

## Merry Christmas from all at SHA

**We're approaching the end of another difficult year but are able to share some positive news in this edition.**

For some time now, despite the continuing Covid challenge, our services have been operating as near to normal as possible. Our office reception is now open on Wednesdays and Thursdays, 2pm – 5pm, without the need to make an appointment but you will be asked some Covid screening questions and must wear a mask.

In 2021, we've been able to provide 198 households with new homes – a particular welcome to those who are spending their first Xmas with us this year!

At our AGM, we were able to

further strengthen our Board of Management with some new volunteer Members (page 2). We've also been able to successfully recruit and welcome eight new staff to the Association in recent months whilst bidding a fond farewell to others. All are bringing new skills and energy to our work (page 12).

Our planned maintenance programme is back on track and the new homes at St Marks are progressing well (page 3). These will meet the "Glasgow Gold Hybrid Standard" for energy efficiency: one way in which we will be helping combat climate change. The key though will be how we can make our older homes as close to zero carbon (and cheap to heat!) as possible in future: more in the spring edition.

The City's problems with refuse collection and rubbish have been in the news. Since the Council withdrew its service at the start of lockdown, our Upkeep team has been directly taking bulky items to the waste centre: previously we just pulled it out onto the street for the Council to collect. During this time, Upkeep

has removed over 500 tonnes of rubbish from backcourts and common areas. We think this is an important service but can only continue it if the majority of tenants agree and are willing to pay more in rent towards the cost: we will be consulting on this soon. Read about Upkeep's contribution to employability on page 5.

You can read about some important policy changes inside – in particular on Alterations and Improvements to your Home (page 6). This is an area that often throws up problems so please take some time to read and respond to the consultation.

Finally, just a reminder at what can be a difficult time of the year that we're here to help: if you are experiencing any difficulties with your tenancy please let us know.

### **Festive Opening Hours**

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

*The Board and staff at Shettleston HA would like to wish you all a very merry Christmas and a happy new year!*

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# Board news

The Association's volunteer Board of Management is elected by the share-holding members of the Association. It oversees the work of the Association and takes all strategically important decisions. The Board is now operating through "hybrid" meetings where members have the choice of attending in person or virtually through video-conferencing. The Board generally monitors the performance of the Association. Some of the key items it has considered and taken decisions on recently include:

- The ongoing review of our service delivery arrangements under Covid.
- The Annual Accounts for 2020/21.
- Revised Rules for consideration by the SHA members.
- Revised Standing Orders.
- Revised policies on Rent Arrears, Housing Allocations and Rechargeable Repairs.
- Reports from internal audits.

In October the Board also agreed our Annual



*Some of our Board members at a recent meeting.*

Assurance Statement regarding the Association's compliance with the legal and regulatory standards which apply to all Registered Social Landlords. This can be seen on our website at <https://bit.ly/3lk1dmh>.

**John Morrison** retired from the Board in October after seven years of dedicated service to the Association. John was, until recently, Vice Chair and prior to that Secretary of the Association and has also chaired our Housing & Community Services Committee and the Board of our subsidiary, EEHDC.

## New Rules approved and Board Members elected

The Association held a successful Special General Meeting (SGM) followed by an Annual General Meeting (AGM) on 21st September at Shettleston Juniors Social Club. At the SGM, members approved changes to the Association's Rules. One of the changes was that the Management Committee is now known as the Board. A copy of the new Rules and an Information Note explaining the reasons behind the changes can be viewed on our website under the Documents/Members section.

The AGM followed immediately after the SGM, at which the members considered the Annual Accounts and considered the nominations that had been received to the Board. Lesley Scoffield, Christine Thomson and John Morrison were re-elected and new recruits Brian Barclay, Hugh McIntosh, Edward Robertson and Chloe Park were elected to the Board. Sean Connor has since been co-opted onto the

Board for a further year. The Office Bearers were elected at the first Board meeting after the AGM, and they are Lesley Scoffield (Chair), Christine Thomson (Vice Chair) and Elizabeth Battersby (Secretary).

The annual accounts and details of the Board can be viewed on our website.



Brian Barclay



Hugh McIntosh



Edward Robertson



John Morrison



Sean Connor





# Development news...



**St Mark's:** We are delighted to report that construction works on our newbuild development at the site of the former St Mark's primary school started at the end of October. Our contractor, the JR Group, is progressing earthworks, drainage and foundations and has now begun to form the new access road at the top part of the site off Edenwood Street.

St Mark's will provide 44 new energy efficient homes for social rent, with a mix of eight cottage flats, 17 family houses, and 19 flats arranged across the two



*St Mark's will provide 44 new energy efficient homes for social rent.*

parts of the site. Private and communal gardens, parking and amenity space will also be provided.

As part of this project our contractor will be providing a range of community benefits, including local employment and

training opportunities and are already working to assist local community organisations.

Works at St Mark's will be completed over a 16 month period and all homes should be ready by early March 2023.

## Projects update

The first phase of our current window replacement programme will be complete around mid-December, with phase two starting in February 2022 and finishing by end of March.

- **Flat entrance doors** – tender returns complete, contract ready to be awarded.
- **Kitchens** – surveys complete, now going out to tender.
- **Bathrooms** – surveys complete, now going out to tender.
- **Rewires** – surveys complete, now going out to tender.
- **Scottish Housing Quality Standard** – surveys complete, awaiting building warrants.

## Electrical safety

We are continuing with our programme of electrical safety inspections. These five-yearly inspections are extremely important and are required by law to ensure we keep your home

safe and compliant with legislation.

Unfortunately however, we are experiencing a high number of 'no accesses' and many tenants are not responding to our appointment letters or 'no access' cards. It is vital that we undertake these safety inspections and you are required to provide access to our electrician to ensure this work is carried out. We will force access to your home if you do not provide access for this essential inspection and will recharge all costs associated with this.

When you receive your appointment letter from our contractor, please contact them straight away to confirm if access will be provided or arrange an alternative date. Our contractor, Rodgers Electrical, can be reached on 01236 779399.

## Annual gas servicing

It is a legal requirement that your gas system is checked and your boiler serviced annually. We therefore really need your co-



operation to gain access to your property to have this important work carried out. If the programme dates provided by our contractor do not suit you please contact us to make alternative arrangements as quickly as possible.

## Cyclical works

This year's cyclical programme is progressing well:

- **Close painting** – works progressing and will be completed by March 2022.
- **Legionella testing** – ongoing
- **Gutter cleaning project** – completed.
- **Roof safety anchor testing** – completed.

## Bulk uplift service

Our contractor, Upkeep, has been assisting residents by uplifting and disposing of bulk waste from common areas since the Council withdrew this free service. While we have agreed to continue this service in the short term, we would ask you not to put out bulk items into common areas until the day of pickup. This will make it easier for our teams to manage this service and keep our areas safe and tidy for residents.

The collection and disposal of bulk waste is labour intensive and contributes significantly to the city's carbon emissions. We would encourage you to consider other ways for items to be recycled or



re-used, where possible, to help contribute to the efforts for carbon reduction.

As part of our forthcoming rent and service charge review, we will be examining whether the bulk uplift service is something we can continue to provide and if a charge will have to be

introduced for this work. We will consult with tenants on this before we make any changes.



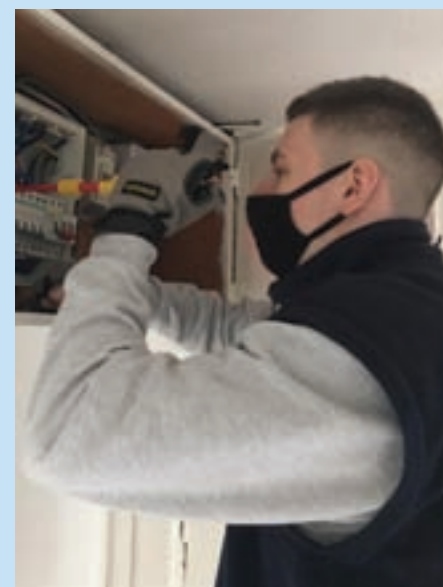
## Repairs update...

Although we are still under Covid restrictions our Maintenance team is contactable at all times and you are able to speak to your Maintenance Officer directly and arrange repairs inspections in your home. When our contractor or staff member attends your home they will continue to follow Covid guidelines as follows:

- Check if your circumstances have changed and if you are self-isolating/shielding.
- Distance themselves by at least 2m.
- Ask you to remove yourself to another room to allow the repair or inspection to be carried out.



- Avoid touching surfaces where possible and wipe down any areas touched.
- Wear protective gloves and other protective clothing as necessary.
- Ask if they can wash their hands before and after their



visit – alternatively they will use hand-sanitiser.

Please minimise interaction with our contractors and staff during their visit. Once you have checked their identification, please leave them to undertake their work.



# Jobs and training at Upkeep

Our main contractor and subsidiary, Upkeep, has a number of social aims which are at the heart of its operations. Principal among these is the commitment to provide employment and training opportunities to young people.

With Covid-19 adversely affecting opportunities for young people, it is essential that organisations such as Upkeep look at ways to facilitate the development of the city's future workforce.

Upkeep has been working with a number of local organisations to provide secure local employment, apprenticeships and trainee placements to help young people gain the skills and experience to be successful in the job market. The following opportunities are being supported by Upkeep:

- **Jobs & Business Glasgow** – through this Commonwealth Games Legacy programme, there are currently two Landscape/Environmental apprentices working full time with Upkeep. They are receiving invaluable workplace training which will prepare them for a future career in landscape gardening or estate management.
- **Step Up Glasgow** – working with this programme, Upkeep has successfully recruited five trainees who will gain training and workplace skills across all disciplines of the business. These young people have the opportunity to develop work ready skills, communication skills, build their confidence, and are given support to



*Stephen McFarlan – Trainee Estate Caretaker; Josh Greenshields – Apprentice Landscaper; Myles Blockley – Project Search Trainee; Declan Muir – Trainee Estate Caretaker; Scott Clark – Trainee Estate Caretaker.*

identify a future career path.

- **Strathclyde University's Project Search** – this programme provides support and development opportunities to 18-25 year olds. Historically, Strathclyde University would place trainees with their own facilities departments, however due to Covid, Project Search has been placing trainees externally. Two trainees were placed with Upkeep and due to their growth and development, both

trainees achieved a six month paid placement at Upkeep via Step Up.

- **CITB Apprentice Joiner** – Upkeep recently recruited an apprentice joiner who will be working across the Association's stock on major works, void properties and reactive maintenance. The apprentice spent two weeks working on-site before beginning college. Upkeep hopes to recruit early in 2022 for a second trade apprentice.

Anyone interested in opportunities with Upkeep should keep an eye on the Association's Facebook page. Eligible young people should register with Jobs & Business Glasgow and Step Up Glasgow.

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



*Jack Duffy – Apprentice Joiner*

# Consultation: Tenant Alterations and Improvements Policy

Did you know you are required to ask for our permission to undertake any alterations or improvements to your home? This includes work such as changing internal doors, laying laminate flooring or changing light fittings.

Our policy on tenant alterations and improvements is currently part of our wider Maintenance Policy, and we are now looking to establish a separate policy for this.

The draft policy sets down our obligation to assess requests from tenants to carry out reasonable alterations to their home. In assessing applications, we have a duty to ensure that any approved works are undertaken safely and would not result in any damage of the property or any health and safety risk to residents.

The process for making an application for alterations/improvements and how these will be assessed, recorded and monitored by the Association are included in the policy to ensure all requests are treated fairly and consistently. Tenants' right to compensation for authorised improvements is also included.

**We would like to hear your views on key areas of the draft policy:**

## Timescales

Requests for alterations must be made in writing. We will confirm receipt within three working days and issue our written decision within 15 working days.

Works should be completed within three months and we will



undertake a further inspection, as appropriate, and confirm our approval of the work. Where the alteration does not meet the required standard we will agree timescales for any required remedial work.

## Consent to make alterations

We aim to act reasonably in assessing all applications and consent will normally be granted when we are satisfied that relevant safety and quality standards will be met and that the proposed work will not have a detrimental effect on the property.

Conditions will be attached to the consent, including:

- Works should be undertaken by a suitably qualified person
- Relevant safety certification must be provided for any works affecting gas or electric components
- The tenant will take on full responsibility for the areas affected by the alteration throughout their tenancy
- In some circumstances there will be a requirement to

reinstate the property to its original condition at the end of a tenancy

## Refusal of consent

We will generally only refuse consent where works would be considered unsafe; where they would result in excessive maintenance costs for the Association in the future; or would affect the future use of the property.

## The right to appeal a refusal of consent

The Association will provide an opportunity to appeal a decision to refuse consent for an alteration. It is proposed that the period for appeal is set at 28 days.

## Right to compensation for improvements

The Right to Compensation for Improvements gives tenants the right to seek financial compensation at the end of their tenancy for approved alterations they have undertaken to the property. The criteria for assessing the appropriate level of compensation are set down in legislation and are included within the draft policy.

**We would appreciate your feedback on these key elements of the proposed Tenant Alterations & Improvements Policy. A copy of the full draft policy can be found here: <https://bit.ly/3cHHA2M>.**

To provide feedback please contact us on **763 0511** or email us at **SHA@shettleston.co.uk**.

## Changes to how we allocate homes

Our Board recently agreed to some changes to our allocation process, ahead of a comprehensive review of the policy next year.

The Association operates an open access waiting list and applicants are placed on the “Active” or “Non Active” list. Applicants will only be removed from the “Active” list for very specific reasons and we have reviewed these in line with legislation. This has resulted in the removal of the reason “where an applicant has intentionally worsened their own circumstances to promote their application for housing”.

The Housing Scotland Act (2014), however, allows social landlords to suspend an applicant who has been convicted of using the house or allowing it to be used for immoral or illegal purposes or has been found guilty of an offence punishable by imprisonment which was committed in, or in the locality of a house occupied by the person. **Any applicant found to be guilty of such an offence will now be suspended from our list for a period of two years.**

We will make an applicant three offers of accommodation, except where someone has been awarded a social priority move or has been made an offer via the homeless team, in which case only one offer will be made. If an applicant is due to be made

an offer but is not in a position to move at that point, they can remove themselves from the “Active” list for an agreed period of time. This will avoid the need to by-pass the applicant, and reduce delays in processing relets. If an applicant opts for a voluntary suspension there will be no “time in need” points accrued during the suspension period.

Regular readers of our newsletter will recall that we are working closely with Glasgow City Council to help households faced with homelessness during the pandemic. We agreed a higher referral rate with GCC until 31.3.2021 when the position will be reviewed. We are also focused on prioritising applicants in housing need therefore our local letting initiatives will remain suspended. Applicants can still apply and be assessed under our transfer, general waiting and medical lists.

We know searching for a home can be stressful and understanding how homes are allocated can be confusing. In light of this, we have put together some information on our website to answer frequently asked questions:

**<https://www.shettleston.co.uk/find-a-home/frequently-asked-questions/>**. If you'd like this information sent to you in the post, please contact us.

We will be looking for feedback when we start the full review of our allocation processes, so if you are interested in taking part, please contact Jon, our Community Regeneration Officer.

## Welfare Rights

### Discuss your Benefits in person

Our Welfare Rights service has now resumed face to face appointments in the office. This



is for anyone seeking advice and/or assistance in relation welfare benefits. If you would like to discuss your Benefits in person with one of our Welfare Rights officers, please call us **763 0511** to arrange an appointment. We can also provide the service over the phone.

### Some good news about Universal Credit

In the recent Autumn Budget, the UK Government issued notification of changes to Universal Credit (UC) from 1st December 2021. If you or your partner are working and have

dependent children or qualify for the Limited Capability for Work Element of UC, you qualify for Work Allowance.

The Work Allowance is an amount that is disregarded from your earnings before your UC starts to be reduced. Previously, the Work Allowance was £293 per month and this has increased to £335 per month. In addition, the Earnings Taper has reduced from 63% to 55%, which means that for every £1 you earn above the Work Allowance of £335 there will be a reduction in your UC of 55p in the pound, instead of 63p.



## 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 has been another challenging year, however, please remember that rent payments must continue to be paid each month in advance, including the months of December and January.

Covid-19 has had a devastating impact on many, perhaps with the loss or illness of a loved one, and many have been affected by financial worries. If you are having difficulty paying your rent or maintaining a repayment arrangement, then please

contact us now. We can provide you with money advice and advice on benefits that you may be entitled to. Please allow us to support and assist you.

You can contact your housing officer and our welfare benefits and money advice services by calling **763 0511**. You can also email us at [housingteam@shettleston.co.uk](mailto:housingteam@shettleston.co.uk) or text us on **07407 492606**.



**A rent payment can be made in the following ways:**

- **Direct Debit**/recurring payment
- **Online** at [www.allpay.net](http://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



## Rent Arrears...we've reviewed our policy

We recently carried out a full review of our Rent Arrears Policy and practices with the aim of minimising loss of rental income to the Association, whilst also ensuring help is provided to our tenants to prevent rent arrears accruing and to ensure that they are dealt with in a fair and effective manner.

Your rent is our main source of income. Ultimately, high rent arrears could prevent us having the funds to invest in your homes and adversely impact the day to day services that we offer our tenants.

The policy was produced following consultation with tenants. We asked our Consultation Panel members for their views and also carried out a



sample survey of tenants. We would like to thank all tenants who took part. Your feedback was very helpful and this was fed back to the Housing & Community Sub-committee who have now approved the revised policy and practices. Members believe changes to the policy and practices should bring about improvements to our rent collection/rent arrears service while at the same time ensuring support is in place for our tenants who get into arrears due to unforeseen financial difficulty.

Our aim is to assist those tenants to come to a sensible and affordable repayment arrangement. At the same time, however, we will take action against those who persistently or wilfully do not make payments to their due rent. We would always encourage tenants to "Talk to us" when they experience any problems with payments to allow us to try and prevent the debt becoming unmanageable, which can put a tenant's home at risk.

A copy of the revised policy is available on our website or you can contact our office and we can provide a hard copy.

**If you are struggling with your rent talk to your housing officer who can be contacted on 763 0511.**



# One year of Shettleston Does Digital

Delivered by Fuse Youth Café in partnership with Shettleston Housing Association,



Shettleston Does Digital (SDD) is a free one-to-one support service helping anyone in the community to connect digitally. Whether you are looking for help with your phone, tablet, or computer, or want to learn how to shop and bank online, SDD can help you develop your digital skills.

Having recently celebrated its 1st birthday, we reflected on the incredible journeys that SDD participants have been on. Here is a snapshot of two personal journeys, in the participants' own words.

## Tommy...

I was 'computer illiterate'. I used to think the world was moving too fast, and I used to say that I feel sorry for the generation above me! But I see now everybody and everything is online – I was kind of old-school, but you just have to move with the times, or you're going to be left behind.

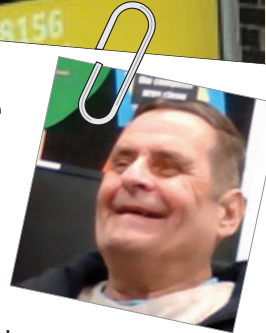


A friend of mine who was attending SDD recommended it to me – he said to me how great a place it was. I have been going since September. The team taught me typing, I'm starting to pick that up, and starting to get to know the keyboard and where things are. Each time when I do a wee typing test, my marks are slightly improving and my typing speed is coming up a wee bit as well. SDD has given me great hope and I look forward to coming every week – I feel I'm building my confidence.

I've even been applying for jobs. SDD guided me and helped me with the application. The team set everything up for me – I even got an interview via video call and now I've been given a job offer! This wouldn't have happened if it wasn't for SDD.

## Gerry...

From the beginning, I didn't know much about digital. The only thing I could use was my phone. We had the lockdown and my son gave me an iPad – I had to learn how to work that. I needed help to do my online banking and all that, and my messages! I had to learn it – everybody's got to start somewhere.



When my son told me SDD was opening up, I went along. The staff are excellent – they've helped me a tremendous amount. Digital is great: I've now got online banking, Tesco delivery, and Amazon – I can do it all without help now, everything that I couldn't do before. Especially online banking – I get a lot of help out of that. When I go for my shopping, I even get my receipts on my iPad.

Digital is important. You get so much achievement out of learning how to do things online. I've got there, and the best bit is, I'm still learning!



Shettleston Does Digital provides free, one-to-one, digital skills support at The Pantry (981 Shettleston Road) every Tuesday and Thursday, 10am-3pm. Appointments only. For more information, please call **07598 728 156**, or email **SDD@fuseonline.org.uk**.



# Don't let winter bite – follow our advice to keep 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

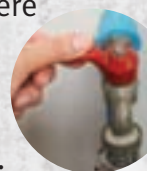
if you are travelling by car.

- 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 (0800 077 8778)** for emergency supplies of bottled water.





# our handy tips to omical way...



## 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.ready.scot](http://www.ready.scot)** 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](http://www.metoffice.gov.uk)**.

## Repairs FREEPHONE Number 0808 202 6565

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.



## Look out for others

- Keep an eye out for vulnerable neighbours or family while adhering to any 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.



## Do you have home insurance?

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.



## Anne McAlpine retires

One of the Association's longest serving staff members has very recently retired. Anne McAlpine, our Director of Customer and Community Services (DCCS), joined the Association as a housing officer 28 years ago. Anne served for many years as a housing officer working directly with tenants before taking on more senior roles dealing with policy, performance and ICT issues. She has been the DCCS, part of the Association's Executive Team, since 2018, leading the department that includes the Association's housing management, allocations, tenancy sustainment and advice services teams.

Reflecting on her time at SHA, Anne said, "I will always be



*grateful for the opportunity that the Association gave me back in 1993 when I was offered a post of housing officer. It has been a privilege and pleasure to have been able to work with, and for, so many great people over the years. I have loved being part of the organisation and community and sincerely hope that the Association continues to prosper and develop, keeping community*

*at its heart. Thank you Shettleston for many happy years and I wish all residents, Board and staff every best wish for the future."*

Tony Teasdale, the Association's Chief Executive said: "We will all miss Anne as a colleague and her dedication, hard work and commitment to the Association. We wish her all the very best for the future".

## Staff changes

We reported on some staff departures in our June newsletter and, following a successful recruitment drive, we're pleased to have welcomed some new faces since then. Our new staff members include: John Deasy (Temporary Housing Officer), Tracey McLaughlin (Housing Officer), Graeme Dutch (Projects Officer), Jenna Laing (Finance Admin Assistant), Alex Murphy (Maintenance Officer), Jon Giddings-Reid (Community Regeneration Officer), Kellyann Owens (Repairs Assistant), Chris Paterson (ICT Support and Business Analyst) and Jacqueline



John Deasy



Tracey McLaughlin



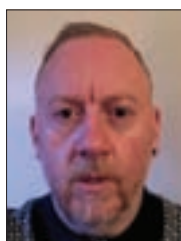
Graeme Dutch



Jenna Laing



Alex Murphy



Jon Giddings-Reid



Kellyann Owens



Chris Paterson



Jacqueline Spiers



Fiona Fellowes

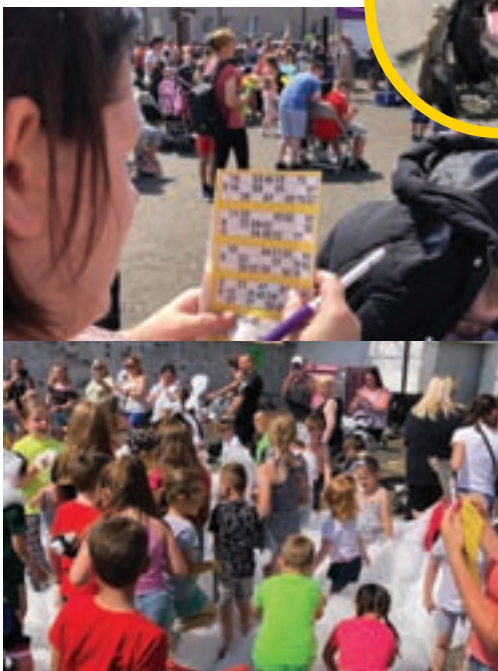
Spiers (Customer Services Assistant).

Over the summer, we also said goodbye to one of our longest standing colleagues, Senior Housing Officer, Fiona Fellowes.

Fiona's experience, wisdom and measured approach to challenging situations will be missed by all and we wish her a very happy retirement.

# Great turn out at Fun Day...

In September the Association partnered with Urban Fox to deliver a successful Shettleston Community Celebration Day, attended by over 400 residents. The free family event put on a range of fun activities including outdoor bingo, a smoothie bike, a DJ foam party, children's entertainment and art activities. Any future such events will be promoted widely in the community by our Community Regeneration Officer, Jon.



## Fire safety in common areas

It is important to us that all tenants live in a safe environment, both within their homes and in the common areas of any property we own or factor. Coming up to the Christmas period, we appreciate that some residents may be making room in their

homes for new items and sometimes that can lead to items being put in the close on a temporary basis.

Please be considerate by taking any unwanted items to the back court area and do not leave them within the common close as this would pose a fire risk. Please ensure you and your neighbours are taking responsibility for keeping common areas safe.





# Regeneration through Wider Role

Wider Role work can be described as *“activities by housing associations that go beyond housing provision and management and seek to improve the social and economic circumstances of local communities”*.

We have always had a strong commitment to regeneration of

the local areas through our wider role work, demonstrated by the recent appointment of our new Community Regeneration Officer, Jon Giddings. Jon's remit is to support, promote and instigate regeneration and community development activity, working for the benefit of the entire community, irrespective of tenure.

Jon is working closely with community partners to progress existing wider role projects and develop some new ones with the involvement of the community. More detail on this will be available in our next newsletter – in the meantime, please keep an eye on our Facebook page and website for any updates.



## Young at heart

**East End Pensioners Club – dancing, singing, bingo, day trips...**

- 55 years and over
- Tuesdays, 1pm-5pm
- £3 entry fee
- Sandy Hills Bowling Club, 299 Amulree Street, G32 7SJ
- Tel: 07784 789115

## Greenfield Youth Club

With strong roots firmly set in Shettleston, Fuse Youth Cafe is also exploring the possibility of running Fuse sessions in Greenfield and Springboig, as there appears to be a need in these areas for a youth club. Fuse is keen to capture views from parents in these areas, and would welcome feedback via a short online survey:

<https://www.surveymonkey.co.uk/r/VLQYF6Q>.

## Barlanark and Springboig Community Council

Well done to everyone who supported this project over the last two years – the Barlanark and Springboig Community Council has now been setup. A lot of hard work went into this from the community, from signing the initial petition, helping to spread the word, setting up the steering group, and getting involved in the nomination process. Having a community council can help to recognise and promote local interests, challenges and help locals have more of a say in shaping things around their community.

The Barlanark and Springboig Community Council also covers Greenfield, and can be contacted by email at [springboigbarlanarkcc@gmail.com](mailto:springboigbarlanarkcc@gmail.com).

## Greenfield Football Centre – have your say

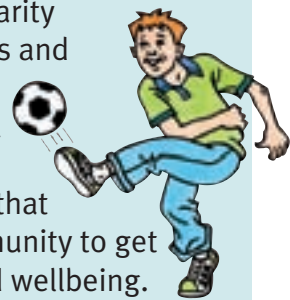
The Shettleston Community Sports Trust, a local charity made up of representatives from Shettleston Juniors and Glasgow Girls FC, is negotiating with Glasgow City Council to take on a lease of the Greenfield Football Centre on behalf of the community. This Football Centre has fallen into disuse but the Trust believes that it has great potential in supporting the whole community to get active, connect with others, and improve health and wellbeing.

In the short term, the plan is to bring the space back to life to support local sports clubs. In the longer term, the Trust wants to develop the space for local community groups, hospitality suites for the community to socialise, a learning suite, and a new football stadium for Shettleston Juniors. Though sport and fitness is central to the project, the intention is for Greenfield to have something for everyone in the community.

The Trust welcomes your views on its proposals and invites you to complete a short survey online at:

<https://www.surveymonkey.co.uk/r/Shettleston>.

Paper copies of the survey are available from the Shettleston Juniors Club, the Co-op at 1158 Shettleston Road, and Saltire Flooring at 565 Shettleston Road.





# A fruitful year at the Growing Project



It has been full steam ahead this year at the Shettleston Community Growing Project (SCGP), with the community garden and food growing spaces starting to resemble the vibrant and busy spaces they were pre-Covid.

After a slow start in April, the Smelly Welly children's club returned to being busy and productive with lots of fresh fruit and vegetables grown. All this fresh and tasty produce was used to cook healthy meals throughout the year for everyone to eat. There were visits to Blair Drummond Safari Park, Baltic Street Adventure Playground and Tollcross Park. Other activities included bird ringing and Science experiments with activity bags donated by Glasgow Science Festival. What a great year it has been.

Regular volunteering sessions took place at the project throughout 2021, with lots of local people and organisations coming forward to give up their time to maintain the community garden, wildlife garden and food growing spaces for the local community to enjoy. Without these dedicated volunteers, essential maintenance that goes on behind the scenes to keep SCGP running smoothly would not take place.

It's been a great year for your local community growing project and 2022 looks set to be even busier. To find out more and get involved, please call **Kenny McCubbin** on **07879 333846**.

*SCGP wishes everyone a merry Christmas and a happy New Year!*



## Your complaints

We value your complaints as they help us to learn and improve our services and put things right. The Association has two timescales for responding to complaints: five working days for Stage 1 complaints (frontline complaints) and for complaints which require an investigation i.e. Stage 2 complaints, we aim to respond within 20 working days.

Between July and the end of September, a total of eight complaints were received, as follows:

Complaints received July/September 21	
Stage 1 complaints	4
Stage 1 complaints escalated to Stage 2	1
Complaints received directly at Stage 2	3

The table below shows how many complaints at each stage were responded to within timescales and the average time taken (in working days) to respond.

	Responded within timescales	Average time taken to respond
Stage 1	2 (50%)	4.25 days
Stage 1 escalated to Stage 2	0 (0%)	29 days
Stage 2	2 (100%)	12 days

The average time taken to resolve each complaint at Stages 1 and 2, as shown above, is within our target timescales for each stage. The exception to this is the single complaint escalated to Stage 2, which took 29 days to respond to due to staff absence.

In terms of outcomes, 25% of complaints were 'not upheld' at Stage 1 and 75% were 'resolved'. One complaint, escalated from Stage 1 to Stage 2 (i.e. where customer remained dissatisfied after our Stage 1 response) was 'upheld'. Two complaints received at Stage 2 were 'not upheld'.



## Your compliments

*"The contractor was very polite and did his job perfectly, he also notified me not to use the sink for a couple of hours to allow it dry properly for a perfect finish."*

*"Very happy as I am always with any requests and work done by your Association."*

*"Really good service."*

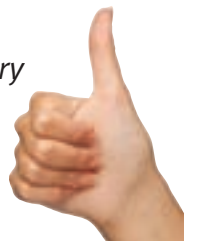
*"Professional and friendly service."*

*"Job was done fast and efficient and all staff very friendly."*

*"I've never known any tradesperson to come out and do a great job the way this man did, he took his time, told me everything he was doing, the job was done properly and he left my kitchen spotless after he was finished. You could be doing with more people like him, that's someone that certainly takes a pride in his work and also wants the client to be happy – he was brilliant."*

*"Always get a good job done by SHA employees."*

*"The process was very fast and the house is in perfect condition! Very pleased."*



## Learning from complaints

When considering and investigating complaints, attention is always paid to what we can learn from complaints in order to do things better for our customers and to get things right the next time.



**You said:** Our contractor did not make sufficient attempts to contact you when you were waiting at home to give access, this led to the work not being carried out when the tenant had taken time off work.

**We did:** Having looked into this complaint, we realised that the contractor hadn't fully followed the procedure. They attempted to call the tenant for access but

should also have contacted the office so that they could attempt contact through other means and should also have left a no access card. We discussed this with our contractor and have been assured that in future the correct process will be followed, before leaving a job due to no access. We apologised to the tenant and rescheduled the work to their convenience.

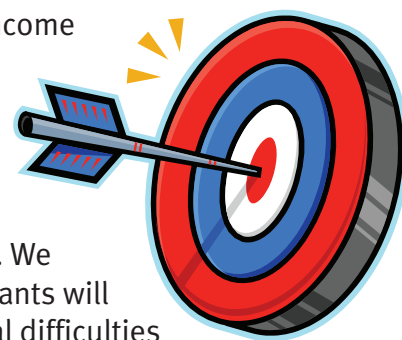


# Performance Review

## 1st July – 30th September 2021

We are currently able to deliver our full repairs service and are pleased to report that all targets for emergency, urgent and routine repairs were either met or exceeded during the 2nd quarter. Additional lets have been made to help those experiencing homelessness during these difficult times Arrears remain higher than target,

however, our rental income was up in the second quarter. For any tenant experiencing difficulty paying their rent – please contact us right away. We understand some tenants will be faced with financial difficulties during this pandemic. We would urge anyone who is struggling to phone 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 our office.



What we measure	Target 2020/21	Achieved 30/09/21	You may also wish to know...
Emergency repairs % completed in 4 hours	100%	100%	375 emergency repairs completed within target
Urgent repairs % completed in 3 days	96%	99%	620/625 urgent repairs completed within target
Routine repairs % completed in 10 days	95.5%	97%	859 of 889 jobs were complete within target
Non-emergency repairs completed “right first” and “on time”	94%	97%	1478 of 1514 repairs 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	2 fails	Services now complete – one late as tenant/family members were isolating/ one refusing access
Repair appointments – % kept	96%	95%	761 of 802 appointments made were kept
Post inspection of repairs	15%	18%	271 post inspections were carried out
Lets to homeless referrals	40% (50% net of transfers)	44%	Increased quota agreed for homeless households during Covid
% rent collected as % rent due	99.95%	107.31%	Rent collected increased in 2nd quarter
Staff absence due to sickness	4%	9%	Staff sickness decreased every month within this quarter, however it still remains above target
% Current Tenants (net of anticipated HB/UC)	2.9%	3.15%	Current tenant arrears £305,877



**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 goes virtual...



There has been so much excitement at Fuse, as we recently welcomed our very own virtual reality (VR) station, funded by Shettleston Area Partnership. If you are not familiar with VR, it is a full-body, interactive experience on the computer – most often used for playing games. Using a headset that you place over your eyes and ears, two hand-held controllers, and an array of motion sensors installed around the room to follow your movements, the powerful computer immerses you into a simulated world that you can quite literally walk into and explore!

VR offers a unique experience that gets your entire body involved, and for young people it can be a fun opportunity to improve hand-eye coordination, as well as to try out new activities and experiences. The possibilities for learning and widening our horizons on VR are endless.

Some of our favourite activities include:

**Beat Saber** – a musical game where you can play songs by 'hitting' the virtual blocks that gradually move towards you at the tempo and rhythm of the song.

**Google Tiltbrush** – a virtual 3D painting and creative application which can encourage young people to create art in virtual reality.

You can even do virtual tours of the Louvre Museum in Paris and visit underwater shipwrecks – all from the comfort and safety

*Beat Saber*



*Google Tiltbrush*



of our IT Suite at Fuse!

The VR station is currently available for use by members of our Seniors Drop-In (S1 to 19 years old). There will be more opportunities to try your hands at VR at Fuse – so stay tuned!

If you or a young person you

know would like to use our VR Station or try out new activities at our drop-in sessions, please get in touch by email on [info@fuseonline.org.uk](mailto:info@fuseonline.org.uk) or call us on 0141 778 4477. You can find us at 1567-1573 Shettleston Road G32 9AS.

## Drop in sessions at Fuse

- The Senior sessions are open to young people in S1 to 19 years old, Monday to Friday, 6.30pm - 9.30pm and every Saturday, 6pm to 9pm.
- Juniors sessions for young people in Primary 5 to Primary 7 held every Monday to Friday, 3pm - 5.30pm.

1567-1573 Shettleston Road, Glasgow G32 9AS

0141 778 4477 • [fuse.cafe@o2.co.uk](mailto:fuse.cafe@o2.co.uk)

[www.fuseonline.org.uk](http://www.fuseonline.org.uk) • [www.facebook.com/Fuse.cafe](https://www.facebook.com/Fuse.cafe)

*"Changing perceptions, Changing attitudes, Changing lives"*





## 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 Crossword

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

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

CANDY CANE	GINGERBREAD	ORNAMENTS	STOCKING
CAROLS	JINGLE	PRESENTS	TREE
CHRISTMAS	HOLLY	REINDEER	WINTER
DECEMBER	LIGHTS	SANTA	WREATH
ELVES	NORTH POLE	SLEIGH	

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, 2022**.

The winner of the Summer Crossword competition in the last newsletter was **C Logan** of Greenfield Avenue. He wins a £30 shopping voucher.





## Apply for a home...

If you wish to apply for a social rented house with us and be added to our waiting lists, you can apply online or request 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. 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 visit the 'Find a Home' section of our website [www.shettleston.co.uk](http://www.shettleston.co.uk) or call us to speak to our allocations team.



### How well did we do?

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



## Useful contacts



### 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

0800 077 8778 (24hr)

### Glasgow City Council

Cleansing Department Bulk Refuse 287 9700

Environmental Health 0141 287 1059

Pest Control 0141 287 1059

Stair Lighting 0800 595595

Street Lighting 0800 373635

### Benefit Agencies

Job Centre Plus 0800 169 0190

Housing & Council Tax [www.glasgow.gov.uk](http://www.glasgow.gov.uk)

Office Opening Times Wed and Thu 2pm - 5pm

Appointments available outwith these hours

## 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](mailto:sha@shettleston.co.uk)

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

