

Our Services...update

Covid is still with us and it is a brave person who would bet on when we will get back to full normality. However, with Glasgow now in Level Two restrictions we have been able to bring back services whilst continuing to work under Government health and safety guidelines.

In particular we are once again operating a full repairs service and we have also started our cyclical maintenance programme, including external painter-work, gutter cleaning and common landscaping. The survey and specification work is also being carried out to enable us to go out to tender on the various window, door, kitchen and bathroom replacement and electrical re-wiring contracts that make up much of our planned major repair programme for the year.

Our housing officers, maintenance officers and tenancy sustainment officers are out and about in the area on a regular basis, carrying out inspections and visiting tenants as required. (Note that housing officer "patch"

areas have recently been changed – see updated details on page 11.)

Our Upkeep colleagues are continuing to ensure that closes, back-courts and common areas are kept clean, tidy and well-maintained as they have throughout. They are also continuing to deliver the enhanced bulk-uplift service that we introduced at the start of the Covid restrictions to prevent the build-up of waste in back-courts. The Council has recently introduced a new charged-for service and during the course of this year we will be consulting tenants on whether we should

continue with our own service (more information on page 2).

The office will remain generally closed to the public for some time longer but we are now able to start to see people in the office on a pre-arranged, appointments-only basis. Please note that it will still not be possible to just pop by, for example, to pay rent.

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New affordable homes at Fenella Street

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Our Services...update

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If you would like to see a staff member in the office for an issue that is difficult to resolve over the phone – for example a Welfare Rights Officer about benefits issues – then please contact us and we will of course try and help.

Please help us to ensure that everyone – you and our staff and contractors – stay safe by following these guidelines at all times:

- If you require an inspection or repair, you will be asked a series of screening questions when you call to report the issue.
- These will be repeated when our staff or our contractor call at your door.
- You will be asked to remove yourself to a different room from the inspection/repair to allow work to be carried out.
- The staff member or contractor will let you know when they are finished, or if they require to enter the room you are in, they will ask you to remove yourself to another room.
- Our staff members and contractor will be wearing proper Personal Protective Equipment (PPE), facemasks, gloves, etc. and they will carry hand sanitizer with them.
- When making an appointment to be seen in our office, and on arrival, you will also be asked a series of screening questions.
- You will be given instructions on what to do when arriving outside the office as well as information about the safety precautions needing to be followed when inside.

We will keep these arrangements under review and open-up further as soon as that becomes possible. Please keep an eye on our website and social media for updates over the summer.



Bulk uplift service

Before Covid we worked with the Council to help keep back-courts clear of bulk refuse. Upkeep pulled out items onto the street for the Council to collect. This worked well for everyone. However, the Council suspended its bulk uplift service at the beginning of lockdown last year. We quickly stepped in to fill the gap, directly taking items from back-courts to the Council dump to keep areas clean and tidy. The Council has decided not to re-instate its previous service but launched a new one which residents have to pay for (details below). It's not yet clear how effective this will be and, for now, Upkeep will continue to uplift bulk items from backcourts once a fortnight. Please ensure that your items are placed in your backcourt and not on the kerbside as Upkeep will not collect from the kerbside.

Unfortunately, we are unable to provide this service for main door properties. These tenants should contact the Council directly to request an uplift: phone **0141 287 1058** or use the Council's My Glasgow App or website. The Council currently charges £35 for up to ten items. Any enquiries about changes to the bulk uplift service should be directed to the Council.

We want to ensure that the best arrangements are in place to ensure a good, clean environment for everyone. However, providing our current service obviously involves a cost which has to be covered by rents. Looking ahead we will need to decide whether to continue with this or rely instead on tenants making use of the Council service. We will be consulting residents on options later in the year.



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, due to Covid restrictions.

These are some of the main items that the Committee has considered and taken decisions on since the turn of the year, in addition to its general overview of performance:

- Service delivery arrangements under Covid restrictions.
- The Business Plan, priority projects and performance targets for 2021/22.

- Changes to the Association Rules – to be recommended to the members at the AGM.
- The proportion of our lets that will be allocated to homeless household.
- Anti-Social Behaviour Policy.
- Our Tenant Engagement Plan.
- Rechargeable Repairs Policy.
- Our Annual Return on the tenant Charter (ARC) to the Scottish Housing Regulator.
- Internal audit reports on GDPR and factoring services.

Make the big decisions – become a Committee member!

This year, our Annual General Meeting (AGM) will be held on Tuesday 21st September. At the AGM, Committee and staff will report to the Associations' members on their activities over the past year, and the Committee for the following year will be elected. We currently have a number of vacancies on our Management Committee and we would encourage members and residents in our area to consider putting themselves forward for this challenging but rewarding role.

What does the Management Committee do?

It runs the Association at a strategic level. It makes all the important decisions about policy, business planning, finance, rent setting, employment and much more. Committee members do the following:

- Act in the interests of the Association and its tenants as a whole and abide by our Code of Conduct. Members do not act in their own interests or those of

individuals.

- Attend regular meetings of the Management Committee and prepare in advance by reading written reports. The Committee meets most months on a Tuesday evening.
- Be willing and able to contribute to discussions and challenge in a positive and constructive manner.

Who can become a Committee member?

Anyone in our area who has an interest in the work of the Association and a commitment to our objectives can put themselves forward to become a Committee member. If you are not already an SHA member, you must become one first – you can do this simply by completing and returning the membership application form on the last page of this newsletter (along with your £1 lifetime fee). You must do so by **23rd July** to be eligible for Committee membership this year. Existing members will receive a nomination form for joining the

Committee closer to the AGM.

You don't need to have any specialist knowledge or experience – full training will be provided. However, the Committee recently identified that it would be particularly helpful to recruit people with the following experience/skills:

- Finance and business planning
- Development of new homes
- ICT, digital and social media

What's in it for you?

You'll be doing something important, valuable and necessary for your fellow tenants, factored owners and the local community. You will learn new things, improve your skills and, from a career point of view, boost your CV. We think you'll find the experience interesting and rewarding, especially when you look around the area and see how much the Association – and you – have achieved.

For more information about becoming a member or joining the Committee, please contact **Anila Ali**, Governance and Communications Officer, on **345 2599** or you can email at anila.ali@shettleston.co.uk.

New affordable homes at Fenella Street

We're delighted to report that our striking new development of 46 affordable homes at Fenella Street is now complete.

The final 12 homes at the Association's latest newbuild project have now been handed over. The development includes 38 one, two and three bedroom flats for social rent, including four wheelchair adapted ground floor properties. Eight mid-market rent flats complete the development and these will be managed by the Association's subsidiary, East End Housing Development Company.

Set around a central courtyard, the 3 and 4 storey flatted blocks, designed by John Gilbert Architects, reflect the massing of the traditional Glasgow tenement block, with a community space at its heart. These bright and spacious modern homes are extremely energy efficient with high levels of insulation, triple glazing and mechanical ventilation and heat recovery systems. All homes are fitted with vSmart technology, allowing residents to control their heating remotely, and all have access to a communal Wi-Fi system. The common amenity space at the centre of the development includes parking, garden space and a children's play area that is already well used by residents and is quickly becoming a focal point for the new community.

The project has had a difficult journey to completion with the original contractor unfortunately

The development boasts an attractive community garden space and children's play area.



placed into administration in early 2020, following handover of the first block. The Covid lockdown halted progress again in March 2020 and the development has now been completed in phases by contractor Stewart & Shields.

Lesley Scoffield, Chair of the Association said "We're delighted

to have reached final handover for these fantastic new flats in the heart of Shettleston. It's a real pleasure to see tenants move in and settle in to their new homes."

Tony Teasdale, SHA Chief Executive added, "This great looking new development on a prominent, brownfield, site bridging Shettleston Road and Old Shettleston Road, is another important step in the ongoing regeneration of the area. It has enabled us to provide 46 households with a quality, affordable and secure home at a time when the need for this has never been greater."

The development at Fenella Street has been supported by grant funding of over £3.3million from Glasgow City Council/Scottish Government with additional loan funding from the Association's lenders Royal Bank of Scotland.



The McGuinness family are delighted with their new home.

Recycle more to reduce bin overspill



Overflowing bins can cause a number of hazards in addition to looking unsightly. Part of the issue could be that full use is not being made of the blue recycling bins and recyclable material is being put into the green general waste bins. Some analysis carried out by Glasgow City Council revealed that around 60% of waste in green bins is recyclable. Here is a quick guide to what can go into your blue bin. Blue bins are for dry mixed recycling.

Yes ✓

Paper (including magazines, brochures, envelopes, junk mail)
Tins and cans (food and drink cans, aerosol cans)
Cardboard (cereal boxes, toilet and kitchen roll tubes)
Plastic bottles (cleaning products, toiletry bottles, milk bottles)

No ✗

Food
Glass
Plastic carrier bags
Polystyrene packaging
Food and drink cartons
Plastic pots, tubs, trays
Books
Packaging with food residue

Pest control



Glasgow City Council's environmental pest control services are now responding to vermin issues after a temporary suspension to services last year. Please contact the Council in the first instance to report any problems with rats, mice or squirrels and then let us know when the Council's team will be attending so that we can work with the Council to help eradicate the problem and block any holes to prevent entry into homes.

The Association will continue to provide back-up pest control services to help keep on top of the rising cases of vermin where we have increased rodent activity.

Recently we have had several calls reporting wasps' nests around properties. Please note that the Association will only remove a wasps' nest if it is directly attached to or located within the property, and causing issues with opening windows or the front or back doors of the property.



Projects update

Our capital investment projects are starting to resume after lockdown with outdoor projects getting underway. All works will be carried out under Covid-safe guidelines:

- **Killin Drive window replacement programme:** windows have been replaced at one property as a pilot project. Surveys of remaining homes have been completed and the contract is out to tender.
- **Flat entrance Secure by Design doors:** specification is complete and we are finalising address lists prior to going out to tender.
- **Kitchen replacement programme:** addresses and surveys will be taking place over the next few months prior to going out to tender.
- **Bathrooms:** surveys will be taking place over the next few months prior to going out to tender.
- **Electrical rewire upgrades:** surveys will be taking place over the next few months prior to going out to tender.
- **Door entry systems:** specification and addresses have been completed. Tender will be issued this month.
- **Common windows:** specification and survey are complete and ready to go out to tender.
- **Energy Efficiency Standard for Social Housing (EESSH):** preparation work underway on delivery plan for EESSH 2 compliance.
- **Stone repairs to tenement properties:** survey works are underway to our stone tenement properties to ascertain the extent of works required, with a view to going out to tender next year.
- **Stair lighting:** we are working in conjunction with Glasgow City Council's stair lighting department to upgrade stair lighting and to keep on the Council's service list.
- **Scottish Housing Quality Standard:** upgrading kitchens to standard, for more adequate storage.

All tenants and owners affected by above works will be contacted in due course.



We're reviewing our policy on anti-social behaviour

SHA understands the effects of neighbour nuisance, antisocial behaviour and harassment on individual tenants and communities. We believe that all tenants have a right to live peacefully in their homes and as such, take very seriously, the issue of antisocial behaviour and harassment, which adversely affects that right. We aim to ensure our tenants can enjoy their homes free from neighbour nuisance, anti-social behaviour or harassment. We are currently reviewing our anti-social behaviour Policy and, as members of our communities, we are inviting your views on our policy, please let us know what you think.

Our draft Policy sets out how we aim to prevent such behaviour, including through tenant support, and how we will act when issues do arise. It includes target timescales for responding to different categories of complaint and sets out our approach to working with the Police and other agencies and the use of legal action where necessary. It also says how we will monitor and keep under review our performance and success or otherwise in implementing the Policy. A copy of the proposed Policy can be viewed at <https://www.shettleston.co.uk/item-06-draft-anti-social-behaviour-policy-review/> or a paper copy can be sent to you if you request one from the office.

We are seeking comments by 9th July. You can give your views over the phone (**0141 763 0511**), by e-mail to sha@shettleston.co.uk or in writing through the post.

Repairs FREEPHONE Number 0808 202 65 65

Don't forget that we have a Freephone number for you to report your repairs directly to our maintenance team – Monday to Friday, 9.00am till 5.00 pm – and we will deal with your repair quickly and efficiently.



Access for essential electrical testing

As the Government has updated legislation around electrical testing, Shettleston Housing Association has a statutory responsibility to ensure that all electrical installations it provides for tenants' use are maintained in a safe condition and checked for safety every five years by an approved electrician. The Association is committed to adhering to these responsibilities in accordance with British Standard BS7671 (the Institute of Engineering and Technology's wiring regulations).

Under the regulations, the Association must ensure for all its properties that the installations for the supply of electricity, electrical fixtures and fittings and, any appliances provided under the tenancy are in a reasonable state of repair and in proper working order.

To meet our statutory requirements, we have implemented a procedure similar to that of our gas servicing procedure, to ensure we can gain access to each home every five years for this essential inspection.

You will receive an initial letter from us introducing the contractor, followed by a first appointment letter from the contractor. Please contact the contractor to rearrange this appointment if it does not suit you. We will follow up with two further appointment letters if you do not grant access for the first appointment. Again, please contact us to re-schedule if any dates are not suitable. Where tenants fail to grant access and do not contact us to re-arrange a visit, we will have to force access to complete this vital safety inspection.



The Association has a statutory responsibility to ensure that all electrical installations it provides for tenants' use are maintained in a safe condition.

We're reviewing our policy on rechargeable repairs

The Association's policy on rechargeable repairs is part of our wider maintenance policy and procedures, highlighting the circumstances where we would look to recover the cost of repairs that are the responsibility of a tenant or former tenant. We are now looking to establish a separate policy for recharges and how these would be assessed and recovered.

Your tenancy agreement outlines the Association's rights and responsibilities in respect of repairs, and those of tenants. While the Association will meet the cost of renewing components and repairs due to wear and tear, there are some repairs that are the tenant's responsibility. These include, for example, repairs needed due to wilful damage or neglect, tenant alterations and lost keys. Our only income is from tenants' rent and we need to ensure we are spending only on works that are our responsibility.

To minimise the impact on our tenants, we would look to identify any rechargeable issues at the earliest possible stage. We would also encourage tenants to engage with us to highlight any issues early and agree reasonable arrangements for payment of any recharges.

Key elements within the draft policy:

We would like to hear your views on key parts of the draft policy detailed below.

1. Circumstances where we will seek to recover costs for repairs

We would look to recover costs from tenants or former tenants in the following circumstances:

- Failed access for essential gas and electric safety inspections – where we are charged by the contractor.
- Missed repair appointments – where we are charged by the contractor.
- Gaining entry and replacement fobs when tenants have lost keys.
- Repairs to void properties resulting from tenant damage or neglect.
- Clearing and cleaning void properties where this is not carried out by the outgoing tenant.
- Repairs to make safe or rectify components following tenant alterations.
- Repairs requested by a tenant due to damage caused by them.
- Repairs to make good damage following forced entry by Police where there is evidence of criminal activity by the occupants.

2. The right to appeal a decision to recharge

The Association will provide an opportunity for a tenant/former tenant to appeal a decision to recharge. It is proposed that the period for appeal is set at 28 days



and this will be clearly noted on letters and invoices issued relating to the charges.

3. Payment in advance

Where possible, we will look to secure full payment in advance of undertaking works that are the responsibility of the tenant. Where this is not possible a deposit will be sought and a payment arrangement agreed with the tenant prior to completing rechargeable works.

What do you think of the proposed policy? We would appreciate your feedback on the key elements of the proposed Rechargeable Repairs Policy, which you can read in full here: <https://www.shettleston.co.uk/draft-rechargeable-repairs-policy/>.

You can give us your views by calling us on **763 0511**, by sending an email to **sha@shettleston.co.uk** or you can write to us by post.

Volunteer at Shettleston Community Growing Project

Could you be part of the volunteering team that helps make a difference to the local community?

Our award-winning project is looking for volunteers to help us with the many tasks that make the project what it is today. This could be a great opportunity for you to learn new skills that could help you on your path to employment, help you get fitter, or just get you outside to enjoy the great Scottish weather.

Volunteering sessions take place on Tuesdays and Thursdays 10am – 2pm, until the end of October.

We will always be able to find a



task that suits your abilities, so please get in contact if this is something that you might want to be a part of. What have you got to lose?

To take part, please contact **Kenny McCubbin** on **07879 333846** or send an email to **Kenny.mccubbin@shettlestongrowing.org.uk**.

Don't lose the plot – become a plot holder!

Your local award winning Shettleston Community Growing Project has over 50 raised beds available to anybody in the local area who wishes to grow vegetables or fruit. We offer guidance and assistance to help people get started and get the best out of their plot.

It's a well-known fact that homegrown food always tastes better than supermarket bought produce, and where better to experience this than your own plot.

We still have a couple of raised beds available to rent but these will not last long. If this is something that you might be interested in, then please get in



touch as soon as possible. To become a plot-holder or to find out more about any of the other great opportunities at the project, please contact Kenny McCubbin on **07879 333846** or email

Kenny.mccubbin@shettlestongrowing.org.uk.



Free Smelly Welly Club for children



It has been a great season for the Smelly Welly Club so far and there is still plenty of time to get involved in the fun activities at the Club. These range from learning how to grow your own fruit and vegetables, arts and crafts, looking for wildlife in the Community Growing Project's very own wildlife garden, cooking, and lots, lots more.

The Club runs every Tuesday and Thursday, 3.15pm – 5pm, to the end of October. There are still some spaces left, but you will need to be quick.

The Smelly Welly Summer Club starts on Tuesday 29th June, 1pm – 3pm, running on Tuesdays, Wednesday and Thursdays throughout summer.

If your child is between the ages of 7 – 12 years and you would like them to join the free Smelly Welly Club, then please

pop along to Shettleston Community Growing Project and complete a registration form - it's as simple as that.

For more information contact **Kenny McCubbin** on **07879 333846** or email **Kenny.mccubbin@shettlestongrowing.org.uk**.



Digital learning now face to face

Following the easing of restrictions, our free *Shettleston Does Digital* service is now delivered in person from the shop at 981 Shettleston Road, shared with the Pantry. This means that you can get help with learning how to use your devices (mobile, laptop, etc.) and you can learn how to do things online such as

applying for jobs, using social media, email, online shopping, and much more.

Shettleston Does Digital is in the Pantry every Tuesday and Thursday, 10am - 3pm to support anyone who would like to learn new digital skills. Pop in during these times or call **Denize** for an appointment on **07598 728156**.



Homelessness as Covid-19 impact continues



As reported in previous newsletters, we have been assisting Glasgow City Council (GCC) deal with the high number of homeless households since October last year. We have done this by providing a higher number of lets to homeless applicants referred to us for rehousing.

Although the level of homeless households has started to decrease to nearly pre-Covid levels, the demand is still high. GCC has therefore approached Registered Social Landlords (RSLs) again this year looking for an increased quota of lets to homeless, to help ensure people experiencing homelessness are 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 an RSL.

As a community based housing association, we do a lot of work to try and prevent homelessness and through our allocations policy, we prioritise those people in poor housing circumstances to receive reasonable preference in

the way our houses are allocated. We also currently allocate properties in accordance with the size of the household. These are, however, unfortunately far from normal times and we are being asked to continue to prioritise those experiencing homelessness during 2021/2022.

This is a challenge and one that our Committee needed to decide on in terms of how we could best temporarily adjust our letting quotas. To help with the homelessness crisis in the city, the Committee has decided to aim to provide 50% of future voids to homeless households (net of transfers). We will continue with our transfer target of 20%, with the remainder of lets going to the waiting list and medical priorities.

Any change to our allocation procedures should be reported to you and we are doing this now through this article. If you have any views on this matter, please contact **Anne McAlpine**, Director of Customer & Community Services or **Sandra McIlroy**, Housing Manager, by calling **763 0511** or email sha@shettleston.co.uk.

Let's make a difference together

At Shettleston Housing Association, we have always valued the views of our residents and engaging with you in the community.

Over the years we have set up a consultation panel which consists of residents who engage with us on various topics to share their views and help shape our service delivery. This helps to ensure that our Committee hear your views when shaping policy and deciding on priorities moving forward. The Committee have just agreed our engagement plan for 2021/2022 which can be viewed on our website here: <https://www.shettleston.co.uk/draft-engagement-timetable-2021/>.

We will be consulting on various issues in 2021/22, including changes to Glasgow City Council's bulk uplift service, rechargeable repairs, rent issues, factoring and performance reporting. We are always looking for residents to join us in these discussions – it is good to talk.

Would you be interested in joining us? You can dip in and out of topics and discussions that interest you. If you would be willing to put your name forward for panel membership then please get in touch by contacting **Anila Ali** at our office on **0141 763 0511** or email sha@shettleston.co.uk.

We would love to hear from you!



Staff changes

We have been lucky to have a very stable staff team for some years but are currently going through some changes. In recent months a number of folk have moved on or are about to, for a variety of reasons, including: Gary Bell (Tenancy Sustainment Officer); Martin Doren (Development Assistant); Dave Henderson (Maintenance Officer); Sharon Robson (Housing Officer), Isobel Stewart (IT officer) and Angela Tyrrell (Energy Adviser). It's always sad to say goodbye to established colleagues but all go with our thanks for their contributions over the years and best wishes for the future. We are currently recruiting to a number of posts and hope to be able to introduce new team members in the next edition.



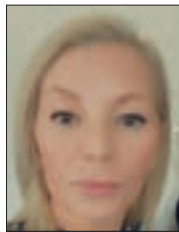
Gary Bell



Martin Doren



Sharon Robson



Isobel Stewart



Angela Tyrrell

Changes to Housing Officer patches

As part of a review of our staffing structure, we have been making some changes to the areas covered by our housing officers. Your housing officer is here to help and support you through a wide range of duties and they are responsible for helping with tenancy management issues such as rents, rent arrears, estate management and reports of anti-social behaviour. We will shortly be writing to those tenants who will be affected by the changes with details of their new housing officer.

We hope that this information makes it easier and quicker for you to contact your housing officer directly. If you experience any difficulty contacting your housing officer, then please contact our office on **763 0511** and we will assist you as best we can.

Retirement housing service update

Residents will be aware that there are still restrictions in place that prevent us from re-opening the common room at Edrom Path, or holding keep fit classes as we did before. We appreciate that our older residents are missing the clubs and we wanted to let you know that our tenancy sustainment team are currently looking at ways in which we can start to re-engage with you – whether this is online or in person.

We will be in touch over the coming weeks to chat further to you about this and to get your thoughts.



Nan Sangster

Committee and staff were saddened to hear about the passing of one of our longest standing tenants, Nan Sangster, who devoted thirty years of her life to serving on our Management Committee. Nan was influential in helping to improve the lives, homes and community of Shettleston.

Nan joined the Committee in 1985 and was proud of the difference that the Committee had made to the local area over the years, and also felt personal pride in her own contribution to this. Nan's commitment to the Association and its tenants was marked by a special thank you from the Chair of the Association in 2016, during our 40th anniversary celebration (pictured).

Born in Kenmore Street, Nan lived in Shettleston her whole life and also worked in the area during her younger years. Having celebrated her 90th birthday some years ago, Nan commented that her advanced years gave her greater perspective in seeing the short term issues and long term direction that the Association needed to take. Nan will be missed by all at SHA.

You Said, We Did:

You said: A tenant complained that they had not received a response to an email to the repairs team and also that work to windows did not take place.

We did: Having investigated the complaint, we found that the email from the tenant had indeed been unanswered due to confusion in the team about who was due to reply. Home working was a contributory factor in this situation, and this was recognised as an area where the team could improve. An investigation into the outstanding repairs to the tenant's windows revealed that the work had to be put on hold due to lockdown. Nevertheless, this work had been overlooked once lockdown restrictions had eased. The work was completed and we apologised to the tenant for this.

You said: A tenant complained about the mess and dirt in common areas left by a contractor working in our properties.

We did: We inspected the close where the contractor was working and agreed with the tenant about the mess and dirt in the close and backcourt areas. We asked the contractor to clean up after they finished, and also asked them to limit their work during the weekend to inside homes and not in the common areas. This improved the situation and the tenant was satisfied with our response.



Calling all callers

Our receptionists work hard to respond to your queries quickly and efficiently, and at times, our service to customers can be affected by a flurry of calls about something that the Association has no control or authority over. Examples of this include calls about issues with water supply, electricity supply, and street lighting.

To help our tenants reach the right service provider for their queries, we always include a list of useful contact numbers on the last page of our newsletter. This includes details of who to call in case of gas emergencies, water supply issues, and contact details for Police Scotland, Glasgow City Council and the benefits agency.

We kindly ask you to refer to this list before contacting the Association about a matter that may be not within the Association's remit. Doing so will help to free up our phone lines during busy periods and allow us to provide a fast and timely service to our tenants and customers.



Your complaints

A total of 26 complaints were received between January and March. The table below summarises our complaints handling performance:

Complaints received Jan/Mar 21	
Total complaints	26*
Total complaints upheld	6
Total complaints partially upheld	9
Total complaints not upheld	9
Percentage that met target timescales for resolution	54%

*two complaints carried forward to the next reporting period.

We welcome complaints so that we can learn, improve and put things right. You can speak to us about your complaint over the phone, in writing by email or letter, or any other contact method you prefer. We aim to respond to all complaints within five working days and will advise you if it will take longer.

Your compliments

"The plumber was so helpful and pleasant."

"I was very anxious about the work as I thought there would have been a lot of mess and flat needing decorated afterwards but the joiner calmed me down and they both left the flat immaculate."

"Speedy response to the call."

"Very satisfied as always!"

"Shettleston Housing Association are excellent, when contacting SHA all the staff are exceptionally helpful. Any repairs I have had done are excellent and they attended to them very quickly."



Performance Review

1st April 2020 – 31st March 2021

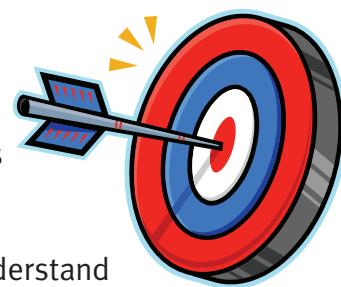
When restrictions eased at the end of April 2021, the Association was able to deliver emergency, urgent and routine repairs. We are very pleased to be able to now carry out our full repairs service for our tenants. The pandemic during the past year significantly affected our ability to carry out our repairs service and meet normal targets.

We continue to prioritise homeless lets, however, since the start of the year we are offering virtual

viewings and sign ups to keep all applicants and staff as safe as possible during this pandemic. This will remain under review.

Arrears are higher than previous years and we understand there are many tenants who have been financially affected by the pandemic. We would urge anyone who is struggling to call our office as 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 2020/21	Achieved 2020/21	You may also wish to know...
Emergency repairs % completed in 4 hours	100%	100%	1,770 emergency jobs were carried out in year.
Urgent repairs % completed in 3 days	96%	97%	2,368 urgent jobs were carried out in year.
Routine repairs % completed in 10 days	95.5%	93%	2,322 routine jobs were carried out in year.
Non-emergency repairs completed "right first" & "on time"	94%	93%	We completed 4,690 reactive repairs right first time during 2020/21.
Gas Safety Inspections – how many times in past year did we fail to meet statutory duty to complete a gas safety check	0 fails	21 fails	During 2020/21 21 Gas Safety Inspections failed due to Covid and tenants self-isolating. All checks now complete.
Repair appointments – % kept	96%	96%	1,946 repair appointments made in year. 1875 were kept.
Post inspection of repairs	15%	24%	1,107 inspections carried out in year.
Lets to homeless referrals	25%	41%	Increased quota agreed for homeless households from October 2020.
% rent collected as % rent due	99.95%	99.5%	The shortfall in rent collected against rent due was £47,176.
Staff absence due to sickness	4%	4.4%	Staff sickness was just slightly over target at end of year.
% current tenants arrears (net of anticipated HB/UC benefits)	2.3%	2.9%	£276,552 was owed in current tenant arrears



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.

What's on at Fuse...



After six long months, we have finally moved into Level 2 restrictions in Glasgow and that means that Fuse Youth Café has returned to being able to open five days per week, access all areas, indoors and outdoors!

The young people celebrated the return to indoor club sessions with getting back to doing what they do best – PLAY, and having heaps of fun.

They have been getting creative with arts and crafts, getting messy with decorating cakes and biscuits, getting noisy with keyboards and guitars, and running around outdoors playing

good old fashioned street games.

We are now counting down to the summer holidays and looking forward to the Fuse Active Kids Club.

The Fuse drop-in sessions are:

Junior Club (P5-P7 year group) – Monday to Friday 3pm - 5:30pm

Senior Club (S1-18 years) – Monday to Friday 6:30pm - 9pm



Fuse Summer Active Kids Club

Yes, we are at that time already! The Fuse Summer Programme will start on the week beginning 28th June until Friday 6th August and will see us deliver a fun-packed programme for three different age groups:

The Wee Yins – this is for children who are already in P1 - P4.

Junior Club – for children in P5 - P7.

Senior Club – for young people in S1 - 18 years.



The Fuse Summer Active programme is funded by Glasgow City Council's Holiday Food Programme. This helps pay for the activities and ensures that we can provide breakfast, lunch, or dinner, meaning there is no hassle to parents trying to get their little ones to eat before they come to the club.

Watch our Facebook, Instagram, and Twitter pages for updates on times and sign-up information.

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"



Summer crossword

Test your knowledge of the holiday season with this tricky puzzle!



ACROSS

- 1 Go sailing on one of these (4)
- 2 Month in the middle of the year (4)
- 4 It moves sideways along the beach (4)
- 6 Mussels and oysters have these (6)
- 9 Fill this with sand at the beach (6)
- 13 Eyewear to stop water getting in (7)
- 15 Summer treat that comes in a cone (3, 5)
- 16 Something you do in water (4)
- 18 Body of salt water, smaller than an ocean (3)
- 21 Lunch in the park (6)
- 24 Sleeping in a tent (7)

DOWN

- 1 You see these buzzing about (4)
- 3 Creatures hide in these when the tide goes out, _____ POOL (4)
- 5 The colour of summery skies (4)
- 25 Put this in your drink to make it cool (3)
- 26 Make these at the beach with a bucket and spade (11)
- 27 Cook outside on a grill (8)
- 28 Surfers catch these (5)
- 29 Opposite of cold (3)

- 7 Time off school (7)
- 8 Season before autumn (6)
- 10 Use this to get dry at the beach (5)
- 11 A person visiting a place on holiday (7)
- 12 Summery drink made from sour yellow fruit (8)
- 14 Cool eye protectors (10)
- 17 Toy flown at the end of a string on windy days (4)
- 19 What some people wear to go in the sea (8)
- 20 Footwear for warm weather (7)
- 22 Smell these in gardens (7)
- 23 The Earth circles this star (3)

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 **July 23rd, 2021**.

The winner of the Earth Day Spot the Difference competition in the last newsletter was **Miss Morrison** of Cockenzie Street. Miss Morrison wins a £30 shopping voucher.

30th June deadline for EU settlement

If you are from the EU and wish to stay in the UK, you can apply for 'pre-settled status' or 'settled status' under the EU Settlement Scheme if you arrived in the UK before 31st December 2020. The deadline to apply is 30th June 2021. If you don't apply by this date, you can lose your right to live and work in the UK.

If you have already pre-settled status, you'll still be able to re-apply to the scheme to upgrade to settled status after 30th June 2021. For help and support on how to apply, you can visit Citizens Advice Scotland's website: <https://www.citizensadvice.org.uk/scotland/immigration/staying-in-the-uk-after-brex/staying-in-the-uk-if-youre-from-the-eu/>.

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

Membership gives you the right to attend our AGM, vote in Committee elections and stand for election yourself.

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

Email: sha@shettleston.co.uk

Web: www.shettleston.co.uk

