

Seasons Greetings from all at SHA

Christmas is coming but as we head into winter we know that many of you are worried about the rising cost of living. We are committed to providing help and support where we can and in partnership with other local groups. There is lots of information inside that we hope you find useful (see pages 4-7).

The Association's own costs are also increasing significantly. This is a real concern as we know we can't increase rents in line with inflation this year if they are to stay affordable. That means we will have less money to pay for repairs, services and other costs. On page 3 there's an update about the Scottish Government's policy on rent increases and what we currently expect to happen in the new year.

We're really pleased with the new homes at St Marks – see page 10. They are a great addition to the local housing stock, especially the high proportion of larger homes. We have been able to meet the housing needs of



New homes at St Marks

The first new homes are complete at St Mark Court. New tenants, the Linton family being welcomed by SHA Allocations Officers Tricia McDermott and Carol Shergold.

many families in the lead up to Christmas. That will still leave many disappointed however and there is still a pressing need for more affordable homes in the area.

Issues of condensation and mould have been in the news recently and all social landlords will be reviewing their own approach to this issue in the coming months. Information and advice on this on page 9.

The Association is proud of being community based. We rely on local people getting involved. Two ways of doing this are through our new Tenant Forum

(page 2) and by becoming an SHA member (see back page). Please consider doing both!

Tony Teasdale, CEO

Festive Opening Hours

Please note that our office will close for the festive period at 1pm on Friday 23rd December and will re-open at 9am on Thursday 5th January 2023.

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

- The 2022 Annual Assurance Statement.
- Our response to the cost of living crisis and support to tenants.
- Reduced spend on major repairs/improvement due to likely rent restrictions.
- Appointment of a new framework of contractors for major repair work.
- Energy efficiency of our office.
- Streamlining of governance: fewer Board meetings and less paperwork.
- Ending of the defined benefit pension scheme for staff.

- Staff salaries for next year.
- Tenant Engagement Plan for 2022/23.
- New policies on:
 - Association Membership
 - Fire safety
 - Decants, Home Loss and Disturbance

The Association's 2022 annual general meeting (AGM) of members was successfully held in September. Following that the Board re-elected its Office Bearers as follows:

- | | |
|--------------------|----------------------------|
| • Chairperson | Lesley Scoffield |
| • Vice Chairperson | Christine Thomson |
| • Secretary | Elizabeth Battersby |

Full details of the Board and minutes of Board meetings can be seen at <https://www.shettleston.co.uk/about-us/board/>

The Association is seeking to recruit additional Board Members. We will be holding 'taster sessions' in the new year to provide more information for those interested. Contact **Jo Farren**, Corporate Services Manager for details.

Annual Assurance Statement

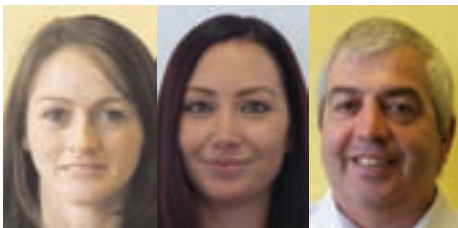
Each year the Board is required to publish a Statement on our compliance or otherwise with all regulatory and legal requirements. This year's self-assessment against the Standards identified a number of areas for improvement and an action plan agreed. However, only one area of material non-compliance was identified for inclusion in the Statement. This relates to the new requirement that all rented properties must have a satisfactory Electrical Safety inspection every five years. We are aiming to be fully compliant with this requirement by the end of March. A copy of the 2022 Assurance Statement can be viewed at

<https://www.shettleston.co.uk/documents/reports-and-documents/>.

Staff Update

Three long-standing members of staff are sadly moving on. **Carol Hughes**, Factoring Officer (p/t) joined us in 2001 and will be well-known to our factored owners.

Carol Hughes, Tiffany Somerville and Ian McIntosh.



Tiffany Somerville (ICT Manager) who joined us in 2009, is moving to a more senior role with the Scottish Government. **Ian McIntosh**, who also joined us in 2009 as a Property Manager, is taking a well-earned retirement. All have made a huge contribution to the Association over the years and their commitment, experience, knowledge and company as valued colleagues will be sorely missed.

We're delighted though to welcome the three new staff pictured below.



From left to right: Kirsty Brown (Director of Finance & Corporate Services); Andrea Mullen (Housing Officer) and Matt Stewart (Property Services Manager).

When is a rent freeze not a rent freeze?

In September the Scottish Government announced a 'rent freeze' for all private and social housing tenants until 31st March 2023. All social landlords (including SHA) increase their rents from 1st April each year and so this had no immediate effect. Since then the Scottish Government has been deciding whether to allow any rent increases next year. We expect an announcement on this before Christmas and currently expect that this will make clear that social landlords will be able to consult their tenants in the usual way about increasing their rents

from 1st April. As we reported in the last newsletter the Association was not anyway intending to seek an inflation-linked increase from this time. We know the difficulties that many tenants are experiencing with prices having increased by over 11% in the last year and we are committed to keeping rents affordable. However, the Association depends on rental income to pay for all services and the necessary investment in homes. The consequences of a rent freeze would be very severe at a time when business costs are increasing.

We have continued to review financial projections to see how a below inflation rent increase could be managed. This would involve having to make big reductions in repairs spend and to find further savings in staffing and administrative costs. **If the rent freeze is lifted the Board will be making its decision early in the new year on what rent increase to propose. We will then consult with all tenants about this. In the meantime we will look to provide any important updates on our social media accounts.**



Our new Tenant Forum

A number of tenants responded to the invite in our last newsletter to discuss how our Tenant Consultation Panel might be re-launched. This is a priority in our new Tenant Engagement Plan (see <https://www.shettleston.co.uk/about-us/get-involved/>).

A meeting was held on 23rd November. Thanks to those who attended for sharing views and discussing options. The main conclusions of the meeting were that:

- A new Tenant Forum should be created, with regular scheduled meetings (around 6 per year) starting at 6pm.
- Meetings to be open to all tenants: aiming for a base of regular attendees, and a wide representation from the community.
- This to be an opportunity to discuss with staff important policy and service delivery

issues generally affecting SHA tenants.

- Items for discussion in the coming year to include amongst others: rents and service charges; plans for repairs and improvements to homes; customer service standards; housing allocations policy.

If this sounds like it might be for you register your interest with our Community Regeneration Officer, **Jamie Sweet** at jamie.sweet@shettleston.co.uk or your housing officer and look out for information about the next meeting.



Some of the tenants who have expressed interest in taking part in the Forum.

Help with the cost of living crisis...

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

Help is at hand now winter is upon us, with darker nights and chillier weather on the way. This change of season is a tricky time for some people as they start to feel more isolated and poorer weather makes it more difficult to get out. But this year, it may also be an anxious time for many more, with worries about the rising cost of living, and in particular energy costs.

We have formed a dedicated Tenancy Support Team who are on hand to help and support our customers with issues such as:

- Money and debt advice
- Help and guidance on arrears prevention and control
- Mental health
- Low cost shopping
- Access to benefits

The team includes a mix of housing officers, a tenancy

Our Cost of Living Engagement Team: from left to right: Allyson Fraser, Carole King, Suzanne Park, Elaine Doogan and Sandra McIlroy (David Forbes not present).



sustainment officer and a welfare rights officer who have specialist skills and knowledge. We are trying to reach all those who may appreciate an extra bit of support at this time. If that includes you – or someone you know – then please let us know.

Two important things to do if you're struggling financially:

- Make sure you're receiving all the benefits you're entitled to – our Welfare Rights Officers can help you check, so call now on **0141 763 0511**.

- Talk to us if you're struggling to pay your rent – call **0141 763 0511**.

What help can I get with benefits?

We regularly put out information on our website, Facebook and Twitter feed about important updates to benefits and income opportunities. In the table below are some of the main benefits that you may be eligible for. Contact us for more details and let us help you apply.

Benefit	Who can apply?
Carer's Allowance Supplement	Carers in receipt of Carer's Allowance.
Best Start Grant: <ul style="list-style-type: none"> • Pregnancy and Baby Payment • Early Learning Payment • School Age Payment 	Families on low incomes and receiving certain qualifying benefits.
Best Start Foods	Families on low incomes and receiving certain qualifying benefits from pregnancy through to the child reaching 3 years old.
Funeral Support Payment	People on low incomes and receiving certain qualifying benefits.
Young Carer Grant	Young people aged 16 to 18 who do at least 16 hours of caring a week.
Job Start Payment	16 to 24 year olds who are in receipt of certain benefits.
Child Winter Heating Assistance	Families of a child or young person on the highest rate care component of Disability Living Allowance or Child Disability Payment, or the enhanced daily living rate of Personal Independence Payment.
Scottish Child Payment	Families on certain benefits or tax credits to help towards the costs of looking after a child under 16.
Child Disability Payment	Child Disability Payment provides support for the extra costs that a disabled child under 16 might have. It is paid until the child is 18.
Adult Disability Payment	Adult Disability Payment is extra money to help people under State Pension age who have a long-term illness or disability that affects their everyday life.

Help at the Hub



We work with other local groups to provide a range of services from the **HUB** at **981 Shettleston Road**. There is now something on every day.

- **Monday:** Open door day (10-3pm). Come along to have a chat and a tea/coffee and relax. Enjoy this warm space for as long as you want.
- **Tuesday:** Shettleston Does Digital: advice and help with use of digital devices.
- **Wednesday:** The Pantry (10am-3pm) – affordable, healthy food (see flyer below). Social Security Scotland: advice on benefits.
- **Thursday:** Money advice from TSMAS (2pm-4pm) – see flyer below. Shettleston Does Digital (10am-3 pm).
- **Friday:** The Pantry (10am-1pm).

THE DRILL HALL Pantry

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

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

SHETTLESTON HOUSING ASSOCIATION **TOLLCROSS Housing Association** **THE ROBERTSON TRUST**

Based at Tollcross Advice & Learning Centre, 84 Braidfield St, G32 8PZ
Company No. 351117. Charity number: SC040456. FCA registered. Registration No. 601544

Stop Press...Stop Press...Stop Press...Stop Press...

Social Housing Fuel Support Fund

We're pleased to have successfully bid for £46,500 from this Scottish Government fund to:

- Provide insulated carpets to 50 tenants who are not eligible to receive Social Welfare Fund payments
- Give 200 fuel vouchers to families and single people at risk of fuel poverty.

SCGP Community Fridge

In these challenging times everyone needs a little help. With funding from the Co-op Community Fridge Fund, we launched our FREE community fridge at Shettleston Community Growing Project in September and it has been as busy as ever. Run by local volunteers and with food donated from schools, local charities, supermarkets, KFC and local residents it is providing a much-needed service for local people on Mondays and Fridays between 5pm and 7pm. Not everyone that is working can access food pantries and foodbanks during the day and by opening at this time we hope to



be able to complement the existing services in the local area.

Please pop along if you need assistance during our opening times and we will do everything we can to help during the cost-of-living crisis that we all find

ourselves in.

For more information, please contact **Kenny McCubbin** at **07879 333846** or email: **Kenny.McCubbin@shettlestongrowing.org.uk**.



Cut fuel bills £££s



Rising energy prices are affecting all residents at the moment. The Energy Savings Trust has some handy hints to help you manage your way through the winter period.

- **Switch off Standby** – You can save around £65 a year just by remembering to turn your appliances off standby mode.
- **Turn off lights** – Turn your lights

off when you're not using them or when you leave a room. This will save you around £25 a year on your annual energy bills.

- **Careful with your washing** – You can save around £34 a year from your energy bill just by using your washing machine more carefully. Use your washing machine on a 30-degree cycle instead of higher temperatures.

Reduce your washing machine use by one run per week for a year.

- **Spend less time in the shower** – Keeping your shower time to just 4 minutes could save a typical household £95 a year on their energy bills.

- **Be savvy in the kitchen** – Kettles are one of the most used appliances in the kitchen. But many of us will admit that we at least occasionally boil the kettle with more water than we're going to use.

Avoid overfilling the kettle and save yourself £13 a year on your electricity bill.



Further information is also available through the Citizens Advice Scotland BIG Energy saving winter campaign (www.cas.org.uk).

Register for other help

The Priority Services Register is a free support service to help people in vulnerable situations. Energy suppliers offer it and each keeps their own register. You need to contact your energy supplier to get on it and here's how:

1. Check if you are eligible

You could be eligible if you:

- Are an older person
- Are disabled or have a long-term medical condition
- Are recovering from an injury
- Have a hearing or sight condition
- Have a mental health condition
- Are pregnant or have young children
- Have extra communication

needs (such as if you don't speak or read English well).

2. Register

- Apply by contacting your energy supplier.
- If you have a different supplier for your gas and electricity, you need to contact them both.
- You'll need to register again with any new supplier if you switch supplier.

3. Help you can get

- Advance notice of planned power cuts. If you rely on your energy supply for medical reasons, your network operator can tell you about planned power cuts.
- Priority support in an emergency. Network operators

could provide heating and cooking facilities if you are cut off supply.

- Identification and password scheme. This could include arranging a password or agreed on picture cards if callers need to visit or contact you.
- Help with prepayment meter access. For example, moving a meter if you can't safely get to it to top up.
- Regular meter reading services. For example, if nobody can read your meters.

Find out more here:

<https://www.ofgem.gov.uk/get-help-your-supplier-priority-services-register>



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 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 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



Paying your rent or factoring charges

When paying your rent or common charges, please ensure that your account reference is quoted on your bank statement. You will find these details on your correspondence from the Association – if you are unsure please contact your housing officer or factoring officer for these details. You may wish to make your payments via direct debit – if so, please contact your housing officer or factoring officer, this can be set up over the phone.

- **Your tenant rent reference will be three letters and four digits eg: SHA0001.**
- **Owners reference will start OCC and then four digits eg: OCC1234.**

Complaints Update

The Association's new Complaints Handling Procedure was launched in May this year.

At the same time we introduced a new IT complaints recording system to capture all expressions of dissatisfaction. Between July and September this year we recorded 35 complaints – up considerably on previous years. It might sound strange to say this but we feel this is positive. We know there are issues of dissatisfaction and we want to hear about them so that we can respond and deal with any issues and make improvements where appropriate.

The procedure sets down target timescales for responding to complaints. In the period in question 80% were resolved within target. We will continue to review and improve our responsiveness to complaints. We will provide regular updates in future and intend to publish an annual report on complaints received and lessons learned.

In the meantime our Complaints Handling Procedure and related information can be viewed at:

<https://www.shettleston.co.uk/contact-us-2/complaints/>.

Please note that complaints can now be submitted on-line

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



Condensation and mould growth

As we move into the colder winter months residents may notice, moisture forming on their windows in the morning – usually the bedroom. Or some dark spots forming on the ceiling above the shower.

This forms when there is an excessive build-up of moisture in the air and especially during the colder weather. There is always moisture in the air even if you cannot see it, but additional moisture is created by things that we all do, including:

- **Cooking, or boiling water**
- **Taking baths or showers**
- **Drying clothes indoors**
- **Breathing**

Warm moist air condenses and forms water when it cools; for example when it touches a cool surface. In your home these are outside walls, windows, wall tiles and even clothes. Condensation may be increased by the way your home is occupied, by lack of heating and ventilation provision or frequently by a combination of these.

If condensation cannot dry out it will cause mould to form on walls, in cupboards, on window sills and will cause mildew to form on clothes. Where there is inadequate ventilation in your home, condensation and stale air may result.

To control condensation

First of all, you need to ensure that the amount of moisture in the air is not excessive.

- Try to control moisture by covering pots and pans and turning down the heat when boiling, switching off boiling



kettles, and drying clothes outside, or in a well ventilated room.

- After a bath or shower, try to ventilate the room to the outside, not to the rest of the house – just opening a window (and closing the door) will help.
- Dry clothes out of doors or in a cool area of the house – this latter suggestion may sound strange, it will take longer but less moisture will be held in the air at any one time.
- While drying clothes indoors, ventilate the room.
- When people come with wet coats, hang them outside the living area to dry.
- Try to improve the regular change of air in your home – ventilate to let the moisture out by opening a bathroom or kitchen window for a while to let the steam to escape, or using an extractor fan; and by opening windows for a while each day. Keep all trickle vents open.
- Keep your home warm by at least keeping a low back



ground heat

- Wipe down where moisture settles
- Where furniture such as a cupboard is against the wall, try to keep a small distance between the back of the cupboard and the wall, particularly if the wall is generally cold.

Removing mould

If small areas of mould do form, in order to kill spores and remove mould wipe down or spray walls, ceilings and window frame/sills with a fungicidal wash.

Ensure that you follow instructions for its safe use. These fungicidal washes are available at local supermarkets or DIY stores.

Bleach and some normal cleaners are ineffective against mould, also wiping the area without treating will only clear the marks for a short period and the mould will reappear.

If mould spreads or is consistent contact our **Repairs Team** on **0808 202 6565** for further advice.





New Homes at St Mark Court



We are delighted to report that we have taken handover of more than half of our new-build homes at the former St Mark School development. Five family homes and 19 two bedroom flats at St Mark Court have been completed three months ahead of schedule by our contractor JR Group. These energy efficient homes are looking fantastic and enjoy a great location next to Tollcross Park. Our new tenants are now moving in and we wish them a very happy first Christmas in their new homes.

The second part of the development facing on to Muirfauld Drive will be completed in February 2023. Twelve family homes and eight cottage flats will be provided here, all with private gardens and common, off-street parking.

Upkeep's Apprentices

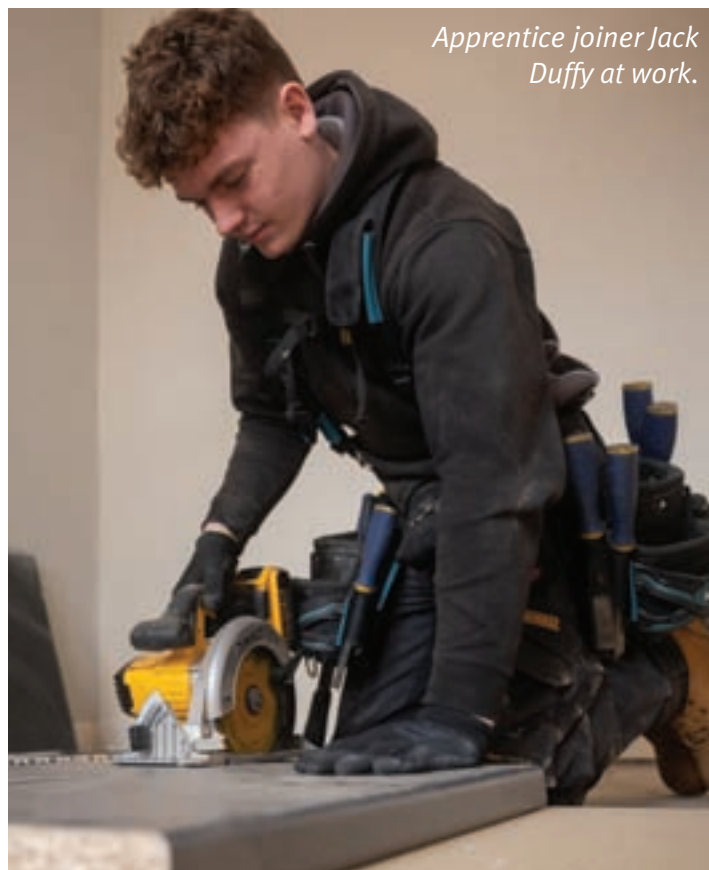


Upkeep currently has three apprentice joiners working on maintenance, voids and projects on behalf of the Association. Jack Duffy, Lewis Brown and Scott Clark are all at varying stages of their apprenticeships with Upkeep. Working alongside Upkeep's experienced Joiners they are busy developing their skills and gaining the confidence to become tradesmen of

the future.

All our apprentices split their time between onsite practical experience and at college where it is a mix of practical and theoretical learning.

If you are interested in finding out more about future opportunities at Upkeep contact the team on **0141 764 3793** or email **enquiries@upkeepglasgow.org.uk**



Apprentice joiner Jack Duffy at work.

Water leaks

During the winter ice, wind and rain increase the risk of leaks and can prevent safe access to the roof for maintenance work. If you are unfortunate and are affected by water penetration we ask that you:

- Notify us here at the office or our out of hours team on **0808 202 6565**.
- Make yourself available to give access to one of our contractors– we aim to attend within 4 hours.

- Move any personal items away from the affected area.
- Use any buckets or pots to contain the water as best as you can.

Our contractor will attend and make safe the area as best they can depending on access, materials and extent of work. If necessary we will make arrangements to complete any temporary works as soon as possible.

NOTE: Make sure that you have home contents insurance to cover you for any damage to, or loss of, personal possessions



caused by water ingress. 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.

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. Our recent Fire Safety Audit has highlighted that there are elements within the common closes of our blocks that need to be addressed.

Coming up to the Christmas period, we appreciated that some residents may be making room in their homes for new items and sometimes that can lead to objects being put in the close on a temporary basis. Please be considerate by putting any unwanted items in the bins within the back court area or put out for collection by our the bulk uplift team. Do not leave items within the common close as this poses a fire risk for all within the block. Please ensure you and your neighbours are taking responsibility for keeping common areas clear and safe.

The close and stair is your

main route of escape in a fire. Make sure there are no fire risks there – such as rubbish left on the stairs. Make sure the close and stair is kept clear. Buggies and bicycles left on landings can prevent safe escape.

What to do in an emergency

There is excellent advice on the firescotland.gov.uk website:

- **leave immediately if there is a fire, not stopping to gather up your possessions**
- close doors as you leave
- call 999
- alert as many of your neighbours as you can safely manage

If you cannot get out safely:

- gather everyone in one safe room that can be accessed by the Fire Service, is not above a fire in a flat below and has a phone
- protect yourselves from smoke by putting wet towels or bedding across gaps below doors



- open windows for fresh air and to attract attention
- keep low to avoid smoke
- don't jump from high windows

Have an escape plan

Make a plan for what you will do if there is a fire. It should cover:

- how you will warn your own household and neighbours, particularly the vulnerable
- which rooms have suitable fire escape windows (opening area of 850 x 450mm)
- where your safe room could be
- know your fire escape route

The Keenagers meet in the common room at our Edrom Path retirement housing development. The group is for anyone over 55 years old in the local area and new members are always welcome. They can be found on Facebook.

The group is thriving. A regular lunch club and bingo sessions are held plus special events from time to time. Most recently a very successful St Andrews day lunch was held with Scottish music, Karaoke and dancing. A special raffle for a brand new Air Fryer which was donated and it raised the wonderful sum of £171 which will go towards the Christmas lunch.

Shettleston Keenagers



Know your neighbour

Glasgow is renowned for its cheery friendly people and those in Shettleston are no exception. We ask over the winter period to

check in on any elderly or vulnerable neighbours you have.

See if they need any assistance with shopping or collecting medicines. Check if

they have their heating on and possibly invite them in for a cuppa. It's nice to be nice, let's spread the festive cheer.



The Men's Shed is back!



After a long hiatus due to the pandemic the Shettleston Men's Shed is now up and running again. The Men's Shed provides a social and recreational outlet, and welcomes men of all ages and stages. You can find them hard at work, or just sitting back and watching a film, or playing pool or darts, at **647 Shettleston Road, on Monday, Wednesday, and Friday from 1pm every week.**

The Shettleston Men's Shed is brilliantly laid out with a pool room, projector for movies, a computer and music room, and a very well equipped workshop with hand and electric tools.

Essential works have been carried out to ensure the Shed is COVID safe, including a deep clean, sanitisation points, and installing improved ventilation and portioning.

Twelve Days of Christmas Community Give Away...

Thanks to all the local businesses and organisations up and down Shettleston Road that have come together, in partnership with SHA, and contributed items – big and small – for a special 12 days of give-aways leading up to Christmas. The Association is also donating and will be collecting and distributing all the gifts to random lucky recipients in the local area. The daily give-aways will start on the 12th December and run until the 23rd. Check our website and social media for updates!



Karen Geddes, local florist and one of the participants in the 12 days of Christmas Initiative, with Jamie Sweet, our Community Regeneration Officer.

Tollcross Park Winter Gardens update



As regular visitors to the Park will know, the new GCC children's nursery is now complete and up and running. Works are also nearing completion with the restoration of the glasshouse to its former glory. In 2018, in conjunction with our neighbours, Tollcross HA, we commissioned a community consultation about the future of the Park. The feedback indicated a lot of local support for saving the glasshouse and finding a new use for it. A majority of the respondents wanted a cafe reinstated and there was support also for the development of active travel initiatives (cycling and walking). We are now exploring with our partners the feasibility of the Glasshouse being brought under community control to provide these sort of facilities.



Fuse Christmas Fayre

Fuse have been busy spreading festive cheer for the local community. Most recently we held our annual Festive Fayre on Thursday 24th November. This showcased the wonderful work the children and young people have been doing, allowed them to sell some creations they made to raise funds for the clubs and was an opportunity to meet and greet many of the parents and carers that until just recently, couldn't attend face to face activities. We had some local small businesses selling their wares and along with free festive activities, we even had a visit from Santa himself! He sang songs with the children, told a few stories of his adventures around the world and stamped all of the children's nice list certificates...and a photo of course. The turn out from the local families was fantastic and they really showed their support by providing some great feedback.

Other Fuse News

The Fuse News podcast is also recording two evenings per week and is all about our local young people's views and opinions on current topics that affect their lives. Most recently they have spoken with councillors from the east end, interviewed Alan Sherry OBE and talked about the Ukraine war. We have a podcast channel on Spotify called Fuse News and this can be accessed by the code opposite.



The Shettleston 100 Project

The Shettleston 100 Project at Fuse Youth Cafe has been discussing how to make Christmas this year as sustainable and affordable as possible. Here are our top five handy tips.

- Cut your festive food waste. An estimated 100,000 turkeys are thrown away uneaten in Scotland every December. Plan ahead, only buy what you need, use Tupperware and keep leftovers refrigerated. Why not get creative with your leftovers- try a turkey casserole or a turkey curry.
- Reduce your Christmas light use. Try LED festive lights, they last longer, are safer and use less energy. Put your lights on timers and switch them off at night to make more savings.

- Things get better with age? Why not send a pre-loved gift. There are plenty of second hand shops in Shettleston and the surrounding area to explore and find that perfect gift.
- Wrapping up the waste. Around 227,000 miles of wrapping paper is thrown away during the festive season. For a cheaper alternative, make your own wrap out of old recycled magazines, newspapers, or cloths. There are even no-tape wrapping tutorials online which helps to reduce the plastic tape and costs less.
- Try to avoid online shopping. Shop less and shop local. By avoiding online retailers it cuts down on CO2 emissions from overpackaging and transport mileage.

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

"Changing perceptions, Changing attitudes, Changing lives"





VOLUNTEERS NEEDED

We Need Help With

- Old job repairs
- Mending clothes
- Sewing/ stitching
- Hosting- Tea and coffee making

Are you committed to the circular economy and keeping unnecessary waste from landfill we need your help for a variety of repair tasks in Shettleston. No commitment necessary volunteer for 1 time or many!

Teas, Coffees And Snacks Are Provided

Join Us!

If interested contact Poppy:
poppy@houseofpoppy.org.uk or call 044 7784427
www.facebook.com/shettleston2020



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.

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.

Festive Crossword

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

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

CHRISTMAS	SILVER	HOLIDAY	SNOWFLAKE
HOLLY	BELLS	STOCKING	TREE
ORNAMENT	JINGLE	JOY	GINGERBREAD
MISTLETOE	HOOHO	MERRY	WREATH
GREEN	STAR	CARD	SNOWMAN
RED	SANTA	PRESENT	CANDLE

Name: _____

Age: _____

Address: _____

Postcode: _____

Tel: _____

Email: _____

You can either post or hand your entry to the Association office by **January 31st 2023**.

The winner of the Autumn Spot the Difference competition in the last newsletter was **Madison Scott** (Age 8) of Cockenzie Street who won a £30 shopping voucher.



Membership of the Association

The Association is a not-for-profit, Co-operative and Community Benefit Society. Membership is open to SHA tenants and other local residents for a life-time fee of £1.

It's the members of the Association who have ultimate control. They elect the Association's volunteer Board at our annual general meeting and have the right to vote on other important matters.

As a member you will also have the opportunity to participate in other feedback events from time to time and will be kept up to date with news about the Association.

You will also be able to stand for election to the Board. The Board sets the strategic direction and oversees all Association activities. It acts as employer of the staff team.

A healthy membership, representative of the community at large, is important to our future success.

If you interested please complete and return the form below.

For further information go to:

hiips://www.shettleston.co.uk/about-us/get-involved/.

Useful contacts



General Enquiries

0141 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 0141 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

