

Merry Christmas from all at SHA...



It's been a tough year but Christmas (and the vaccine!) are coming so hopefully plenty to look forward to as we enter 2021.

Since the last newsletter, our main focus has continued to be the delivery of essential services under the Covid-19 restrictions. More information inside and on our website. We're seeking tenants' views on how we have performed since lockdown started and what we might now do better. Please give your thoughts if contacted for a survey.

Staff are still mainly working from home and Committee meetings are still happening on-line. We've decided though to put up our usual Christmas tree at the office to add a little bit of festive cheer to the surrounding area in these difficult times.

In this issue...

We're delighted to have just launched our new Shettleston does digital service, in partnership with FUSE. It's aimed at helping local folk improve their skills with devices and the use of the internet – give it a try!

We know that many folk are struggling with money worries, particularly at this time of the year. There is important information inside about opportunities to boost your income and about our advice services that might also be able to help.

Sadly a number of our residents were affected by a fire on Shettleston Road last month. Luckily no-one was seriously hurt but a number of households have been displaced from their homes. It's a reminder of the importance

of fire safety and having your belongings insured.

More information about this and lots more inside – I hope you find it useful.

Have a Happy Christmas and stay safe!

Tony Teasdale,
Chief Executive



Festive Opening Hours

Please note that the office will close for the festive period from 2pm on Thursday 24th December and will re-open at 9am on Wednesday 6th January 2021.

The Management Committee and staff would like to wish you all a very merry Christmas and a very happy new year!

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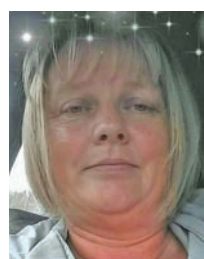
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Committee news



Our volunteer Management Committee is elected by the share-holding members. It oversees the work of the Association and takes all strategically important decisions. The Committee and sub-committees have continued to meet in recent months, via video-conference.



Lesley Scoffield (pictured) was elected as the Association's new Chairperson at the first meeting after the

September AGM. Lesley is from Springboig, a longstanding committee member, and was previously the vice-Chair. Lesley works in social care and homelessness in the City and has been involved for many years in the trade union movement.

John Morrison was elected as this year's Vice-Chair and **Christine Thomson** as Secretary. In addition to its general overview of performance, over the autumn the Committee has considered and taken decisions on the following items:

- Staffing and service delivery arrangements under Covid-19 restrictions.
- A revised £45m loan facility with Royal Bank of Scotland.
- Our compliance with regulatory and legal requirements and the submission of the *2020 Annual Assurance Statement* – which can be viewed at www.shettleston.co.uk/assurance-statement-2020/.
- That for the coming months more homes will be let to referrals of homeless

households from the Council, to help address the current crisis.

- The arrangements for the new *Shettleston Does Digital* service.
- Appointment of a new firm of Internal Auditors following tender.
- The price for the outstanding works at Fenella Street new build.
- Re-tender arrangements for the St Marks development and for electrical safety works going forward.
- The funding of major kitchen alterations to twelve void properties so that they meet

the Scottish Housing Quality Standard.

- Policies on Whistleblowing, Anti-Fraud and Compliance with Construction Design and Management regulations.



Sean Connor (pictured) has been re-co-opted onto Committee and **Chloe Park**, a tenant from Shettleston Road,

has been co-opted. **Derek Macfarlane** has recently stepped down from Committee, with thanks for his contribution over the last two years. Members have also attended in-house training on Finance and a Strategy Session during this time.

Eastend Pantry nominated as Covid Hero

With the positive impact the two east end Pantry shops have had on families and individuals in the community, the Pantry project was recently nominated as a Glasgow Live 'Covid Hero'. It received an excellent review in an article on the Glasgow Live website (www.glasgowlive.co.uk). The project was praised for being a lifeline to locals during tough times and as an alternative to local foodbanks that have struggled with a spike in demand and limited resources.

Your local Shettleston Pantry at 981 Shettleston Road continues to be hugely popular in the community, offering £15 worth of quality food from a variety of food groups for only



£2.50. To take advantage, all you have to do is turn up at the shop during opening hours, and the helpful staff will do the rest for you. The shop is run by staff and volunteers recruited by Unity, a Scottish charity and social enterprise.

Please note the revised opening hours for the Shettleston Pantry – it is now open on **Wednesdays, 10am – 3pm**, and on **Fridays, 10am – 1pm**. It will no longer open on Tuesdays. During the festive break, the pantry will open only on **Wednesday 23rd December**, and will remain closed until re-opening on **Wednesday 6th January 2021 at 10am**.

FREE digital skills training – available now near you!

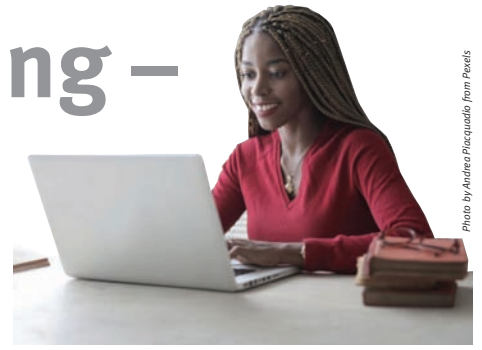


Photo by Andrea Placaud from Pexels

The Association is pleased to partner with Shettleston's very own Fuse Youth Café to deliver the NEW **Shettleston Does Digital** skills training. This exciting new service from Shettleston Housing Association is funded by Glasgow City Council and launched at the start of December. The free training helps members of the community to learn about using digital devices such as laptops, tablets, and phones, using the internet safely and connecting online with family and friends.

We know that many in the community are not comfortable using the internet and that many would like to develop their skills in this area in order to make it easier for them to do things like online shopping (even more important during current crisis), applying for jobs, applying for benefits, saving money through price comparison sites, learning, socialising, and much more. You don't even need to own a digital device to learn, the service has devices that you can use.

Fuse has a strong track record in delivering IT training in the community from its own fully equipped digital hub. The unique selling point of Shettleston Does Digital is that it offers tailored one to one training (Covid-19 compliant) that is tailored to your specific learning needs and the training is offered locally at a place near you. The service runs three days a week, 10am to 3pm, from Fuse Youth Café and the Pantry – details of both venues shown in the advert opposite.

The training is open to everyone over the age of 16 and will run until the end of March 2021. Don't miss out and please take advantage of this free opportunity to learn some new vital skills. To arrange an appointment, please call **07598 728156**.

Please note that the last session before Christmas will be on Monday 20th December, with sessions resuming weekly as before from Wednesday 6th January 2021.



07598728156

✉ sdd@fuseonline.org.uk

📘 facebook.com/shettlestondigital

Mondays: 10am-3pm Fuse Youth Cafe

Tuesdays: 10am-3pm The Pantry

Thursdays: 10am-3pm The Pantry

We will be open until March 31st

Need help with using your laptop, tablet or phone?
Want to learn how to use the internet safely?
Would you like to connect with family or friends online?

If the answer is yes to any or all of these questions then why not give **Shettleston Does Digital** a call?

What is **Shettleston Does Digital**?

Shettleston Does Digital is a new free service that is aimed at helping members of the community use their digital devices.

Who is **Shettleston Does Digital**?

This is an exciting new service from Shettleston Housing Association funded by Glasgow City Council and delivered by Fuse Youth Cafe.

Who can access the service?

Anyone over the age of 16

How will the service be delivered?

Initially you phone us for an appointment, and we will do one to one training aligned to your need.

Is there a cost?

The service is completely FREE

What if I don't have a device?

We have devices available to use.

Fuse Youth Cafe
1567 Shettleston Road, G32 9AS

The Pantry
981 Shettleston Road, G32 7LN



Scottish Child Payment – apply now!

The Scottish Child Payment is a new payment for families on certain benefits or tax credits, to help towards the costs of looking after a child. £40 is paid every four weeks for each child under six. The benefit starts on Monday 15 February 2021 but applications are being taken now to help manage demand.

Who can apply?

You can apply for Scottish Child Payment whether you are in work or not.

You may be eligible if you or your partner are the parent or full-time carer of a child who will be aged under six on 15 February 2021 and if you receive certain benefits or tax credits.

The £10 weekly Scottish Child Payment will be available for eligible children under 6 by early 2021



These include Child Tax Credit, Income Support, Pension Credit, Working Tax Credit, Universal Credit, income-based Jobseeker's Allowance (JSA), income-related Employment and Support Allowance (ESA).

How many children can qualify per household?

Every child under six in a qualifying family will receive a payment.

How to apply

You can apply online at <https://www.mygov.scot/scottish-child-payment/> or via the Freephone helpline on **0800 182 2222**, or by post.

What evidence will be required?

You will need to provide evidence that you are responsible for a child under six, usually through the child being named on a benefits claim. If more than one person applies for the same child, a process is in place for deciding who gets the payment, and the person who the child lives with for the majority of time will be prioritised.

Kinship carers can demonstrate responsibility for a child with a legal order or letter of support from a local authority.

How can we support you now and in the future?



During this month, we have been carrying out a telephone satisfaction survey to find out tenants' views on how the Association responded during the pandemic, what we could have done better and how best we can support you now and in the future. This survey is being carried out independently on our behalf by IBP Strategy and Research, with all responses being confidential.

Thank you to all those that have taken the time to take part in this survey. Please be assured that your views really matter to us and help us to reflect on and improve what we do. Your feedback will help us to see how best we can to respond to your present and potential needs. The results of the survey will soon be available to us and we will share them with you in our next newsletter along with any plans for action.

Keep in touch with us



As you will know, our office has been closed to the public during the pandemic and we have had to suspend face to face meetings, however we are still here for you. You can still easily reach your housing officer and welfare rights officer by calling us on **763 0511** or by email at housingteam@shettleston.co.uk.

To contact us about anything else, you can reach us as follows:

- Phone: 763 0511
- Email: sha@shettleston.co.uk
- Text message: 07407 492606
- www.shettleston.co.uk
- www.facebook.com/shettlestonha
- www.twitter.com/shettlestonha

Do we have your contact details?

During the pandemic there has been a greater need to be able to reach our residents quickly and cost effectively. One of the ways we share information with you regularly is through our website and social media pages. In addition to this, we have also been making increasing use of text messaging and email to reach our residents quickly, easily and hygienically! Please ensure that we have your up to date mobile phone number and email address – you can reach us on any of the contact details above to provide this information. **Thank you.**



Reporting back to you...



We are required by the Scottish Housing Regulator (SHR) to publish two important documents each year:

- **Annual Performance Report:** Our performance against the Social Housing Charter and how this compared with other similar landlords.
- **Annual Assurance Statement:** The Management Committee's report on SHA's compliance or otherwise with all other regulatory and legal requirements.

They are both now available although, due to Covid-19, a little later than normal. The Performance Report covers 2019/20 which ended back in

March. For that reason we have produced a shorter Report than previously (**copy enclosed**). More up to date information can be seen on page 13 of this newsletter. Our performance has continued to compare well others. But don't just take our word for it. SHR gathers data on the performance of all social landlords (**see www.scottishhousingregulator.gov.uk/landlord-performance**). You can use the comparison tool here to carry out your own checks on e.g. rents, quality and maintenance of homes, neighbourhoods and tenant satisfaction.

A copy of the 2020 Annual Assurance Statement can be viewed on our website

(**www.shettleston.co.uk/assurance-statement-2020/**). Our self-assessment against the Standards was verified through an independent audit. No areas of material non-compliance were identified. However, some areas were identified where compliance could be improved and an action plan agreed.

Thanks to the Consultation Panel that provided helpful comments in the preparation of this year's Performance Report. Let us know if you have any questions or comments about either of these reports or are interested in finding out more about how they are produced and how you might be involved.

Paying your rent over the festive period...

Christmas is fast approaching and we know that there can be pressure to spend on presents and entertaining over Christmas and New Year. We understand that this year in particular has been challenging for everyone due to the pandemic and that it may be tempting to spend more. Please remember, however, that rent payments must continue to be paid each month in advance, including December and January and the months following the festive period.

Covid-19 has had a devastating impact on many, perhaps with the loss of a loved one, and many have been affected by financial uncertainty and worry, with loss or changes to employment. If you are having

difficulty paying your rent or maintaining a repayment arrangement, then please contact us now. Please allow us to support and assist you and work together to resolve any issues you may be facing.

Our housing officers can still be reached by phone for a private and confidential chat, and our welfare rights officers are available to ensure you are receiving your entitlement to benefits. They can also provide you with advice for any money or debt worries you may have and can refer you to a specialist money advice service.

You can call us on **763 0511** or email us at **housingteam@shettleston.co.uk**. You can also text us on **07407 492606**.

You can make a payment in the following ways:

- **Direct Debit**/recurring payment
- **Online at www.allpay.net** or call Allpay on **0330 0416497**
- **Post Office or PayPoint** with your Allpay rent payment card
- **Callpay** (using a debit/credit card): call us on **763 0511** to pay over phone



Don't forget to pay your rent!

Do you need help with benefit and money advice – we are here for you!



We understand that these are difficult times for many of our residents and matters can be made worse where people are facing financial difficulties and having to navigate a complex benefits system.

We are here to help you maximise your benefit entitlement, help you make claims and manage any rising debts.

We have in-house welfare rights officers and the Association, in partnership with Tollcross Community Trust and

Tollcross HA, offers a money advice service to tenants and the wider community. Both services are free and confidential, provided by an experienced team.

The assistance on offer includes:

- Help with debt issues e.g. pay day loans
- Help with completing benefit forms
- Housing Benefit applications or issues with your claim
- Council Tax Reduction and any issues with your claim
- Benefit check service, to

ensure you receive your full entitlement

Both services can help with benefit forms and give advice on the following and more:

- Managing debt and assistance with budgeting
- Child Disability Living Allowance
- Personal Independence Payment
- Attendance Allowance
- Scottish Welfare Fund
- Employment Support Allowance
- Universal Credit

For assistance and support please contact us on **763 0511** or email **sha@shettleston.co.uk**.

Home contents insurance – better safe than sorry!

In November, there was a fire incident in a shop on Shettleston Road, which thankfully did not lead to any serious injuries, but a number of residents were forced to move from their homes to temporary accommodation. The Association offered assistance and support to the families while the damage was assessed and repairs were carried out to the building.

This incident highlighted the importance of residents having home insurance to protect their personal belongings, furniture and interior decoration. As landlord, we are responsible for the structure and common areas of the building but are not responsible for your personal belongings. Without insurance, you risk facing the costs of repairing or replacing your personal items by yourself. Home contents insurance is designed to help protect your possessions

and give you some peace of mind.

The Thistle Tenant Risks Scheme offers residents the chance to insure their homes contents in an easy and affordable way. This is a special insurance scheme for social housing tenants that can give you cover for things such as furniture, carpets, clothes, electrical items, jewellery and more. Extended cover is also available for items such as wheelchairs and hearing aids.

Affordability is often a concern amongst residents that choose not to look into contents insurance, however the costs may be lower than you think. For example, you can get up to £10,000 worth of cover for under £6 per month. For even lower payments, you can choose a lower level of cover – some households may be eligible to opt for as little as £4,000 worth



of cover, costing less than £3 per month. You can insure up to a maximum of £35,000. Terms and conditions apply.

Thistle Tenant Risks offers a number of benefits such as flexible payments, quick and easy application, no excess to pay, no minimum property security requirements and all social housing residents are eligible to apply.

For a quote, call us on **763 0511** or you can contact Thistle insurance directly on **0345 450 7286** or visit **hiip://www.thistleinsurance.co.uk**. There are many other home insurance providers, and you may wish to contact others for comparable quotes.

Addressing fire hazard in closes

Over the coming months, we will be reminding all our residents of the importance of fire safety within the community, particularly in closes. We will be working with our contractors and the Scottish Fire and Rescue service to ensure our communities are as safe as they can be, and we need your help to do this.

We understand it can be difficult taking items like prams and bikes up several flights of stairs and into your homes however, we need you to ensure that you are doing this as items left in the close can be combustible and a risk to residents. Over the coming weeks and months, we will be carrying out more inspections and



contacting residents who are leaving items in the close. If there are items left in your close that

you think should be removed, please contact the office and let us know.

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



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

Keep it clear

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

If fire does start

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

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



SCOTTISH
 FIRE AND RESCUE SERVICE
 Working together for a safer Scotland

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

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



Heating systems...

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

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

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

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



Icy conditions...

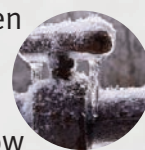
- Icy pavements and roads can be very slippery. Take extra care if you go out and wear shoes with good grip on the soles.
- The Met Office advises putting grit or cat litter on paths to lessen the risk of slipping, adding that you should wait until the roads have been gritted if you are travelling by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

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



Frozen or burst pipes

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



our handy tips to keep al way...



Look out for others

- Keep an eye out for vulnerable neighbours or family while adhering to Government restrictions around meeting others and social distancing.
- People with heart or respiratory (breathing) problems may have worse symptoms during a cold spell and for several days after temperatures return to normal.



If a big freeze is forecast

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



Are you covered?

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

Repairs FREEPHONE Number 0808 202 65 65

The Association has a Freephone line for reporting repairs – 0800 202 6565. Alternatively, our reception landline is 763 0511.

After office hours, for emergency repairs only, please call the Freephone number.



Health and safety during repairs



At the time of writing, under Tier 4 lockdown restrictions, we are able to deliver only emergency and urgent services. As and when restrictions are eased and we and our contractors can return to work and deliver more services, it is important to remember that Covid-19 is still active and the following guidelines will continue to be followed to keep residents, contractors, and Shettleston Housing Association staff safe.

If you do have to contact us about a repair, we will ask you some 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 contractors 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.



Changes to gutter cleaning

We made a change to the gutter cleaning system for owners last year and introduced an opt-out system for mixed tenure blocks. This means that on a bi-annual basis we will clean gutters in these blocks **unless owners advise us they wish to opt-out**. We will, of course, write to owners in advance of proposed works giving the option not to take part in the contract.

Gutter cleaning is essential maintenance work and if not carried out regularly there can be a serious detrimental impact on the building, with the possibility of dampness and rot in the roof space. This system has worked well this year and we would encourage all owners to continue to participate in the gutter cleaning contract.

Projects update

Our current projects are continuing with additional safety measures in place to meet Covid-19 guidelines. Most are due to be completed before Christmas, apart from Scottish Housing Quality Standards (SHQS) kitchen upgrades that will run to the end of the financial year:

- **Amulree Street:** External fabric project is on site with reduced workforce due to Covid-19 restrictions and social distancing. Remedial work

outstanding only to finish this project.

- **SHQS kitchen upgrades** are back on site with the contractor only working in void properties



at time of writing, due to Covid-19 restrictions and social distancing.

- **Window replacement** project is due for completion before Christmas. Remedial work outstanding only to finish the project.
- **Gas boiler** replacements are ongoing.

The remainder of our projects have been delayed due to Covid-19 restrictions. We have suspended a number of projects until the new financial year.

Development News



Fenella Street: Works to the 22 flats within Block 2 are nearing completion and we expect these to be handed over to the Association and ready to be let at the start of the year. We have appointed contractor Stewart &

Shields to complete works to the 12 flats in Block 3 facing onto Old Shettleston Road and expect the full site to be completed by the end of March 2021.

St Mark's: We are currently out to tender for a new design & build contractor for our 44 homes at St Mark's. We hope to have a contractor appointed in early 2021 and be on site with this development in early summer.

Tax relief for home working



You may be able to claim tax relief for additional household costs if you have to work at home on a regular basis, either for all or part of the week. This includes if you have to work from home because of Covid-19, but not if you choose to work from home in general.

Additional costs can include things like heating, home contents insurance, business calls or a new broadband connection. They do not include costs that would stay the same whether you were working at home or in an office, such as rent or council tax. You may also be able to claim tax relief on equipment you've bought, such as a laptop, chair or mobile phone.

How much you can claim

You can either claim tax relief on:

- £6 a week from 6 April 2020 – you will not to provide evidence of your extra costs.
- The exact amount of extra costs you've incurred above the weekly amount – you'll need evidence such as receipts, bills or contracts.

You'll get tax relief based on the rate at which you pay tax. To find out more visit www.gov.uk/tax-relief-for-employees/working-at-home.



Warm Home Discount – applications closing soon!

In our last newsletter, we provided a list of energy suppliers that were accepting applications for the Warm Home Discount (WHD). This is a payment of £140 to eligible electricity customers from their supplier, which you need to apply for each year. Eligibility criteria varies between suppliers and you can still apply to some energy suppliers for this payment. To check eligibility, please visit your supplier's website or give them a call. If you receive pension credit guarantee, you should have received a letter to confirm that you will receive this payment automatically.

£100 winter payment for over 80s



The Affordable Warmth Dividend (AWD) application process is open again. This is a £100 payment, paid by Glasgow City Council to Glasgow residents aged 80 or over. To be eligible, you must be at least 80 years old, or turn 80, by March 31st 2021. You can apply for the AWD online by completing an application form at www.glasgow.gov.uk/awd. Applications must be made by 31st March 2021. If you have received the AWD before, you do not need to reapply as it will be paid to you automatically.

Free energy advice still available

Our energy advisor, Angela Tyrrell, is still available to offer help and advice if you are having any issues or concerns with your energy supply or bill. There may be also be other help available through various funds – to find out more or for general energy savings advice, please contact **Angela** on **763 2992**.

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). From time to time, some EEHDC homes become available, including Mid-Market Rent (MMR) homes in our Pettigrew Street development. 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 to speak to the allocations team) or send an email to **allocationsteam@shettleston.co.uk**. To request an application form for MMR, please email **mmr@shettleston.co.uk**.



Congratulations to Amber

Our repairs assistant, Amber Beresford, successfully passed her HNC qualification in Construction Management earlier this year. Amber attended City of Glasgow College on a part time basis over two years, managing to complete her assignments whilst working full time over the lockdown period in May.

With restrictions in place for gatherings, Amber had a virtual graduation in November, celebrating 'virtually' with her fellow students and family. The Association is very pleased with Amber's achievements and we are certain that her new knowledge and skills will benefit the maintenance team and our customers.



Pest control update



During the pandemic, Glasgow City Council's had suspended its pest control services. The Association responded by bringing in our own pest control contractor to keep on top of the continuing cases of vermin and instances where we had an increase in rodent activity.

The Council has now reintroduced these services but under Tier 4 restrictions, at the time of writing, will deal with external cases only. If you are affected by vermin you should contact the Council's pest control team on **0141 287 1059** in the first instance. Please let us know you have been in touch with the Council and we will work with them to ensure any holes around the property are blocked to try to prevent vermin entry into buildings. If the Council is unable to attend, please contact the Association and we will arrange for our own pest control contractor to visit.

Brexit – how to stay in Scotland

Following decisions by the UK Government, the UK has now left the EU.

EU citizens living in Scotland will need to apply to the UK Government's EU Settlement Scheme in order to continue living, working and studying in the UK.

To help guide you through the steps you need to take to stay, the Scottish Government has produced a package of support at

www.mygov.scot/stayinscotland.

A support and advice service is also available for all citizens living in Scotland affected by the UK Government's EU Settlement Scheme who may need additional information and support.

For more information please call the Citizens Advice Scotland Freephone national helpline on **0800 916 9847** or visit **cas.org.uk/Brexit**.



Performance Review 1st July – 30th September 2020

Monitoring our performance as a result of Covid-19 has never been more important to gauge the impact. During the 2nd quarter we were able to commence emergency and routine repairs. However, this has been restricted again recently with the introduction of Level 4 restrictions.

We are also prioritising homeless lets as our letting activity continues.

We have seen the level of arrears increase recently. 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 phone our office. We have staff available who can assist and help you get back on track with your rent. If you want to find out more about our performance, 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%	380 jobs were completed within 4 hours.
Urgent repairs % completed in 3 days	96%	99%	633 out of 640 jobs were completed within timescale.
Routine repairs % completed in 10 days	95.5%	93%	Some jobs issued to contractors in Qtr1 were put on hold during lockdown as classed as non urgent works – now complete in Qtr2 but has affected completion timescales. 633 out of 681 jobs completed within timescale.
Non-emergency repairs completed “right first” & “on time”	94%	94%	1244 out of 1321 jobs were completed Right First Time.
Gas Safety Inspections – how many times in past year did we fail to meet statutory duty to complete a gas safety check	0 fails	12 fails	12 Gas Safety Inspections failed – 11 COVID/tenants self-Isolating and 1 failure – H&S issue: access arranged when suitable to do so.
Repair appointments – % kept	96%	97%	454/470 Upkeep jobs with appointments made were kept.
Post inspection of repairs	15%	34%	When restrictions were eased for a period 447 post inspections carried out.
Lets to homeless referrals	25%	32%	Increased lets are being made to homeless applicants during this pandemic.
% rent collected as % rent due	99.95%	102.11%	Rent collected in 2nd quarter was better than target. Includes rent for current and former tenants.
Staff absence due to sickness	4%	2.9%	We are pleased to report staff sickness remains lower than target.
% Current Tenants (Net of anticipated HB/UC)	2.3%	3.06%	Since April 2020 arrears have increased.



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. Some results affected by Covid-19 restrictions.

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.



Fuse Round Up...

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

What a year 2020 has been!

After a long six months, on 21st September, Fuse was finally able to safely open its doors again. The Covid-19 outbreak led to the closure of all indoor activities as we adhered to Scottish Government guidelines and delivered an alternative mix of outdoor and online sessions. It has been refreshing to be able to welcome back our members, who tell us "nothing is as good as being in the club".

None of this would be possible without implementing several changes to the building and how we deliver activities, to ensure the safety of members and staff. The young people have been superb, adapting to changes such as social distancing, hygiene, and face coverings.

What has been going on at Fuse?

Halloween may have been a little quieter and understated this year, however Fuse was not going to let the pandemic spoil all our fun.

The Juniors, with the help of our staff member Marilyn, collaborated with Parkhead Forge Community staff on

Halloween arts and crafts, resulting in their entry to the Halloween Scarecrow competition. While they didn't win, their efforts were rewarded with lots of sweet treats, and they had a movie night and made some Halloween themed food.



Music sessions are back by popular demand!

Nicola, our new music tutor has been busy teaching members how to play the guitar and keyboard. Hopefully in the not too distant future we can showcase some of our members' new talents.



What's cooking at Fuse?

The members have been cooking, making nutritious stuffed peppers and wraps while also having loads of sticky fun making sweet Halloween themed treats too!



Looking forward to Christmas and competition time

Our Youth Mental Health Champion, Ashley, has been chatting with our young members and recording podcasts about the effect of Covid-19 on mental health, and other topics that affect young people. Members have told us they are desperate for life to return to normal. Staff are working with the young people to plan the coming weeks of Christmas cheer, ensuring that we can still have some festive fun while following the Scottish Government guidelines. In our bid to raise a little cheer, we have a little competition!

We have teamed up with Tesco Parkhead to give you the chance to win a £10 voucher and a tub of sweeties! For a chance to win, all you have to do is answer the following question:

In Home Alone 2 what City is Kevin lost in?

- A) Glasgow
- B) London
- C) New York

Email your answers with your name and contact number to: social@fuseonline.org.uk

Your details will be used for no other purpose other than to notify you if you are a winner – details are not stored. Competition open to over 18s only. Competition closes midday on 23rd December, the winner will be notified within a week of closing date. **For more info, email info@fuseonline.org.uk or call 778 4477.**



1567-1573 Shettleston Road, Glasgow G32 9AS
0141 778 4477 • fuse.cafe@o2.co.uk
www.fuseonline.org.uk • www.facebook.com/Fuse.cafe
"Changing perceptions, Changing attitudes, Changing lives"





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

Festive Word Search

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

A	W	F	X	U	P	R	A	N	C	E	R	A	R	J
V	L	I	D	A	N	C	E	R	D	B	T	W	V	Z
E	D	O	C	X	S	A	C	I	G	N	C	R	T	U
J	R	Y	B	J	Z	D	P	D	A	J	H	L	B	I
S	J	T	Y	B	I	U	R	S	O	G	L	R	V	H
K	G	N	C	B	C	W	W	U	I	F	E	P	I	H
J	K	E	O	X	C	A	H	E	D	N	I	K	X	S
R	L	Z	M	G	H	L	L	N	N	O	A	N	E	W
O	I	Z	E	Q	R	S	B	O	U	W	L	I	N	D
G	S	V	T	L	I	W	D	L	O	Z	K	P	E	A
E	B	M	W	S	S	S	N	N	I	O	G	F	H	S
D	R	I	U	F	T	L	S	F	O	T	V	I	H	H
F	N	L	K	T	M	Q	Y	C	W	C	Z	B	Y	E
Q	V	K	Q	J	A	X	R	E	I	N	D	E	E	R

SANTA	SNOW	REINDEER	PRANCER
CHRISTMAS	BLITZEN	RUDOLPH	COMET
COOKIES	DASHER	CUPID	
MILK	DANCER	VIXEN	
ELF	SLEIGH	DONNER	

Name: _____ Age: _____

Address: _____

Postcode: _____

Tel: _____

Email: _____

You can either post your entry to the Association office or you can hand it into the Upkeep office at 16 Culrain Street by **January 31st, 2021**.

The winner of the Halloween Spot the Difference competition in the last newsletter was **Miss Lundie** of Hermiston Road. Miss Lundie wins a £30 shopping voucher.

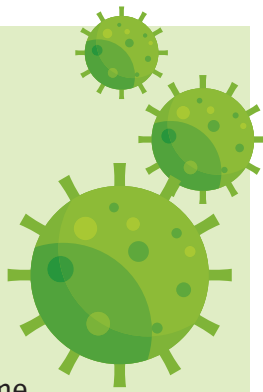


Covid-19: Office update

Due to the current restrictions that the Scottish Government has put in place, our office remains closed, with majority of staff continuing to work from home.

We have been working hard to make our office safe for both the public and staff for when we can reopen. We have installed screens to our front desk and in interview booths and have safe distancing signage and hand sanitiser stations to ensure your visit to our office will be as safe as possible.

We have also installed a controlled entry system at our public entrance as it will be our intention to initially implement an appointment based system for visiting the office, until we are able to lift further restrictions.



How well did we do?

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

...and follow us on



Useful Numbers



General Enquiries

763 0511

Repairs

(between 9am - 5pm weekdays)

0808 202 6565 (Freephone)

Emergency Repairs

(after 5pm, weekends and public holidays)

0808 202 6565 (Freephone)

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

