far:

- Results of the latest three yearly survey of tenant satisfaction
- Increase in rents, service charges and factoring fees for 2020/21.
- Annual budget, including the major repair/improvement programme.
- New policies on Gas Safety and a new Community Fund.
- Appointment of Engie Ltd as contractor for the St Marks new build development.
- Changes to the staff pension scheme and in-principle approval for a revised staff structure.
- New cyber-security arrangements.
- Covid-19 crisis and lockdown service changes.
- Committee office bearer succession plan and co-option of a new member.
- Updated Business Plan including revised 30 year financial projections.
- Re-financing of SHA's £45m loan facility with RBS.

Members also attended a Strategy Review Day in February and in-house training events on Equalities and Loan Finance.

There have been a number of changes on Committee in recent months. The following retired, having given very many years of dedicated service: **Mary Hain**, **Frank Quinn** and **James Tominey**, as did **Bonnie Blake**. All are thanked for their very significant contributions to the work of the Association.

**Sean Connor** has recently been co-opted onto Committee. He is a founder Upkeep Board member and its current Chair. He has mainly worked in a senior capacity in voluntary sector and charitable organisations, including housing associations, and brings general business management experience to the Committee. **We are now looking to co-opt two more people with professional experience of financial management or housing development, construction or maintenance. Candidates don't need to live in the area but local knowledge is an advantage. Full details can be seen on our website.**



*Many thanks to Mary Hain, Frank Quinn, James Tominey and Bonnie Blake.*

# Would you consider getting more involved in the work of Shettleston HA?



SHA Chair,  
Gillian Johnston

Shettleston Housing Association is continuously seeking a wide and active membership by encouraging individuals with an interest in our work to join us. There are many benefits of becoming an Association member, including the right to attend and participate in the Association's Annual General Meeting (AGM) and to stand for election to the Management Committee that oversees all Association activities.

Committee members must be committed to the work of the Association – which includes attending regular meetings – and conduct themselves with honesty and integrity, always basing decisions on what is best for tenants and the wider community. There's more information about what's involved on our website [www.shettleston.co.uk](http://www.shettleston.co.uk).

Our next AGM is scheduled for **Tuesday 22nd September 2020**, although what format it will take will be subject to the Coronavirus situation at the time. Committee members are elected at the AGM so any tenant interested in joining the Committee this year must first become an **Association Member**. You'll find a membership application form on the back page of this newsletter, which needs to be **received by us by Friday July 24th**, along with the lifetime membership fee of £1.

Becoming an Association member is the first step to joining the Committee but doesn't commit you to anything. If you would like to have a chat about any of the above or would like any further information about any aspect of Association or Committee membership, please get in touch with **Jane McBride** on **763 2821** or email [jane.mcbride@shettleston.co.uk](mailto:jane.mcbride@shettleston.co.uk).

## New money advice service for Shettleston and Tollcross residents

Shettleston HA has joined forces with the Tollcross Community Trust and Tollcross Housing Association to set up a money advice service for residents in our two communities. TSMAS (Tollcross and Shettleston Money Advice Service) offers a full range of money advice services, from budgeting assistance to debt counselling and advocacy with creditors. Anybody wishing to make an appointment to see a TSMAS money advisor, should contact the SHA office on **763 0511**.



## The importance of paying your rent

We understand the problems faced by many of our tenants as a result of Covid-19, especially those who may face job loss and reduced income. Our staff are here to help and if you are worried about paying your rent, please do not delay in contacting us. We will work with you to make realistic repayment arrangements and can arrange support and benefit advice where appropriate. So, please, if you have faced a change in circumstances as result of this pandemic, get in touch by phoning our office and we can see how we can help.

You should continue to pay rent as normal and this can also be done remotely in a number of ways:

- Direct debit or Recurring Payment – if you want to set one up phone our office. It is the simplest and easiest way to pay.
- Using your rent card to pay by telephone on **0330 041 6497** or online at **www.allpayments.net**.
- Telephone our office on **763 0511** and use your debit card. These payments are processed by CALLPAY system from Allpay and is a quick and secure method of payment.
- Through the Allpay Smartphone app which can be downloaded from the Apple App Store or Google Play.



## Restarting lettings

The Association is actively looking at ways to restart letting houses in line with Scottish Government and housing sector guidance. Our allocations process has been paused during the Coronavirus pandemic although we have been working closely with our partners at Glasgow City Council to help those faced by homelessness.

We are now looking at practical solutions for our own allocations work, with controls and measures in place for social distancing. We are considering new ways of interacting with tenants and applicants to ensure we can get people rehoused safely in suitable accommodation. This is challenging and may involve using technology for remote meetings and viewings. We understand it is essential to bring void properties back into use but our services will only recommence when it is deemed safe to do so.

In the meantime, if you have an application with us for a transfer, please be assured you are not missing out – everything remains the same, including your points. We will be in touch with you as soon as we are back up and running.

## Repairs and maintenance under lockdown



During lockdown we have continued to deliver a limited, essential repairs service. We have been able to attend to emergency and very urgent repairs and to complete vital gas safety inspections and essential environmental works.

Some restrictions were eased at the end of May and this has allowed us to restart external works like gutter cleaning. We have also started work in vacant homes so that these will be available for re-let. Building sites and major works are also now allowed to restart and projects, like the cladding repairs at Amulree Street, are underway again. As restrictions are eased further we expect to be able to carry out more urgent repairs and, over time, undertake routine repairs inside tenants' homes. We will follow Government guidance on the timing for these steps and ensure we have safe working methods in place to protect you and our contractors.

In the meantime, please continue to report repairs and we will assess whether we can attend. You may be advised that the repair is not considered urgent and will have to wait until restrictions are eased further. If this is the case please bear with us and we will address your repair when it is safe to do so.

## Gas and electrical safety inspections must continue



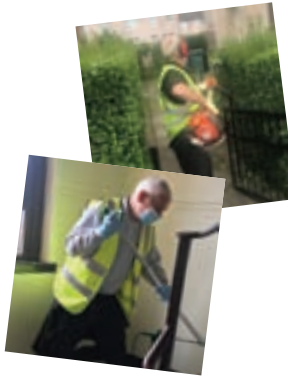
Essential gas safety inspections have continued during lockdown wherever we are able to do so safely. We also have a legal obligation to ensure that electrical systems within homes are safe and operating effectively. Recent guidance from the Housing Regulator has tightened this requirement and we must now complete an electrical safety inspection in all homes every five years. Before lockdown, our electrical contractors had been carrying out inspections and we will be restarting this essential work as soon as Government guidelines permit.

It is vital that these safety inspections are carried out and we really need your co-operation to gain access to your home. If you receive an appointment and are self-isolating please let us know immediately on our **Freephone number 0808 202 6565**. We will note the dates of your isolation period and contact you with a further appointment once this is over. If you are shielding please let us know so we can discuss measures we can take to ensure you are protected, and work with you to arrange a suitable time to have the safety inspection carried out.

Unfortunately, some tenants are simply refusing access for essential safety inspections or not engaging with us. We have had to force access to a number of properties during lockdown to ensure the gas systems are safe. Under the terms of the tenancy agreement you are required to provide reasonable access for this essential work and we will force access to your home, if required.

## Environmental works adapted for Coronavirus times

The Coronavirus pandemic brought home the importance of SHA's environmental services in ensuring closes, backcourts and common areas are hygienic and well maintained. Fortunately, we have been able to adapt and deliver these services throughout lockdown in a safe and effective manner. The Upkeep team has changed its methods of working to allow social distancing and introduced higher specifications in close cleaning aimed at suppressing the spread of the virus, such as:



- Bannisters/railings/handrails disinfected
- Back and front close doors – handles and hand plates disinfected
- Door entry system control panel disinfected
- All ledges sprayed with disinfectant and cleaned

When Glasgow City Council suspended its kerbside bulk uplift service, Upkeep expanded its pull-out work to include removal of bulk from backcourts and disposal at the Council's waste transfer station at Shieldhall. With larger numbers of people at home due to the pandemic, the additional levels of waste created have been unprecedented. Upkeep has removed over 55 tonnes of waste from Shettleston backcourts since the onset of lockdown – equivalent of approximately 40 family sized cars.

Upkeep's landscaping team have also continued to work throughout the pandemic and, again, by adapting their working methods to ensure social distancing is maintained and by wearing appropriate PPE, the team have ensured that our open spaces have been kept well maintained for the local community to enjoy. The team is on target with our annual programme, with six full grass cuts carried out and the first scheduled hedge cut all completed on schedule.

## Development Update

**Fenella Street:** At the end of March our Fenella Street site was closed to comply with Government Coronavirus advice. Lockdown restrictions are now being eased and our contractor has begun preparation work to ensure the site and their workforce are ready to restart construction. We expect works on this project to be underway again by the end of June.

**St Mark's:** During lockdown we have been working with our contractor Engie to develop the detailed design for our new housing at the former St Mark's school site. Our programme has been affected by the lockdown but we do hope to be starting work on site in the autumn. This £7.5million project will deliver 44 new family homes with associated parking, gardens and amenity space. We expect the full project to be completed and occupied by early 2022.

## Gutter cleaning in common blocks

Our gutter cleaning programme is now underway. This essential work helps prevent the build-up of debris that can cause blockages and damage to the property from water ingress. This year we are moving to an opt-out system, meaning we will carry out the work in blocks we factor, unless the majority of owners opt-out. The cost per property is around £40 per year and we would encourage all owners to work with us to ensure this work is carried out.

## Rats increase due to Coronavirus

During lockdown we have noticed an increase in vermin activity in the Shettleston area. Due to Government restrictions, fewer people are active in common areas and rats are moving in looking for food. The Council's Pest Control service has been suspended during lockdown and we have employed our own specialist contractor to deal with the increasing number of cases reported.

We can only deal with cases where pests are inside properties. However, if you do report vermin in common areas we will inspect to ensure that there are no holes or gaps that would allow access into the building. Our specialist contractor can only legally take action where there is clear evidence of vermin and cannot bait or set traps as a preventative measure. Please be vigilant when it comes to leaving food out or disposing of rubbish as these food sources can attract vermin into an area.

## Help for domestic abuse victims

If you are experiencing, or at risk of, domestic abuse it's important to know that help and support are available, despite Coronavirus restrictions. This includes police response, online support, helplines, refuges and other services. The following key services are there for you and there's more on our website [www.shettleston.co.uk](http://www.shettleston.co.uk).

- **Domestic Abuse Helpline:** 24 hour helpline (0800 027 1234). Email and online support also available ([www.safer.scot](http://www.safer.scot)). Button on website for navigation away from page immediately.
- **Scottish Women's Rights Centre:** list of services online for women experiencing abuse and helpline (0808 801 0789) is open at usual times ([www.scottishwomensrightscentre.org.uk](http://www.scottishwomensrightscentre.org.uk)). Urgent legal appointments will take place by video or telephone call.
- **Glasgow Women's Aid:** Helpline/Crisis support Monday to Friday 0141 553 2022 10am – 4pm, ([officecover@glasgowwomensaid.org.uk](mailto:officecover@glasgowwomensaid.org.uk)). Support and advocacy for women, children and young people affected by domestic abuse.

## Information and resources to help cope in times of Coronavirus

The following are a few resources that our staff have found particularly useful over the past three months.



- [www.gov.uk](http://www.gov.uk) Official UK government guidance and information on Covid-19, its effect on all aspect of people's lives and measures to assist.
- [www.gov.scot/coronavirus-covid-19](http://www.gov.scot/coronavirus-covid-19) Official Scottish government guidance and information – as above but specific to Scotland.
- [www.nhsinform.scot](http://www.nhsinform.scot) Scotland specific health information and advice.
- [www.glasgow.gov.uk/coronavirus](http://www.glasgow.gov.uk/coronavirus) Glasgow City Council's website page listing changes to its service delivery due to Covid-19.
- [www.glasgowhelps.org](http://www.glasgowhelps.org) GCVS's (Glasgow Council for Voluntary Sector) website lists various charities and third sector organisations offering help across the city.
- [www.moneysavingexpert.com](http://www.moneysavingexpert.com) TV consumer champion, Martin Lewis's website contains huge amounts of regularly updated information on your rights re Covid 19, including official government information in a more user-friendly form.
- [www.parentclub.scot](http://www.parentclub.scot) Scottish government website for all things parenting. Has lots of good advice and resources to help parents with home schooling during Covid 19.
- [www.bbc.co.uk/bitesize](http://www.bbc.co.uk/bitesize) Website recommended by the parent club as the key resource for parents while the schools are shut. As you might expect, top people involved.

## Building insurance – are you covered?

Owners in communal buildings have an obligation under their deed of conditions and the Tenements (Scotland) Act 2004 to ensure that the building is adequately insured and this is usually arranged by the factor. However, although the majority of owners in SHA factored buildings have their communal buildings insurance arranged through us, our recent factoring survey revealed that there are many that have arranged their own or have no cover at all. If you are an owner with your own insurance please forward us a copy of your policy to

[factoringteam@shettleston.co.uk](mailto:factoringteam@shettleston.co.uk) or post to our office. If you have no cover in place or find that your cover has lapsed, contact us immediately on **763 0511** and we can arrange cover for you.

## Shettleston Community Fund can make your good idea a reality

A new fund that can help with the cost of a community event or help individuals achieve their full potential is now open for applications. The Shettleston Community Fund is the brainchild of the SHA Committee, who hope it will spark community activity in our area and also provide financial assistance to help individuals realise their ambitions in areas like education, employment, art or sporting activities. For more information see the SHA website [www.shettleston.co.uk](http://www.shettleston.co.uk).

## Association delivers over 1200 food parcels to Shettleston tenants

We have been able to help over 150 households affected by the Coronavirus pandemic by delivering a food parcel containing a range of essential items. This follows a successful, collaborative, bid to the Scottish Government's Supporting Communities Fund, led by our neighbours Parkhead HA and the FARE charity. Thanks to the funding, our subsidiary, Upkeep, has carried out a twice weekly uplift of the parcels from Fare's distribution hub and delivered them directly to tenants' doors. To date we have delivered over 1200 parcels to Shettleston tenants. The parcels have been a lifeline for many families and individuals affected by the pandemic, either financially or because they were isolating or shielding.



## Bike scheme helps tenants and their kids get mobile

The Bike for Good Charity [BfG] has been helping Shettleston tenants' kids get mobile by providing them with free refurbished second hand bikes and free bike hire for the adults. Details about the scheme were posted on our website and social media at the beginning of June and within days 20 tenants took up the offer. The list is now closed while BfG work their way through the referrals. When it reopens we will let people know via the



website and social media.

BfG relies on people donating bikes that are no longer used. We are returning the favour to BfG by creating a local collection point for bike donations at the Upkeep depot on Culrain Street. Bikes can be left at the Upkeep yard during working hours – just pop into reception to let them know.



## Community Pantry to open in Shettleston

It is predicted that the Coronavirus pandemic will cause financial problems for many people long after the virus gets under control. We hope, therefore, that a new project being developed by three East End housing Associations – Parkhead HA, Tollcross HA and Shettleston HA – may go some way to help the recovery. Community Pantries sell surplus, in date, quality food from some of the country's main supermarkets at a low cost. Three Pantries will shortly be opening in the East End, including the Shettleston Community Pantry, which will be based at the former Upkeep Furniture shop at 981 Shettleston Road. In return for a weekly fee of £2.50, Pantry members will get items worth up to £15. We are aiming for the Shettleston Pantry to be open for business in July so keep watching for signs of life at the shop and on our website or social media. We will shortly be signing people up as Pantry members so if you want to be first in the queue, phone the SHA office on **763 0511** or email **sha@shettleston.co.uk**.

We would also like to hear from you if you think you might like to become a Shettleston Community Pantry volunteer. There will be volunteer roles to suit all interests.

## Smelly Welly Club and Fuse planning on summer activities

Although group activities are still not possible at the Shettleston Community Growing Project, it is hoped that the Smelly Welly club will be able to offer some kind of activity programme for children during the summer holidays. At first, this will likely be providing resources for members to use off-site in their home, garden or local area. However, it is hoped that if the rules change it may be possible to get the children back on site at some point during the holidays. In the meantime, the SWC youth workers are continuing to look after their plots and will be distributing the produce when it's ready to members' families. For more information about the SWC, contact [jane.mcbride@shettleston.co.uk](mailto:jane.mcbride@shettleston.co.uk) or phone **763 2821**. Summer activities for all ages are also being planned at Fuse. For details see [www.fuseonline.org.uk](http://www.fuseonline.org.uk) or call **778 4477**.



### How well did we do?

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

...and follow us on  



## Useful Numbers

**General Enquiries** 763 0511

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

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

**Texting Service** 07407 492606

**Police Scotland** 101

**National Grid Gas Emergencies** 0800 111999

**Scottish Water** 0845 600 8855 (24hr)

### Glasgow City Council

Cleansing Department Bulk Refuse 287 9700

Environmental Health 0845 2701558 (opt 3)

Pest Control 0845 2701558 (opt 4)

Stair Lighting 0800 595595

Street Lighting 0800 373635

### Benefit Agencies

Job Centre Plus 532 8528

Housing & Council Tax Benefit 287 5050

Office Opening Times:

Closed until further notice

## Application for Membership of Shettleston Housing Association

Title: \_\_\_\_\_ First Name: \_\_\_\_\_

Surname: \_\_\_\_\_

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

\_\_\_\_\_

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

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

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

**Status:** Please tick box (where appropriate)

Shettleston Housing Association tenant

Resident within Shettleston, Springboig, Greenfield or Sandyhills areas

**In making this application I declare that:**

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

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Post or hand in to:

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

Tel: 0141 763 0511 • Fax: 0141 778 5278

Email: [sha@shettleston.co.uk](mailto:sha@shettleston.co.uk)

Web: [www.shettleston.co.uk](http://www.shettleston.co.uk)

