

Keeping our standards up in testing times!

With the recent increase in Covid cases, and new government restrictions, our office will remain closed for now. Staff are mainly working from home but are in the office and out and about in the area when required. This is frustrating for everyone but we are determined to, safely, provide you with the best service we can. This is a reminder of what you can expect from us:

- You can talk to our staff about any of our services, without unreasonable delay, through the usual office phone or e-mail contacts.
- Our usual repairs service is operating, and target repair response times continue to apply.
- The close cleaning, bulk refuse removal and landscaping services are also unchanged.
- If you are having difficulties paying your rent or have other money worries you can speak to your housing officer or



make an appointment to receive expert money and benefits advice.

- We will respond to any neighbour nuisance or anti-social behaviour issues within our usual target timescales.
- We are continuing to let houses and you can speak to our allocations team if you have a rehousing need.
- Our staff and contractors will always follow agreed health and safety procedures when meeting with you.

We're also continuing with our programme of new homes. On top of our usual services we are also developing new initiatives to meet tenant and community needs during these testing times.

You can read more about all of this and more inside – I hope you find it useful.

Please see our website for more information about our customer service standards and how to let us know if you feel that our service has not been up to scratch. We're always keen to get your feedback and suggestions for improvement. We will soon be carrying out a telephone survey with a sample of our tenants. Stay safe!

Tony Teasdale (CEO)



The Food Pantry is now open and proving very popular with SHA tenants and other local residents. See page 3 for more information.

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Committee news...



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. Committee has continued to meet during the lockdown via video-conferencing and has continued to monitor the Association's performance. Since the last newsletter, Committee has considered and taken decisions on the following items:

- Staffing and service delivery arrangements during lockdown.

- The Association's Business Plan for 2020/21.
- The restructure of our £45m loan facility with Royal Bank of Scotland.
- The Annual Accounts for 2019/20.
- Our Procurement Strategy for 2020/21.
- An internal audit of our new housing development activities.
- Policies and procedures for housing development.
- Appointment of contractor Stewart and Shields Ltd to complete outstanding work at

the Fenella St development.

- The annual review of the composition and capacity of the Management Committee, and the Committee Development Plan for 2020/21.
- The establishment of a Community Food Pantry in SHA shop premises.
- The results of the factored owners survey and action plan arising from this.

Margaret Russell retired from Committee in August, having served two separate stints on Committee and is thanked for her contribution over several years.

Our virtual AGM!



Gillian Johnston

The Annual General meeting (AGM) of the Association's members was held on 22nd September. This year it was held

“virtually” by video-conference because of the ongoing restrictions on public gatherings. We provided advice and assistance to help several people participate who would otherwise have been unable to. Thanks to all those who made the effort to take part.

At the meeting, Association Chair Gillian Johnston presented her annual report, during what was her fifth and final AGM as Chairperson. Gillian, who is a NHS nurse by day, described being Chair as “hard work but a

privilege” and thanked Committee and staff for their support during her tenure. She was then warmly thanked for her successful leadership of the Association during a period of significant change and development.

Aileen Ogston of auditors Scott Moncrieff spoke about the Annual Accounts. The meeting then considered the nominations

that had been received to the Management Committee. **Grace Barbour** and **Gillian Johnston** were re-elected and new recruits **Isabella Barnes**, **Elizabeth Battersby**, and **Jenny Kiernan** will also now join the Committee.

This brings the total number of elected Committee members up to ten. Full details of the AGM are available on request.



New recruits – Belle Barnes, Jenny Kiernan and Elizabeth Battersby – and Margaret Russell who stepped down.

Food Pantry opens

The Pantry is now open at 981 Shettleston Road. It has a range of quality food to choose from and membership is open to all. For a modest fee of £2.50, members can take away £15 worth of goods from a range of food groups at each visit to the shop. To sign up, all you have to do is visit the shop and the rest will be done for you. The Pantry is currently open between 10.30am and 2.30pm on Tuesdays and Wednesdays. The trial period for the Pantry will shortly end but we are delighted that a recent Big Lottery award means it can continue for another three years. However, from the end of October, it will only be open on Tuesdays, but for the full day.

The Pantry has been established in collaboration with Parkhead and Tollcross Housing Associations.



Through an arrangement with Fareshare Glasgow, the Pantry is able to source good quality surplus food from supermarkets. Unity, a Scottish charity and social enterprise, provides the shop staff and oversees the recruitment and training of volunteers who help with the running of the shop. If you would like to know more about getting involved please contact **Anila Ali**, our Communications and Engagement Officer on **345 2259** or email **anila.ali@shettleston.co.uk**.

Development news...



Cunningham House: We have reached the end of the defects liability period for Cunningham House and the Association is now taking over full maintenance responsibility for the building. We are delighted to report that this project received another accolade and was shortlisted in the Scottish Design Awards 2020.

Fenella Street: Following easing of lockdown measures our contractor returned to the Fenella Street site in mid-June to complete works on Block 2 facing onto Shettleston Road. Finishing works within these flats are now almost complete and works to complete the common areas are

also well underway. Additional works will be required across the site to rectify defects uncovered in the ventilation and drainage systems installed by the original contractor. We expect the 22 flats within this block to be handed over to the Association and ready to let at the start of the year. Works to complete Block 3 facing onto Old Shettleston Road are currently being priced and we hope to get these underway before Christmas.

St Mark's: Design development at St Mark's progressed well during lockdown and we have submitted applications for Stage 1 Warrant and Roads Construction Consent. Unfortunately, we have recently been advised by our design & build contractor that they are reviewing their position within Scotland and will no longer be able to take forward the project as planned. We will now have to re-tender for a new contractor and it is anticipated that our site start for these 44 new homes will be delayed until spring 2021.





Get connected with new digital skills

Do you find it difficult to use the internet and online services such as shopping, banking and socialising? Digital skills are increasingly essential for all sorts of things, including comparing prices and products, job seeking, claiming benefits or just staying in touch with family and friends. And during lockdown, it became apparent just how useful it is to be able to do things online.

We are pleased to say that we will soon be able to help our residents with learning these skills. The Association has just been awarded funding from the Glasgow Communities Fund to provide a Digital Inclusion service for the coming year. The aim is to help our tenants and other members of the community to improve their digital skills to make full use of a computer, smart phone or tablet. If you would like to know more and be kept up to date about the new service please contact **Anila Ali**, our Communications and Engagement Officer on **345 2259** or email **anila.ali@shettleston.co.uk**.

Safety update from the repairs team



As we continue to deliver services as best we can after the lockdown in March, we are still reminded that Covid-19 hasn't gone away and still poses a health and safety risk. The guidelines below will continue to be followed to keep residents, contractors, and Association Staff safe. If you contact us about a repair, we will ask you some screening questions about your current situation and whether you are self-isolating or shielding so that we can understand how best to protect you and your family, as well as our contractor and staff.

When our contractor or staff member attends, they will:

- Ask again whether your circumstances have changed and if you are self-isolating or shielding.
- Distance themselves by at least 2m from anyone answering the door.
- Ask you to remove yourself to another room in the house to allow the repair or inspection to be carried out.
- Avoid touching surfaces where possible and wipe down any areas they have to touch.
- Wear protective gloves and other additional protective clothing where necessary.
- Ask if they can wash their hands before and after their visit (if you are happy for them to do so). Alternatively they will use hand-sanitiser before and after carrying out works.

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.

Projects update

Projects are beginning to start up again after lockdown in March, with additional safety measures in place to meet Covid-19 restrictions and the requirement for social distancing:

- Amulree Street external fabric work is back on-site with reduced workforce.
- Scottish Housing Quality Standard – kitchen upgrades are back on-site with the contractor only working in void properties at the time of writing.
- Window upgrades started in September and will follow strict Covid-19 guidelines for

working in occupied homes.

The remainder of our projects have been delayed due to the lockdown and restrictions that have been in place, however we are progressing with these now and will be going out to tender. We will continue to follow government guidelines as we progress with our projects.

Electrical safety

We have now re-started our programme of electrical safety inspections. These five yearly inspections are essential to ensure the safety of your home and compliance with legislation. **We need your help to ensure we meet this important safety requirement.**

Our electricians will contact you if your property is due an inspection this year. Please co-operate with them to arrange a suitable date and time for the completion of this work. We have a legal duty to carry out an electrical safety inspection every five years and we will force access, if necessary, in order to meet this requirement.

During the inspection, our contractor will require access to all rooms within your home and will discuss with you how best to do this while maintaining social distancing. As with all our maintenance work, our electricians have developed safe working methods to ensure all parties are protected when undertaking inspections in your home.

If you are self-isolating when you receive an appointment, please contact us immediately on our Freephone number **0808 202 6565** and we will work with you to agree a suitable alternative.

Pest control and wasps' nests



During the pandemic, Glasgow City Council environmental services had suspended their pest control services. The Association responded by bringing in our own pest control contractor to keep on top of reports of vermin problems.

The Council has now reintroduced these services and you should contact their pest control team on **0141 287 1059** in the first instance if you are affected. Please also let us know you have reported a problem to the Council's pest control team so that we can work closely with them to prevent vermin access to your home/building.

Over the summer, we had several reports of wasps' nests. Unfortunately, the Council's pest control team will not deal with wasps' nests and you should contact us directly if the nest is attached to, or located within, your home and causing issues with the opening of doors or windows in your property. Please note that we will not remove wasps' nests from garden areas.



Let's talk

Covid-19 has brought challenges for all of us with lockdown restrictions, furlough and for some, a loss or change to employment. We understand that it has been a difficult time and that the impact for some is more significant. **Please don't worry – we are here to help you.**

If you have lost income because of coronavirus or for any other reason and are worried about paying your rent, we want to help you – please TALK TO US. The sooner you speak to us the quicker we can help you, don't wait until it is too late.

You should continue to prioritise paying your rent which is due monthly in advance. We know money may be tight, but paying your rent should be at the top of your list and we want to support you to do this.



HOW WE WILL HELP:

- Listen to you.
- Discuss payment plans that are affordable to you.
- Help you find out if you are entitled to any benefits or funding. Our welfare rights officers and money advisor can help you to maximise your income. Advice is also available on Universal Credit and if your benefit money has reduced, a referral can be made to an energy advisor to help with energy costs.
- Direct you to other organisations that can assist

HOW TO TALK TO US:

- During the pandemic our office has been closed and we stopped doing face to face meetings, however you can still reach your housing officer or welfare rights officer in the following ways:
- Phone: 0141 763 0511
- Email: housingteam@sha.co.uk
- Text: 07407 492606
- Website: www.shettleston.co.uk

HOW YOU CAN PAY YOUR RENT:

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



Job Start Payment.

Get £250 to turn into anything you need for a new job.

Now open for applications

0800 182 2222

mygov.scot



Job Start Payment for young people

Job Start Payment (previously Job Grant) is a new payment to help young people with the costs associated with the transition into employment, after a period of time out of paid work. It is a cash payment of £250, or £400 for a young person with children.

This payment could help with travel costs or could be used for clothing, lunches and other expenses that need to be met before someone receives their first salary.

Who can claim Job Start Payment?

Someone living in Scotland, aged 16-24, who has been out of work and receiving one or more of the qualifying benefits (see below) for at least six months when they receive a job offer. They must have been offered work averaging at least 12 hours per week over a four week period.

Care leavers aged 16-25 can claim too. They only need to be out of work and receiving a qualifying benefit on the day of their job offer, not for the previous six months.

Claims can be made up to three months after the date of the job offer. The qualifying benefits are:

- Income-based Jobseeker's Allowance
- Income Support
- Income-related Employment
- Support Allowance and Universal Credit

- For more information and to apply, visit:

www.mygov.scot/job-start-payment/



Over 75s TV licence

In August, the BBC introduced a new scheme that offers some over 75 households a free TV Licence. You can get a free TV Licence if:

- You, as the licence holder, are 75 years or older AND
- You, or your partner living at the same address, receive Pension Credit.

Anyone who is aged 75 and over and is not in receipt of Pension Credit will have to pay for a TV licence.

Previously covered by a free over 75 TV licence?

TV Licensing is in the process of writing to all customers who were covered by a free over 75 TV Licence on the 31st July 2020, inviting them to apply for a free licence if they are receiving Pension Credit, OR asking them to choose how they want to pay for their licence if they now need to.

Licence holders will need to respond within two months of receiving their letter.

Never had a free over 75 licence?

If you think you're eligible for a free licence but have not held one before, call **0300 790 6117** and speak to an advisors to request an application form – lines are open between 8.30am and 6.30pm, from Monday to Friday.

Ways to pay for TV licence?

You can pay the £157.50 fee in one go by setting up a direct debit, paying by debit/credit card or pay by cheque. Alternatively, you can spread the cost through TV Licensing's new payment scheme called the 75+ Plan. This is only available to people who are aged 75 or over, and were previously covered by a free TV Licence.

For more information please call TV Licensing on **0300 790 6117** or visit **www.tvlicensing.co.uk**. If you need help or advice, you can also speak to our tenancy sustainment team by calling the office on **763 0511**.

Warm Home Discount

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 or will do so very soon:

- **Scottish Gas**
<https://www.britishgas.co.uk/energy/energy-saving/warm-home-discount.html>
 0333 202 9802
- **Scottish Power**
<https://www.scottishpower.co.uk/whd.process?execution=e1s1>
 0800 027 0072
- **SSE**
<https://sse.co.uk/forms/warm-home-discount-application-form/introduction>
 0345 026 2658
- **Eon**
<https://www.eonenergy.com/warm-home-discount.html>
 0345 052 0000
- **Npower**
<https://www.npowerwarmhomediscount.com/>
 0800 073 3000
- **EDF**
<https://my.edfenergy.com/warm-home-discount>
 0333 200 5100
- **E Gas and Electricity**
<https://www.e.org/support/warm-home-discount>
 0333 103 9575

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.



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

Scottish Child Payment

The Scottish Government plan to introduce a new Scottish Child Payment for low-income families with children under six years of age. Applications will open in



November 2020, with the first payments beginning from the end of February 2021 – a delay of two months from the original timetable due to Covid-19.

This new payment means that low-income families with a child under six will be able to apply for £10 per child, per week - equivalent to £520 per year. There are no limits on the number of eligible children supported by the Scottish Child Payment.

The Scottish Child Payment will be administered by Social Security Scotland through an

application-based process, and will be paid on a monthly basis. Eligibility is for households with children and in receipt of a qualifying benefit (Universal Credit, Legacy Benefits and/or Pension Credit).

The Scottish Government is also committed to rolling out the benefit to families with children under 16, planned for the end of 2022.

The application process has not yet been announced by Scottish Government – keep an eye on our website and Facebook page for an update on this.

Four apprenticeships coming to completion at Upkeep



As part of the Association's wider role remit, we are committed to creating local training and employment opportunities where possible, adding value to our local community. Upkeep, our subsidiary, is key to the delivery of this, and since its establishment in 2005, has employed a significant number of local people, providing long term jobs with good terms and conditions.

The apprenticeship opportunities have varied over the years in terms of the type of learning and work offered, ranging from joinery, electrical, roofing, plumbing, and landscaping to administration. Upkeep adheres to the Glasgow Living Wage standards.

At present, Upkeep has four active apprentices and we are hopeful that they will be successful in completing their

respective training programmes and secure full-time employment with Upkeep or with another employer. The training and support they have receiving during their time with Upkeep will be invaluable in shaping their future careers.

With COVID-19 having an impact on opportunities available to younger people, the

Association will continue, via Upkeep, to seek to create new employment opportunities and will engage in any appropriate city wide or national programmes to achieve this.

For more information please contact Upkeep on **0141 764 3793** or email **enquiries@upkeepglasgow.org.uk**



Update from the Upkeep landscaping team...



As we are now in autumn, we thought it would be useful to provide an update on the landscaping services provided by our subsidiary company, Upkeep.

While Covid-19 has had a massive impact across all our services, our landscaping team have continued to keep the gardens and communal areas of Shettleston and the wider community well maintained with minimal disruption.

At the beginning of each gardening season the team agree a programme of works with the Association and despite the unprecedented circumstances,

we're pleased to say that the team remains on target to achieve its original programme of works.

At the beginning of September, the team have achieved the following:

- Nine grass cuts with at least three more to follow depending on weather.
- Two hedge cuts completed with a final cut to be completed later in the season.
- Four shrub cuts, in addition to the preparatory works carried out in February each year, and

we are working on our winter hard cut back list.

- Weed maintenance and spraying ongoing.
- Burn and culvert maintenance carried out regularly to ensure the local burns remain free of hazard and are free flowing.
- Emergency tree works to ensure diseased and dangerous trees are identified and maintained.

For additional information please contact Upkeep on **0141 764 3793** or email: **enquiries@upkeepglasgow.org.uk**.



Back court maintenance



As outlined in our last newsletter, we continued to deliver adapted estate services around Shettleston despite the difficult circumstances, in the interests of keeping closes, backcourts, and common areas safe and clean for residents. In particular, we'd like to highlight the good work undertaken by Upkeep in keeping our backcourts in good order and clearing up any mess and litter around bin areas. We all have a responsibility to keep our community clean and tidy and we ask tenants to make sure that bin areas, in particular, are used appropriately and any issues with bins are reported to the Council.



Apply for a house with us

If you wish to apply for a social rented house with Shettleston Housing Association and be added to our waiting lists, you can do so by calling us at the office and requesting an application form to be posted out.

We also let homes on a private residential tenancy through our subsidiary East End Housing Development Company (EEHDC). A number of EEHDC homes are currently available, including Mid-Market Rent (MMR) home in our new Fenella Street and Pettigrew Street developments. Please note that your household income must be between £18,000 – £40,000 per annum, to be eligible for a MMR home.

To find out more and to apply, please call the office on **763 0511** (option 5 and ask for allocations team) or send an email: **allocationsteam@shettleston.co.uk**. To request an application form for MMR, please email: **mmr@shettleston.co.uk**.



Lettings resumed

We're pleased to say that the Association resumed the letting of homes at the end of June, after a period of no activity in this area due to the lockdown conditions imposed at the end of March. We are continuing to offer home viewings and signing up new tenants whilst strictly following Scottish Government guidelines to minimise the risk to staff and applicants. An unavoidable consequence of this is that our lettings process is slightly different and taking a bit longer than usual, however we are working hard in the background to ensure that we continue to serve the applicants on our waiting list as best we can in the circumstances.

Homelessness challenges

In our December 2019 newsletter we included an article on the increasing demand of households presenting as homeless to the Glasgow City Council (GCC) case work team and how the Council were looking for an increasing number of lets from social landlords to help ensure people experiencing homelessness were 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 (RSLs).

It will be of no surprise to anyone that the homelessness situation has worsened over the past few months. Being without a home during a pandemic is very stressful and lockdown has meant that the number of homeless persons and families living in temporary accommodation has increased significantly amid the pandemic.

Glasgow City Council has therefore approached RSLs

citywide to help alleviate the pressures on demand. It is being recommended that social landlords provide the Council with up to 90% of their lets (net of transfers) for homeless applicants and consider permitting underoccupation during the Covid-19 recovery period up to 31st March 2020. This recommendation is being backed by the Scottish Government.

As a community based Association we do a lot of work to try and prevent homelessness and in our allocations policy we do prioritise those people in poor housing circumstances/ conditions to receive reasonable preference in the way our houses are allocated. We also currently allocate properties in accordance with size of household. These are, however, far from normal times and we are being asked to prioritise those experiencing homelessness over the next few months. This is a challenge and one in which our Committee will need to decide as to how we could best temporarily adjust our letting quotas and policy to



accommodate this request as it will inevitably impact on our ability to rehouse applicants from our waiting list.

However, any change to our allocation procedures should be reported to you and therefore we wanted to include this information in this newsletter. If you have any views on this matter please contact **Anne McAlpine**, Director of Customer & Community Services or **Sandra McIlroy**, Housing Manager at our office. Both staff continue to work remotely. Any feedback will be reported to our Management Committee so please contact us before **23rd October, 2020**.

Foodbank re-opened

Shettleston Foodbank has now re-opened and is providing emergency food from the Association's shop premises at 20 South Vesalius Street, every Friday afternoon between 1-3pm. For more information contact the office or visit: **www.glasgowne.foodbank.org.uk**.



Happy retirement to Jane McBride



Jane, our Community Engagement and Support Manager, has retired after 20 years' service. During this time, Jane made a fantastic contribution to the work of the Association and the local community. She played a leading role in the successful housing stock transfer campaign. Her community development skills and expertise in bidding for grant funding were vital to the establishment and successful operation of a range of "wider role" projects in the community including our own Upkeep Shettleston Community Enterprise Ltd, the Men's Shed and Shettleston Community Growing Project (SCGP). Jane is going to stay involved with SCGP on a voluntary basis and we look forward to staying in touch. All the best to Jane for a very well-deserved and happy retirement!

News from Tollcross Park

Tollcross Park is a wonderful local amenity and plays an important part in the lives and wellbeing of many local residents.

Tollcross Mansionhouse up for sale

Many tenants will recall that we acquired and refurbished Tollcross Mansionhouse in 1993. It very successfully operated as sheltered housing for older people until in 2018 when the building was deemed to no longer meet the necessary requirements. Since then the Association has explored other possible uses for it but without success. This iconic east end building is of great historical significance and is “A” listed. We have continued to maintain the building and keep it secure but after 27 years as its custodian, we are now seeking to find another owner and the property is up for sale. Over the last year we have agreed a new Conservation Agreement with the National Trust for Scotland, which will place legal obligations of care and responsibility upon any future owner of the Mansionhouse. Sale details can be seen here: <https://www.glasgow.gov.uk/property/?property=46473>.



know that many local folk would like to see it restored. The Council hopes to be able to bring the historic structure back into re-use, as part of the wider plans to develop the adjacent site as an early learning and childcare facility. For full details of the

planning application see the Glasgow City Council Planning Portal: 20/01582/FUL.

If you have an interest in the Park and any views on the future of local facilities there please contact Tony Teasdale, CEO.



Winter Gardens Glasshouse

Glasgow City Council has recently lodged a planning application to bring the nearby Winter Garden Conservatory back into use. It has lain empty and unused since storm damage in 2011 and we

Bike For Good

You will recall from our last newsletter that the Association had partnered with cycling charity Bike For Good, to offer free bikes to families in Shettleston, courtesy of some funding the charity had been

awarded. We are pleased to say that there was a strong uptake of the offer and the charity delivered 22 bikes to 15 local families! Thanks to BFG for their excellent work and we will keep you updated of any new opportunities.



Fuse Round Up...

Fuse's response to youth provision during the lockdown was The Game, featuring multiple online challenges for young persons aged between 5 and 18 years, with a chance of winning some prizes. Since the relaxing of lockdown rules, we ran with The Game 2, and were able to combine the online challenges with some outdoor sessions in our new garden.

No matter what the weather, the youth work staff invited small groups of our Juniors club and Wee Yins into the garden to do a mixture of arts and crafts and games.



This photo shows a volunteer getting the hygiene pack bags ready to go.



The youth work staff at Fuse also took to the streets in old fashioned street work style to chat with the community, ensuring people were aware of the many different ways they could engage with Fuse and connect with support, including accessing the Fuse essentials food parcels. The staff had the added help of a large Minion which was great for drawing attention. All socially distanced of course!

The Seniors club at Fuse enjoyed meeting the youth workers for chats in Budhill Park, and we even managed to recruit some more youth volunteers who were desperate to get involved and help out in their community. One of the young people produced a video on self-care as

part of her series of lockdown diaries and, with the help of others, put together a hygiene pack to be distributed to the other members. She pointed out that there was a danger that young people may fall into bad habits when not having a reason to get up and get ready for school.

Fuse has appointed a COVID-19 Officer who is responsible for ensuring that the building and the sessions that we run are safe and comply with the Scottish Government guidelines. We are pleased to say that we are already open for most things but we hope to be fully up and running by 20th October (depending on government guidelines).

Please check our social media pages for up-to-date information and bookings.



Fuse, 1567-1573 Shettleston Road, Glasgow G32 9AS

0141 778 4477 • fuse.cafe@02.co.uk • www.fuseonline.org.uk • www.facebook.com/Fuse.cafe

twitter.com/GlasgowFuse • www.instagram.com/fuseyouthcafe/

"Changing perceptions, Changing attitudes, Changing lives"



Performance Review 1st April – 30th June

It has been an unprecedented past few months for everyone. As an Association we were faced with many challenges during this first quarter as we strived to ensure we continued to serve our residents as best we could during lockdown.

Monitoring our performance as a result of Covid-19 has never been more important to gauge the impact. Emergency/essential repairs continued to be carried out during the first quarter and we are pleased to report that all repairs were carried out within target. Our income from rents was, however, below target and this is the lowest figure we have

reported in several years. We understand there are many tenants who have been financially affected by furlough or job loss and we would urge anyone who is struggling to contact our office. We have staff who can help you get back on track with your rent.

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

What we measure	Target	Achieved	You may also wish to know...
Emergency repairs % completed in 4 hours	100%	100%	311 jobs were completed within 4 hours during Covid-19.
Urgent repairs % completed in 3 days	96%	99%	402 out of 403 jobs were completed within timescale during Covid-19.
Routine repairs % completed in 10 days	95.5%	97%	172 out of 177 jobs were completed within timescale.
Non-emergency repairs completed "right first" & "on time"	94%	98%	569 out of 580 jobs were completed RFT which avoided a second visit.
Gas Safety Inspections – how many times in past year did we fail to meet statutory duty to complete a gas safety check	0 fails	2 fails	2 Gas Safety Inspections failed – due to Covid-19. Access was arranged when suitable to do so & inspections were carried out.
Repair appointments – % kept 1st quarter.	96%	100%	All appointments made were kept during
Post inspection of repairs	15%	5%	As a result of lockdown staff were working remotely and contact with residents was in line with government advice.
Lets to homeless referrals	25%	0%	In line with guidance we were not able to relet properties until end of June 2020. However, we worked with our partner at GCC to provide temporary accommodation for homeless applicants during lockdown.
% rent collected as % rent due	99.95%	92.51%	Impact of Covid-19 resulted in loss of rental income. Arrears have also increased.
Staff absence due to sickness	4%	2.9%	We are pleased to report staff sickness was below target as staff remained safe and well during Covid-19.



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

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



COMMUNITY CONNECTORS

Looking forward, keeping well

Are you over 60 or caring for someone who is?

The Coronavirus pandemic is having a huge impact on local services but Community Connectors are still here and ready to help.

We can take the time to get to know you and what matters most to you. We'll work alongside you to improve your health and wellbeing with emotional support and tailored coaching at every step. For those who need a little extra assistance, we can also help you access the services you need to live healthy and well.

Give us a call on **0141 271 2320**

If you're worried about a friend or neighbour in the community, you can refer them to the service yourself, the only thing we ask is that you have their permission to do so.

Spot the Difference

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



Name: _____

Email: _____

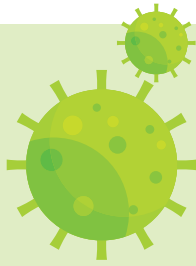
Address: _____

Postcode: _____

Tel: _____

The winner will receive a £30 shopping voucher. You can either post your entry to the Association office or you can hand it into the Upkeep office at 16 Culrain Street by October 31st.

New safety measures in office



Due to the current Covid-19 restrictions that the Scottish Government has in place, our office remains closed to the public, with the majority of staff working from home. In the background, we have been working to make our office as safe as possible for both the public and staff, for when we can reopen.

We have installed screens to our reception desk and in interview booths and have put up safe distancing signage around the office. We have also installed hand sanitiser stations to ensure your visit to our office is as safe as possible.

We have also installed a controlled entry system at our public entrance so that we will be able to introduce an appointments based system once Government guidelines allow us to do so.

How well did we do?

Tell us on 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

Web: www.shettleston.co.uk

