

shettleston matters

THE NEWSLETTER OF SHETTLESTON HOUSING ASSOCIATION

SEPTEMBER 2022

Serving the communities of Shettleston, Springboig, Greenfield and Sandyhills

A lot has changed in the world recently: not much of it for the better unfortunately.

With fuel prices due to increase in October and inflation on food and much else soaring we know that many of you are struggling. Our key message remains the same: we're here to help! Our staff are continuing to work hard to support our tenants and to identify new sources of funding. We hope that you find the information about advice services and other help on pages 4-7 useful. There is other important information about our services and activities throughout this edition.

The economic situation is also forcing us to review our Plans. Our annual rent increases usually track the level of inflation so that we can cover our costs. This year, with CPI already over 10% and due to rise further, we know that won't be possible. It's a key objective of the Association to keep rents affordable and we know incomes are not rising in line with inflation. That means that we need to find big savings in areas such as major repairs and other running costs. Even with these we are likely to need higher rent increases in future years when things get back to normal.

Tough times and hard choices...

Autumn is the time for tree work. A recent Upkeep study revealed we are responsible for around 850 trees in the area. See page 11.



Our Board will be continuing to make difficult decisions and as ever we will be looking for your feedback.

There is also some good news inside! Good progress is being made with the 44 new homes at St Marks. More jobs and training opportunities are being delivered by Upkeep. And it's great to see

the Shettleston Keenagers, the Growing Project and other local groups organising great programmes of activity for local folk. We will continue to do all we can to support residents and the community through these tough times.

Tony Teasdale, CEO

In this issue...

How the Association is run
page 2

Help with the cost of living crisis
page 4

Benefits Update
page 6

Energy Saving Tips
page 7

New Homes at St Marks
page 8

Looking after our trees!
page 11

How the Association is run

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. Since the last newsletter it has considered and taken decisions on the following:

- The 2022 Business Plans for SHA and our subsidiaries, Upkeep and East End HDC.
- Our major repairs programme for 2022-23.
- An independent study into the works needed to bring our homes up to the "net zero" energy efficiency standard.
- The arrangement through which we allocate a percentage of our homes to people who are homeless, and how this is working.
- A new Tenant Alterations & Improvement Policy.
- The findings of a recent Staff Satisfaction Survey.
- Our Annual Return on the Charter (ARC), and other annual returns to the Regulator.
- How well we meet new electrical safety standards and the findings of an internal audit of our systems for tenant safety in general.
- Staff pension arrangements and possible changes to these.
- Our procurement activity in the past year and our strategy for the year ahead.
- Our financial plans for the future and how these need to be revised as a result of the current economic situation.

Chairperson Lesley Scoffield and other Board members in action!



An Assurance Review Working Group of members was established and met to scrutinise the Association's compliance with regulatory standards. Our **Annual Assurance Statement** will be published in October.

The Board also carried out the annual review of its own performance and agreed a development and training plan for the coming year. This identified a need to recruit to strengthen financial expertise on the Board.

Rae Connolly (pictured right) has recently been co-opted as a result. She is a qualified

accountant and works as an audit and risk

manager with a major high street bank. Jenny Kiernan and Marian Hassan, both SHA tenants, have recently stepped down from the Board.

Minutes of our Board meetings can be viewed on our website.



Annual General Meeting

The Association's Annual General Meeting (AGM) is due to take place on the evening of Tuesday 20th September and all members will soon receive a formal invite. Details of how you can join the Association are on the back page. *If you would like to know more about becoming a Board Member please let us know. Training and support is available to new recruits. There is a significant time commitment but we aim to make Board membership enjoyable and interesting. Being a Board Member can be a great way of contributing to your community whilst gaining new skills and knowledge.*



Our Business Plan 2022

Strategic Objectives



- A. To achieve excellent standards of governance and organisational resilience.
- B. To improve the quality and value for money of our services.
- C. To manage our resources to protect our assets and deliver the best possible outcomes for quality affordable homes in the area.
- D. To support our tenants and the local community through the “cost of living crisis”.
- E. To develop our staff team and refresh our working culture to ensure that SHA is a great place to work.

Social Housing Charter: Annual Performance Report



Enclosed with this edition is our report showing how we delivered against the Tenants Charter during the year ending 31st March 2022. It also shows how our performance compared with that of other social landlords on those things that matter most to tenants (e.g rents). We improved in certain key areas such as speed of re-letting homes, that had been most affected by Covid in the previous year (2020/21). However, our overall compliance with the Scottish Housing Quality Standard (SHQS) significantly reduced, following the introduction of new requirements for electrical safety inspections. Action is in hand to address this (see the report for more details) and in general we continued to perform well compared with others. Don't just take our word for it though, you can see comparative data collected by the Scottish Housing Regulator at <https://www.housingregulator.gov.scot/for-tenants>.

Meeting with elected representatives

At the end of May, following the Council elections, we held a briefing session for both newly elected and already serving local representatives. We were delighted that the following were able to attend: David Linden MP, John Mason MSP, Cllr Blench, Cllr Christie, Cllr Doherty, Cllr Kerr, Cllr McAveety and Cllr Turner. We were able to provide information on our role and activities and highlight issues of concern for the Association and our tenants. We were pleased with the positive response shown. We look forward to continuing to work with all to help further the interests of the Shettleston area.

Staff Update

Ron Tracey will soon be retiring from the Association after 12 years of dedicated service. ‘Big Ron’ (pictured below), our Maintenance Manager, will be retiring at the end of September. He has had a long and varied career since leaving school and starting in the shipyards as an apprentice joiner. Along the way he qualified as a Clerk of Works and worked on a variety of construction projects for the City Council before transferring to Glasgow Housing Association after the stock transfer and then onto SHA in 2010. He will be sorely missed as a valued colleague and member of our



*New members of our staff team:
Jamie Sweet (Community Regeneration Officer);
Suzanne Park (Housing Officer) and
Feras Salah, ICT Modern apprentice.*

management team. We wish him all the best for a long and happy retirement.



Help with the cost of living crisis...

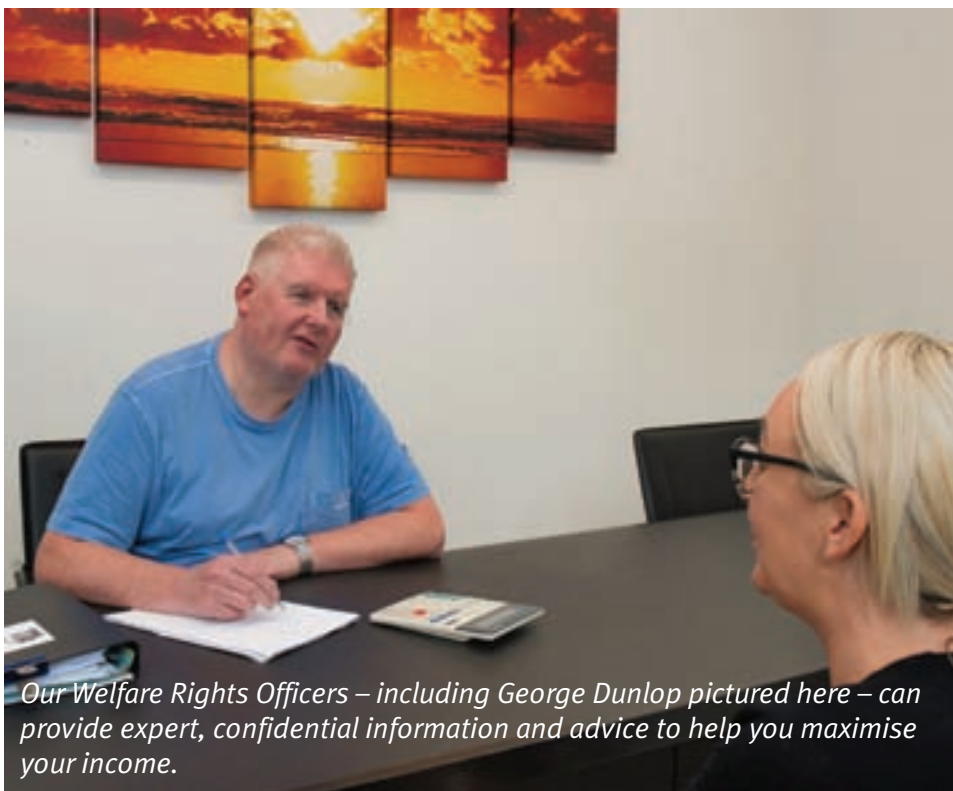
Struggling to pay your rent?...we are here to help

We understand that this is a challenging year, everyone will now be feeling the impact of the recent rise in energy costs, with further increases likely in October.

Our experienced Welfare Rights Team and Tollcross & Shettleston Money Advice Service (TSMAS) are here to help you with budgeting and any financial concerns you may have. We can also work with you to ensure you are receiving all benefits which you may be entitled to. If you would like a chat please email sha@shettleston.co.uk and we will arrange this for you.

TSMAS money advisors are in SHA offices every Wednesday and Friday morning between 9.30-12.30pm offering confidential appointments to help you with any money concerns/ debt you may have and potentially maximise your income also. We also offer assistance with energy advice amongst other things. Don't delay – call today!

Payments of rent should always be considered a priority and we have several ways of making this as easy as possible.



Our Welfare Rights Officers – including George Dunlop pictured here – can provide expert, confidential information and advice to help you maximise your income.

You can choose from the following options:

- **Direct Debit**
- **Recurring Payment**
- **Post Office or Paypoint (using your Allpay card)**
- **Callpay (using a debit/credit card by calling or visiting the office)**
- **Online at www.allpay.net or calling Allpay 03300416497**

If you are having difficulty paying your rent or maintaining a repayment arrangement you already have with us, please contact us now. Discussing your payment difficulty sooner rather than later will allow us to work together to resolve it. Just ask for your housing officer when contacting our office and you can discuss your situation confidentially.

Fuel Poverty

For some time we have been supporting tenants with energy advice, from energy top ups to encouraging energy saving measures within the home (see page 7).

Fuel poverty is a huge issue for many people and the

situation shows no sign of improving in the short term. We as an Association recognise those on low incomes face incredible difficulty in heating their homes and coping with increasing energy costs.

The Association continues to apply for funding to help support tenants in fuel poverty.

At the moment we are helping tenants access fuel vouchers through the Fuel Bank Foundation.

If you are struggling and require help and assistance with fuel debt please e-mail us on sha@shettleston.co.uk or contact the office.

The Shettleston Hub

Our community space at 981 Shettleston Road has been given a new name. The Association ran a competition along with FUSE and the successful name chosen was The Shettleston Hub. Congratulations to Marion Cartwright who won a £50 voucher donated by Shettleston Housing. The various services operated from The Shettleston Hub are:

- **The Pantry:** continues to operate on Wednesday (10am to 3pm) and Friday (10am to 1pm) at 981 Shettleston Road.
- **Shettleston Does Digital:** continues to be delivered two days a week from 981 Shettleston Road on a Tuesday and Thursday (10am to 3pm).
- **Tollcross & Shettleston Money Advice Project (TSMAP):** Currently operating every fortnight on Thursday between 1.15pm - 3.00pm.
- **People Plus & ENABLE Works:** Employability support with People Plus operating every fortnight on Wednesday 12.00-3.00pm and



ENABLE Works every month (Thursday 15th September-CV Building, Thursday 13th October – Job Applications, Thursday 10th November – Interview Skills, Thursday 8th December – Job Searching.

- **Coffee mornings:** held on 1st Wednesday of each month between 10am and 12pm for residents to find out about the range of activities at 981 Shettleston Road.



TSMAS

Tollcross and Shettleston Money Advice Service

TSMAS, Tollcross and Shettleston Money Advice Service is a free confidential service ...

What does the money advice service do?

- Help with budgeting
- Help to reduce rent arrears
- Negotiate with creditors
- Help with accessing affordable credit
- Assist with completing applications for benefit including Universal Credit
- Help access a bank account
- Help to reduce gas and electricity
- Help with choosing home contents insurance
- Maximise income
- Help to get online

Who can access the service?

- People whose home is rented from Tollcross Housing Association or Shettleston Housing Association
- People whose home is factored from Tollcross Housing Association or Shettleston Housing Association
- People who live within the Tollcross or Shettleston Area

How to make an appointment?
Call or make an appointment on 0141 764 1234
advice@tollcrosscommunitytrust.org




Based at Tollcross Advice & Learning Centre, 14 Broadhead St, G3 7PL
Company No: 351117 Charity number: SC04076 PCA registered Registration No: V01544



SHOP - SAVE - COOK

YOUR COMMUNITY PANTRY

- THE PANTRY PROVIDES FRESH AND NUTRITIONAL FOOD, AT A SIGNIFICANTLY SUBSIDISED RATE.
- CHOOSE FROM FRESH, FROZEN AND TINNED PRODUCE
- OPEN TO RESIDENTS OF PARKHEAD, SHETTLESTON & TOLLCROSS

MEMBERSHIPS ONLY £2.50 SIGN UP AND SAVE TODAY!

Opening Times
Parkhead - 11 Back Causeway
G31 5HE
Tuesday 12-4
Thursday 11-4

Shettleston - 981 Shettleston Rd
G32 7JL
Wednesday 10-3
Friday 10-1



Benefits Update

Scottish Child Payment...

For children under 16 years of age

Later this year (around November/December) the Scottish Child Payment will be available for people to claim who have children under 16 years of age and meet who the eligibility criteria. At present it is only available to those with children under 6 years of age.

What is the Scottish Child Payment

The Scottish Child Payment is for parents or carers on low incomes who will have a child under 16. It'll be a payment of £25 a week for each child under 16. It's paid every 4 weeks by Social Security Scotland.

Who can get the payment

You or your partner must be responsible for a child under 16 on the day that you apply. You can show you're responsible for the child if you or your partner:

- **gets Child Benefit for them, or**
- **are responsible for them for Child Tax Credit, the child element of Universal Credit or the child addition of Pension Credit, or**
- **are their kinship carer.**

**If you're a kinship carer, you'll need to show a legal order or a letter from the local council. You might have a legal order like a kinship care order, compulsory supervision order, residence order, permanence order or guardianship order.*

Which benefits do you need to be getting

You must get one of these benefits:

- Child Tax Credit
- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance
- Income Support
- Pension Credit
- Universal Credit – if your UC is reduced to £0 by a sanction or a deduction, you can still get Scottish Child Payment
- Working Tax Credit

How to apply for the Scottish Child Payment

You will be able to apply:

- **Online** – by completing an online application form on **mygov.scot**
- **By post** – you can get a paper form on **mygov.scot** or ask for one with a prepaid envelope by phone
- **By phone** – by calling Social Security Scotland free on **0800 182 2222**, Monday to Friday 8am to 6pm

How and when the Scottish Child Payment is paid

If you're awarded a payment, you'll be paid every 4 weeks.

The payment will be £25 a week, ie £100 every 4 weeks per child under 16.

If you become responsible for another child

You won't need to make a new application if you become responsible for another child. You can add them to the claim you

already have.

You'll need to show Social Security Scotland that you've become responsible for another child. You can show you're responsible for a child if you or your partner:

- **Gets Child Benefit for them, or**
- **are responsible for them for Child Tax Credit, the child element of Universal Credit or the child addition of Pension Credit, or**
- **are their kinship carer.**

Social Security Scotland will use your original Scottish Child Payment application to get the other details they need about you.

You can find further information on this benefit and other benefits administered by the Scottish Government on the **mygov.scot website**.

You can also contact our office and speak to one of our Welfare Rights Officers who can provide advice concerning any potential benefit entitlement and assistance with making claims for any welfare benefits.

Cost of Living Payments

With the ongoing rise in inflation and subsequent cost of living increases the UK government have started to make 'cost of living payments' to households, in some cases the payments can total nearly £1,200.

Rather than trying to rely on these 'cost of living payments' you should check to see if you are receiving the correct benefit entitlement with both 'in work' and 'out of work' benefits.

An award of unclaimed benefits will provide a more

secure and long-term solution to the rising cost of living, than the current one off and adhoc payments currently proposed by the UK Government.

If you or someone in your household suffers from health issues or are a carer for someone

you may be entitled to additional benefits which can often unlock access to other financial support.

The Association provides a free Welfare Rights Service to tenants and factored owners of the association, the main role of our Welfare Rights Officers is to

provide advice and assistance with maximising the income of our residents.

If you would like to take up the opportunity of getting a benefit check done, please contact our office and speak to one of our Welfare Rights Officers.

Energy Saving Tips

With energy costs soaring we are all looking for ways to reduce the amount of energy we use in our homes. Here are some handy tips to help reduce your energy costs:

Ensure that you know how your heating controls work



- **A timer or programmer** allows you to control when your heating and hot water comes on and when it goes off. This allows you to set your heating so that it only comes on when you need it. Plan ahead and think carefully about when you need heating on and when it can be switched off. Remember, your home will stay warm for a period once the heating is switched off so if you know you are going to be out all day set the heating to switch off a short time before you will be going out.
- **Room thermostats** prevent your home from getting warmer than necessary. They turn the heating on until the

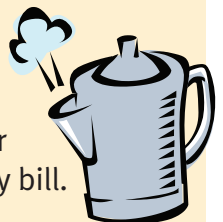
room reaches the temperature you have set, and then off until the temperature drops. Make sure you don't block thermostats by curtains or furniture as these can affect air flow and give false readings.

- **Thermostatic radiator valves (TRVs)** control the flow of hot water through the radiator they are fitted to. They work by sensing the air temperature around them. If the room is warmer than the setting on the TRV, the valve will close a little, reducing the volume of hot water flowing into the radiator. If the room temperature is lower than the TRV setting, the valve opens, increasing the flow of hot water into the radiator. A lower setting reduces the volume of hot water, using less energy and saving you money. If you are not using a room remember to turn the radiator TRV down but not off completely as this will



prevent condensation and dampness.

- **Remember**, turning down your thermostat by just 1°C can reduce the cost of your bills. Set your room thermostat to the lowest comfortable temperature – generally between 18°C and 21°C. If you only have a single room thermostat for the whole house, for every degree you increase the temperature, it will increase your heating bill by about 10%.
- **Switch off standby** – You can save around £55 a year just by remembering to turn your electrical appliances off standby mode.
- **Turn your lights off** when you're not using them or when you leave a room. This could save you around £20 a year on your annual energy bills.
- **Spend less time in the shower.** Keeping your shower time to just 4 minutes could save a typical household £70 a year on their energy bills.
- **Avoid overfilling the kettle** and save yourself around £11 a year on your electricity bill.



More detailed help and guidance on saving money when heating your home can be found on the Energy Saving Trust website:
<https://energysavingtrust.org.uk/energy-at-home/>





Investment in affordable homes



Works nearing completion at St Marks.

New Homes at St Marks

Works are progressing well at our new-build development on the site of the former St Mark's primary school. Scaffolds are coming down, internal fit-outs are underway and roadways, parking and gardens are now being formed. We now expect to complete the project ahead of schedule, with first handovers planned for early November. The development comprises 44 new family homes with a broad mix of accommodation:

Number	Type
4	3 apartment, 3 person wheelchair flats
2	4 apartment, 5 person cottage flats
2	5 apartment, 7 person cottage flats
15	4 apartment, 5 person houses
2	5 apartment, 8 person houses
19	3 apartment, 3 person flats
44	Total

As part of this project our contractor JR Group is delivering a raft of community benefits:

- **Waste reduction:** close monitoring of waste from site and measures to reduce waste to landfill.
- **Community engagement:** Donation of 200 Easter Eggs to North East Foodbank.
- **Door entry system** supplied and installed to Shettleston Men's Shed ahead of Covid safe re-opening.

- **Supply of materials** for events and selection boxes to Whiterose Community Hall.
- **Work to support Shettleston Growing Project:** Supplied top soil and wooden pallets; £250 donation for new skip; delivered 100 selection boxes; supplied children's hoodies with Smelly Welly and JR logos.
- **Donation of 150 selection boxes** for hampers for local residents.
- **Supply of painting materials** to the community hall at Edrom Path.
- **Employment & Training:** One new apprentice joiner taken on for project from east end of Glasgow. Two new apprentice plumbers working with sub-contractor.



Liam Nelson, labourer on work experience placement.



The former Shettleston Halls on Wellshot Road.



The old Telephone Exchange building on Wellshot Road.

Shettleston Halls and Telephone Exchange

Regular readers will be aware of our intention to develop new homes at the site of the former Shettleston Halls on Wellshot Road. In 2018 we purchased the old Telephone Exchange building at the top of Wellshot Road and our aim was to develop both of these small sites together. Since then we have been working on how they might be cost-effectively taken forward.

The Shettleston Halls site is owned by the City Council. After a fire around 10 years ago, only the front wall remains. Although not a listed building, the Council's Heritage team has stipulated that this façade must be retained as part of any new development due to its local historic significance and relationship to the adjacent library building. This would though greatly restrict the design and construction of any new development on this site and reduce the number of homes we could build there. In early 2021 we completed a detailed study to assess the financial viability of building new

homes on this site while retaining the existing wall. Unfortunately, this study showed that it would not be affordable to build new homes on the site on this basis – even with a high level of Grant.

As part of this study we also explored the possibility of demolishing the façade and developing the site from scratch with a design sensitive to the surrounding location. While still relatively expensive, we felt this would be a more viable solution. Unfortunately, this proposal was not accepted by the Council's Planning and Heritage teams and we, reluctantly, had to make the decision not to purchase the Shettleston Halls site.

The Association still owns the former Telephone Exchange building and this year we have been exploring the viability of building new homes on this small site as a stand-alone project. Given the current increasing building costs and small scale of any development on this site we have, unfortunately, been unable to secure a design proposal that would be affordable for the Association and meet grant funding requirements. We have, therefore, put this project on hold for the time being and will re-visit it as the financial climate changes in the future.

Electrical Safety



We are pleased to announce that we have recently

appointed Glasgow based Valley Group to deliver a five year programme of electrical safety inspections across all of our properties. Works on the contract began in early August and will continue throughout the year, with up to four inspections completed per day to ensure we can access all properties

requiring a safety check.

Valley Group Contracts Manager Joe Stewart said: *"This is a great opportunity for us to provide this important service for a new customer and neighbour. Valley are a customer focussed organisation and we take pride in delivering a first class service."*

Valley Group operatives are all highly skilled engineers, will be easy identifiable by their branded workwear and will present a photographic identification card on arrival at

your home.

Electrical safety checks are required by law in every property once every five years and it is essential that you allow our contractor access to complete this vital work. The testing should take no more than two hours to complete.

If you have received an appointment letter from Valley Group and the time does not suit, please ensure you contact them as soon as possible to reschedule 0141 404 0244.

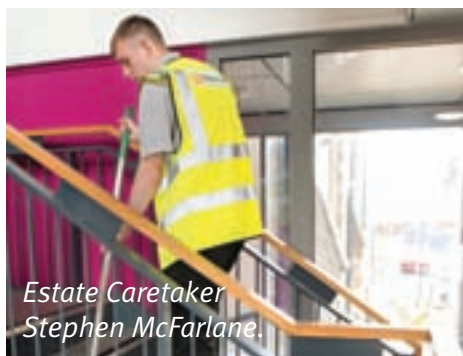
Estate services: review



Our subsidiary company, Upkeep, provides the Association with a range of essential services, designed to keep our local community clean, tidy and free from hazards.

Upkeep's team can be seen throughout the area carrying out the following works to flatted blocks and common areas:

- **Close Cleaning** – (weekly)
- **Backcourt Maintenance** – (fortnightly) Ensuring backcourts/common areas are litter free and bin areas are well maintained.



*Estate Caretaker
Stephen McFarlane.*

- **Landscape maintenance** – Our team carry out a range of hard and soft landscaping works which including grass, shrub, hedge and tree maintenance to communal areas and private gardens across our community.
- **Bulk Removal** – (fortnightly) Ensuring all large, bulky items are safely removed and disposed of.

An expanded bulk removal service was introduced by the Association in April 2020 during the pandemic because of the withdrawal of the free service previously provided by the City Council. Following tenant consultation the

Association reluctantly introduced a service charge for this service in April 2022.

We think it has proven to be an invaluable service, keeping our common areas free from build ups of waste and potential hazards. On average Upkeep removes over 20 tonnes of bulky waste each month (that's the equivalent of 20 family sized cars!).

We are currently reviewing the specification for these services to ensure that they continue to meet tenants' needs, whilst remaining value for money. We will be consulting residents on the proposed new specification in the coming months. In the meantime we would welcome any feedback on the current delivery of the service. Please either contact your housing officer with any thoughts or e-mail us at: sha@shettleston.co.uk.

Jobs and training opportunities

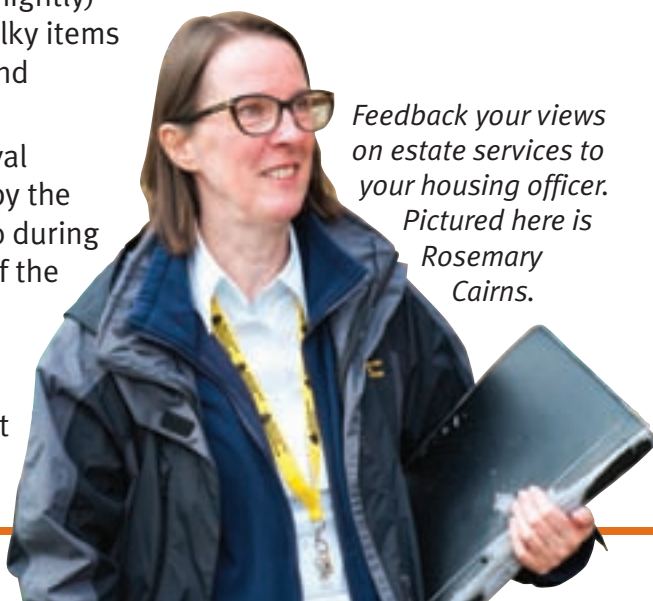
Upkeep is committed to providing employment and training opportunities and has a proud track record over the years in this regard. The following apprenticeships/trainee

opportunities are currently being supported by Upkeep:

- **Glasgow Guarantee:** two Environmental trainees are working with us on a part-time basis. Trainees receive invaluable workplace training i.e. working at height, manual handling, (COSHH) and other bespoke training which will prepare them for a future career in estate management.
- **Apprentice Joiners:** following an extremely successful recruitment drive we have recruited three apprentice Joiners. All three individuals have settled in well and have proven to be valuable additions to the Upkeep team. We aim to develop young talent locally which will allow Upkeep to develop our trade staff of the future.
- Upkeep is also working with St Andrews Secondary School providing work experience to young people interested in a career in the construction industry. Anyone interested in such an opportunity should speak to their careers advisor at school and Upkeep will try to accommodate a placement.

Anyone interested in future opportunities within Upkeep should check Shettleston Housing Association's Social Media feeds and website and any eligible young people should register with the Glasgow Guarantee and look out for future opportunities.

For more information feel free to call the Upkeep office on **0141 7643793** or email: enquiries@upkeepglasgow.org.uk



*Feedback your views
on estate services to
your housing officer.
Pictured here is
Rosemary
Cairns.*

Looking after our trees!

Residents may be aware that Shettleston and the surrounding areas are home to a wide variety of tree species, ranging in size from small Tibetan cherries to expansive chestnut trees.

Following an extensive process of identification, measurement and cataloguing Upkeep has developed a definitive record of around 850 trees across our area of operation for which the Association is responsible. This lists their height, spread, age, condition and any recommendations for future works.

We have been able to identify all trees which

required emergency/urgent action and plan for tree works over the coming seasons.

We are keen to point out that trees will only be removed in cases of severe damage/disease or indeed where they pose a health and safety hazard and where possible we will adjust the shape of a tree rather than remove where possible.

Trees are essential for producing oxygen, storing carbon, stabilising our soil and providing habitats for wildlife and we have a duty as an organisation and as a community to encourage tree growth for the benefit of our local environment.

The Association, with

Upkeep, will be developing a 'Green Strategy' in the coming months, to outline how, as a Group, we will manage our impact on the local environment. Part of this process will see the introduction of new trees to offset those which have unfortunately had to be removed and we would welcome feedback from the local community identifying areas which have the potential to safely house new trees.

Our team at Upkeep have already planted five new trees in their Culrain Street yard to get the process moving.

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



From left to right: Sonny Stewart – Environmental Trainee, Paul McNeill – Estates Manager and Callum McCrimmon – Landscape Supervisor.

Tenant Services and involvement



New Complaints Handling Procedure

The Association's Complaints Handling Procedure has been updated to meet the latest guidance from the Scottish Public Services Ombudsman (SPSO). A copy can be viewed at: <https://www.shettleston.co.uk/contact-us/complaints>.

We value complaints and use information from them to help us improve our services. We aim to make it as simple as possible for our service users to let us know if they are dissatisfied with any aspect of our service. You can now submit a complaint through our website. The Procedure sets out clear timescales in which we aim to respond. A new in-house IT system has been developed to make it simpler and easier for staff to log, update and monitor complaints. This will also assist in overall performance recording and monitoring. In the first three months after its adoption over 40 items were recorded and in most cases these were responded to within timescale. In future editions of the newsletter we will be providing (anonymised) information regarding complaints received, our performance in responding to them and action taken where a need for improvement has been identified.

If you have any queries regarding this please contact Jo Farren, Corporate Services Manager.

Tenant Panel

The Association is keen to refresh and revitalise our Tenant's Panel and is looking for volunteers to come together to discuss and review the effectiveness of various aspects of our service / processes and advise where improvements can be made. This will include the review of our Allocations Policy. The Tenants Panel will be our "critical friend" and we will provide support to the group including training and reasonable expenses such as childcare costs.

If you are interested in becoming a member please contact Jamie Sweet, Community Regeneration Officer on **0141 763 2812** or jamie.sweet@shettleston.co.uk.

Allocations Policy Review

What is an Allocations Policy?

Access to social housing is governed by legislation and guidance received from the Scottish Government. Our Allocations Policy sets out our legal obligations for the allocation of our housing stock and explains

how we prioritise our applicants, taking into consideration the needs, demands and where possible, the aspirations of applicants. The policy is needed to make sure there is clear and transparent guidance on how we match people who apply for housing with the properties that become available.

Why are we reviewing our policy?

We have carried out an interim review of our Allocations Policy to ensure we comply with legislation but a formal review hasn't taken place for some time. It's good practice to carry out a review every three years to not only ensure we comply with legislation when managing our housing lists and allocating houses, but also to develop our policy in line with local priorities. As a result of this we will work with tenants and applicants to review and amend our Allocations Policy so that it reflects this and captures their priorities.

How can I get involved?

We will be carrying out a full consultation on the Allocations Policy review later in 2022/2023, but if you are interested in finding out more and being part of the review group please contact **David Wilson**, Director of Customer & Community Services on **0141 763 2810** or e-mail david.wilson@shettleston.co.uk.

Shettleston Keenagers: come and join us!

The 'Keenagers' meet in the common room at our Edrom Path retirement housing development. The Group is for anyone over 55 year olds within the Shettleston area and new members are always welcome. The group organises regular bingo and a lunch club. There are also line dancing sessions on a Thursday at 6.30 pm. (£3).

Group members usually prepare the lunch. Congratulations to four members who have recently passed the Food Hygiene qualification with flying colours: Cathy Jamieson, Lynne Watt, Grace Black and Jean Brannan. For an occasional treat its fish and chips though!

Recent special events have included:

- Celebratory lunch for the Queen's 70th Jubilee in June.
- Charity coffee morning for McMillan Cancer and Marie Curie on 20th August which raised nearly £500.

The group is self-organising and self-funding, with some administrative support provided by SHA staff where requested. The office bearers are: Jean Brannan (Chairperson); Lynne Watt (Secretary) and Hugh McIntosh (Treasurer). Hugh is also an SHA Board Member.

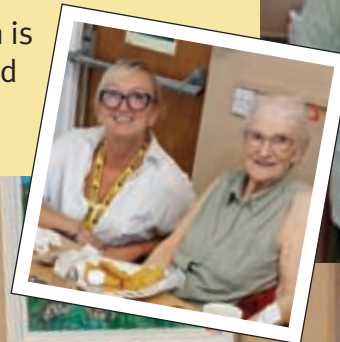
On 20th September the Group has arranged for the "Geeza break" theatre group to perform its production of

Any Mair Fares?

Edrom Hall 1.30pm
Tickets on the door – £2

Below: The lunch club in action.

Inset: Carole King, Tenancy Sustainment Officer, drops by for lunch.



Cathy and Lynne who have recently obtained their food hygiene certificates.



In the community



The allotments in bloom.

Shettleston Community Growing Project

Since April it has been non-stop at Shettleston Community Growing Project.

Local people have been making great use of our 50 raised beds for growing fresh fruit and vegetables and their crops have been looking better than ever with plentiful supplies of potatoes, carrots, cabbage, onions and for the first time this year, lots of celery, something for everyone and all grown right here in the middle of Shettleston.

Our fruit trees and bushes have been awash with crops this year as well with another bumper crop of plums, apples and pears still to harvest.

Volunteering has also been



Our trip Doon the Water.

another great success this year and partnership work with Glasgow City Council, Community Connectors, Strathclyde University and the NHS have meant that we have helped support lots of local people, taught them valuable skills in gardening, woodwork and cooking whilst providing a safe

outdoor space for them to escape from the pressure of everyday living.

Volunteers were also treated to a 'Trip doon the water' and a meal on the Waverley paddle steamer as a thank you from us to them for all their hard work at the project throughout the year.

The Smelly Welly Club



At Blair Drummond Safari Park.

The Smelly Welly Club have also had another action-packed summer holidays with not one but four trips away for members. Two-day trips, one to Blair Drummond Safari Park and one to Clyde Valley Farm Park and two action packed and fun filled residential trips that helped create memories that will last a lifetime...The first one to Ardvullin near Fort William for 5 days in July with Hopscotch Charity where they took part in lots of brilliant activities including a fast trip up Loch Linnhe on a high-speed boat, a trip on the gondolas in the Nevis Range and swimming in Loch Linnhe. This was followed in August by three days in Lockerbie Manor outdoor centre doing amongst other things – archery, high ropes, zip lines and obstacle courses. An amazing time was enjoyed by

everyone and memories created will last a lifetime.

It has also been another productive growing season for The Smelly Welly Club as well this year with lots of crops being grown in their raised beds and greenhouse – from tomatoes to onions, cucumbers to carrots and lots and lots of pumpkins.

Other Projects

Arts and crafts on a Thursday has also been extremely busy so if

you fancy meeting like minded people or just want a cup of tea and a slice of cake then pop in and say “Hi”.

After a few initial setbacks and because we wanted to get it right, we are pleased to announce that Wednesday September 14th also sees the launch of our Co-op Community Fridge. After the launch It will be open on a Friday and Monday every week from 5pm – 7pm for local people. Please pop in and say hello to our volunteers who will be making sure everything goes as smoothly as it can.

I am sure you will agree it's been a busy few months for the project and the year is not over yet.

If you are interested in taking part in anything at the project then please contact **Kenny McCubbin** on **07879 333846** or drop him an email at **Kenny.McCubbin@shettlestongrowing.org.uk**.

Spot the Difference

With autumn approaching, can you spot the TEN differences between our autumnal scenes?



Name: _____

Age: _____

Address: _____

Tel: _____

Email: _____

You can either post or hand your entry into the Association office by **30th September, 2022** to be entered into our prize draw.

Equalities

Over the coming months all tenants will receive a text message from us asking for updated details as part of our equality monitoring. This will be through a confidential and secure web portal. We will send you a text message in the first instance so you know that it is us. Thank you for your co-operation.



Isa McChord

We were very sorry to hear about the recent passing of Isa, an Association tenant living in Springboig, and formerly Shettleston Road, who served as a member of our Management Committee from 1997 and as Chair of the Association in 2004-05. Isa gave very many hours of her own time over the years for the benefit of the community.

How well did we do?

Tell us on 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

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

Web: www.shettleston.co.uk

