

shettleston matters

THE NEWSLETTER OF SHETTLESTON HOUSING ASSOCIATION

JULY 2023

Serving the communities of Shettleston, Springboig, Greenfield and Sandyhills

We're listening!

Throughout the spring and early summer we've been looking for your feedback in a number of ways. Thanks to everyone who has taken part in the rent consultation survey, the tenant and owner satisfaction surveys and the survey about facilities in the community. Hopefully no-one feels pestered!

The information we receive is important in letting us know what you think and how we might improve the range, quality and value for money of our services in future. We can't always promise to do what you ask. However, I can assure you that – in line with our Values – every comment is taken into account and considered when deciding on future actions.

We very much encourage you to keep letting us know how you feel. These surveys are just part of how we engage with and involve local folk in the running of the Association. More inside about that.

We hope that you find other interesting and useful stuff inside about how to beat the cost of living crisis and about the great projects being run by our community partners. Enjoy your summer and we hope to see you at the gala in August!

Tony Teasdale
Chief Executive



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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. So far in 2023 issues considered and decided on by the Board and its sub-committees include:

- Changes to the **staffing** structure.
- The **programme of major repairs and improvements** to our homes in 2023/24.
- The Association's annual budget and updated **Business Plan for 2023/24 – 25/26**.
- The annual review of **rents and service charges**.
- The latest **value for money review of Upkeep**, our subsidiary company.
- The Tollcross/Shettleston **Money Advice Project**.
- Our 2023 **Annual Return on the Charter (ARC)** to the Scottish Housing Regulator (SHR).
- Our **Risk Management Policy**.
- A new **Dampness and Condensation** strategy.
- Independent **Survey of satisfaction of tenants** and factored owners.
- The Association's **Values**.
- **2023 staff satisfaction survey**.
- A review of the **Housing Allocations Policy** (ongoing).

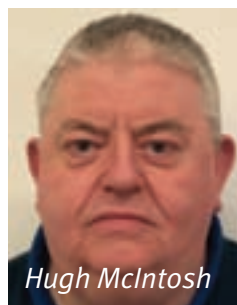
The Board has received training on the following issues during this period:

- Environmental sustainability
- Equalities
- The Board's role in ensuring compliance with legal & regulatory requirements.

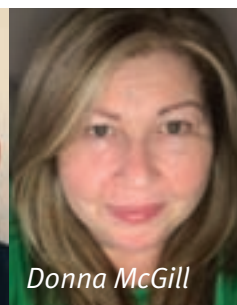
Minutes of our Board meetings can be viewed on our website: <https://www.shettleston.co.uk/about-us/Board>.

Lesley Scoffield and **Christine Thomson** have recently stepped down from the SHA Board after many years of dedicated service in senior roles, with warm thanks from everyone at the Association. **Hugh McIntosh** has been elected to fill the vacancy as Chair of the Board on an interim basis until the AGM.

Our subsidiary Boards have been strengthened by the recruitment of new independent Members. **Donna McGill** has joined both the Upkeep and East End Boards. Donna lives in the area and has a background in community development, employability and book-keeping. **Liz Pithie** has joined the East End Board and is an East End tenant who works in telesales and marketing.



Hugh McIntosh



Donna McGill



Liz Pithie

Staff Update

In recent months we have said a fond farewell to several long-serving staff members including: **Annette Rintoul** (Housing Officer); **David Forbes** (Welfare Rights Officer); **John Ritchie** (Maintenance Officer) and **Theresa Allan** (Tenancy Sustainment Officer).

We have been delighted though to welcome the new recruits pictured opposite.



From left to right: Alix Bowes (Repairs Assistant); Lhyam Sumal (ICT and Business Transformation Manager) and Anne Marinelli (Factoring Officer – temporary).

Our Plan for 23/24...

Our Business Plan includes these Strategic Objectives:

- A. Achieve excellent standards of governance, organisational resilience and environmental sustainability.
- B. Continue to improve the quality and value for money of our services.
- C. Manage our resources to protect our assets and deliver the best possible outcomes for quality affordable and sustainable homes in the area.

- D. Support our tenants and the local community through the “cost of living crisis” and seek to promote health and well-being.
- E. Develop our staff team and refresh our working culture to ensure that SHA is a great place to work.

A summary of our Business Plan, showing how we Plan to deliver on these objectives can be seen at <https://www.shettleston.co.uk/wp-content/uploads/2022/12/Business-Plan-Summary-2023.pdf> or on request from the office.

Our Values

The Board has recently reviewed our organisational Values, following consultation with staff. This is what we are all about...



**SHETTLESTON
HOUSING
ASSOCIATION**

New homes at St Mark's complete



Our latest development of new homes at St Mark Court/Muiryfauld Drive reached final completion in the Spring – on-time and on cost. We think they are a great addition to the housing stock in the area.

Archie Macpherson, renowned sports broadcaster and author, who is originally from Shettleston, was guest of honour at the formal opening ceremony to mark the completion of the development.

Returning to the area, Archie commented: *“It is a real honour to have been invited to launch the new homes here in the heart of Shettleston for Shettleston Housing Association. I have very fond memories of the area and it has always been a place with a strong sense of community. I am delighted to see the continued regeneration of Shettleston with the creation of these fantastic energy-efficient, well-built family homes and I wish all the new residents the best of luck as they embrace this new era in this great location that I hold very dear to my heart.*

“I plant the tree with great pride to mark, not only the opening of the development, but as a symbol of a new chapter in our world in relation to the climate and the living environment around us.”

Set within an attractive location adjacent to Tollcross Park these new homes complete the regeneration of this corner of Shettleston and have been built



Tree planting marks regeneration of Shettleston. Left to right; Archie Macpherson; Gary McGregor, the JR Group; Lesley Scoffield, then Chair of Shettleston Housing Association.

on the site of the former St Mark's primary school, which was destroyed by fire in 2012. A distinctive feature of the new development is the high proportion of larger family houses and flats which have all been constructed to meet the “Glasgow Standard”. Each home is built to a high level of energy efficiency, making them easy to heat and providing excellent thermal comfort for residents.

The development at the former St Mark's school site has

delivered 44 new homes for social rent:

- Four 2 bedroom 3 person wheelchair adapted flats
- Nineteen 2 bedroom 4 person flats
- Two 3 bedroom 5 person cottage flats
- Two 4 bedroom 7 person cottage flats
- Fifteen 3 bedroom 5 person terraced houses
- Two 4 bedroom 8 person semi-detached houses

Enter our quiz to win a signed copy of Archie's latest book!

Archie Macpherson's father played for Shettleston Juniors Football Club and we thought that the club would be a good topic for our quiz to win one of three signed copies of his latest book. Its titled **"Touching the Heights"** and is a recollection of some of the sporting greats who he met and inspired him over the years.

The football club was of course recently re-named Glasgow United but still plays at Greenfield Park. The club has an illustrious history and is remembered fondly by many who grew up in the area.

To enter the quiz please send us the answer to the questions below and remember to give us your name and address.



1. **What year was Shettleston Juniors formed?**
2. **The club has only played in the Scottish junior cup final on one occasion in 1959. Who were their opponents on that day?**
3. **Name the ex-Manchester United manager who started his playing career at Shettleston Juniors FC?**

Thanks to Hugh Kelly of Glasgow United for the questions. Hugh reminded us that their season will be starting again soon. Why not get down to see your local club play sometime this season?

Investment in our homes

In the coming year we plan to invest £2.7 million in improvements to our existing homes. This will include:

- Replacement of windows at 60 properties.
- More than 50 new kitchens and kitchen upgrades.
- New entrance doors to more than 88 flats.
- Installation of new boilers in around 275 homes.
- New replacement common windows to some of our blocks.
- Stone repairs to tenements on Shettleston Road.
- Replacement of an inefficient heating system with new gas boilers at Glenalmond Street.

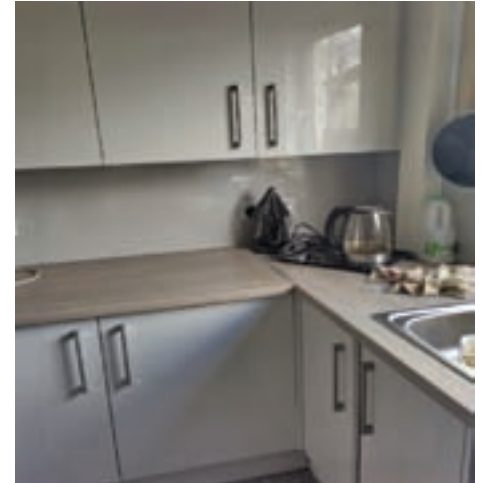
We will also be continuing our programme of energy efficiency works as we develop our plans to meet the new Energy Efficiency Standard for Social Housing,



Boiler replacements and new kitchens feature in our investment programme for this year.

EESSh2, and ensure our properties are as energy efficient as they can be.

Over the past few months, we have been working with specialists to assess our buildings and we will be looking to carry out a feasibility study to a number of our properties, looking for the most cost-efficient way for energy improvements, to ensure real



savings for our tenants.

Energy efficiency improvements will continue to be a key focus for the Association in the coming years and we will be working hard to ensure we prioritise improvements that are cost effective and deliver the best results for tenants.



Calling our green fingered gardeners!

The SHA Garden Competition has been re-established and we want to recognise those residents who help keep our communities in bloom!

Prizes will be given to individuals or groups of tenants who have worked together, in the following categories:

- Best individual or shared garden
- Best back court or communal area
- Best hanging baskets
- Most improved garden



To enter please contact us with your name and address. You can also nominate another person or group of people who you think is worthy of recognition.

We will be judging the entries around the end of July/beginning of August so please get in touch soon and give us your details.



Landscaping works

Our programme of landscape gardening is well underway – look out for our Upkeep teams working in your area. It's been a particularly hot period recently and some unshaded areas of grass are displaying signs of scorching.

The team is currently onto the seventh grass cut of the season (out of 14) and have done their first hedge cut and are now working on shrubs.

If you are unclear about the service provided in your area then please contact your housing officer for more information.



Private garden service – review

The Association has provided a Private Garden Maintenance service to a number of mainly older people in the local area for some time. That service is currently under review as we consider the costs and specification of the service going forward and we will not be admitting any new clients into the service this growing season. Those within the programme will be contacted soon with any revisions to the current programme.

As part of the Association's commitment to investing in our stock and ensuring our properties are fresh and well maintained an annual programme of cyclical paint work is carried out by our Upkeep painters.

As part of the programme, we paint the following:

- Metal railings
- Timber fences
- Close doors and windows
- Clothes poles
- Internal closes – walls, ceilings, stair treads and bannisters

This year's programme is now underway and will involve external works to a number of properties and the redecoration of 54 closes. (see our website for details: www.shettleston.co.uk).



Our electrical checks highlight safety issues with wiring.

Electrical safety checks

We know how busy life these days is but ensuring that tenants' homes are safe is our top priority. We aim to carry out electrical safety checks in all properties at least every five years – this is a legal requirement.

We have a rolling programme of these checks. If you are contacted to request a date for attendance to carry out this check please co-operate. We cannot stress how important it is that you allow these works to proceed as this is a compulsory check of the electrical system safety within your home. Most electrical fires are caused by faulty outlets or old appliances. When attending we will check the system in place and organise any remedial works required to ensure the property is safe.

Some people are confusing this with other checks, such as suitability of smart meters, but this is purely a safety check, and we thank you for your assistance.

Upkeep is value for money!



Upkeep Shettleston Community Enterprises is a subsidiary of the Association. It employs over 40 staff and provides the Association with services in relation to the majority of reactive and void property maintenance as well as estate caretaking services including: close cleaning, back-court maintenance and common landscaping.

Every three years or so the Association carries out a value for money review of the services we receive from Upkeep. Having these services delivered in-house can provide greater control over service delivery and cost – particularly at a time of uncertainty and change in the construction sector. It is important though that we are assured that doing so represents the best deal for the Association's tenants. The latest review involved the following price and quality of service elements:

- A review of how Upkeep's

costs compare with those of other potential service providers. (Independent quantity surveyors were commissioned to assess Upkeep's rates and job costs).

- An assessment of Upkeep's performance in delivering

against the Key Performance Indicators we work to in order to meet the Scottish Social Housing Charter.

- An evaluation of tenant satisfaction with Upkeep's services. The results from the latest Tenant Satisfaction Survey were considered as well as ongoing repairs satisfaction feedback.
- Upkeep's role in delivering local jobs and training and apprenticeship opportunities to help fulfil the Association's own objectives for the area.

The review findings have recently considered by the SHA Board. Some areas for improvement were identified and will form part of an Action Plan. The overall conclusion though was that Upkeep does indeed provide the Association and its tenants with Value for Money. Real improvements were noted in Upkeep's performance since the last review and credit for this is due to the whole Upkeep team – well done!

Upkeep's Plan

Upkeep is part of the Shettleston Housing Group and shares the same Vision and Values as the Association. It has its own Board and that has recently approved the Business Plan for the coming year which includes these Strategic Objectives:

- Continue to improve customer service and value for money to SHA.
- Continue to develop our staffing and working arrangements to ensure that we have a high performing culture and seen as a great place to work.
- Strengthen and develop the business to ensure ongoing viability.
- Deliver employability support and opportunities and review our social impact in the community.
- Achieve high standards of governance and compliance throughout the business.

Energy Matters

Tenements at Old Shettleston Road.



As part of our commitment to environmental sustainability the Association aims to improve energy efficiency and support our tenants to reduce energy costs.

How can we make our sandstone tenements more energy efficient?

We are carrying out an energy efficiency pilot study in Old Shettleston Road, looking at the true costs of bringing sandstone tenements up to high levels of energy efficiency.

The study is being funded by the Council and forms part of a city-wide project by its retro-fit team to develop a standard approach to improving tenements. It will last several months and look at costs of works, disruption to residents, value for money and reduction in residents' costs. We are sure it will throw up valuable lessons for how we meet the challenge of making our tenements more energy efficient.

Energy support success...

We successfully applied for over £35,000 for insulated carpets for our tenants from the Social Housing Fuel Support Fund. This enabled us to put insulated carpets in 45 homes for new tenants, helping to keep energy costs down over winter by providing warm spaces in their homes. This funding has now been fully utilised, but we are always looking for funding to support our tenants through the cost-of-living crisis. In the last year we have provided over £88,000 of support to tenants

and the community, including food and fuel vouchers worth over £16,000 to tenants in need. We most recently secured funding through the Community Anchors fund to provide energy-saving appliances, blankets and clothes to the community of Shettleston through our East End Winter Warmer Project, in partnership with Parkhead Housing Association. In the next few months, these resources will be distributed through ourselves and trusted partners to reach those most in need.

Shettleston 100

Fuse's Shettleston 100

Project recently came to an end. More than 100 local individuals and families took part in this Lottery-funded project to share household information and learn about how to reduce energy usage and food waste in particular. Research shows that the average UK family throws away over £60 a month in food waste. Some of the findings were that:

- 46% of households don't plan their shop with particular meals in mind.
- 67% don't organise their fridge to make sure food doesn't go to waste.
- 58% don't store excess portions in the freezer.

The project also looked at energy usage by young people and found that, out of all devices and electrical equipment used, cutting time spent in the shower was the most likely way to save money (advice suggests that keeping showers to no more than four minutes can help generate real savings). Other energy hungry appliances include tumble dryers and washing machines.



Changing perceptions, Changing attitudes, Changing lives

Tenant Satisfaction Survey



Every three years the Association commissions an independent survey of tenant satisfaction.

The latest survey was carried out by the Knowledge Partnership in April and May. It involved face to face interviews with 960 (42%) of the Association's tenants. Similar surveys of East End tenants and factored owners have also taken place.

Questions were asked about satisfaction across the range of our services. The results show that 87% of tenants were satisfied overall with our services. Our results compare generally well with average satisfaction levels for the social housing sector. In

some areas satisfaction levels were particularly high including providing safe accommodation and keeping tenants informed. There were other areas where satisfaction levels were lower however including: listening and acting on tenants' views; the value for money of rents; complaints handling; contacting the service and the condition of re-let properties.

The Knowledge Partnership is holding two focus groups with volunteer tenants to discuss specific issues in more detail.

We will then consider all of the feedback and draw up an action plan to address any identified areas for service improvements. A similar process will be followed with the results of the the East End and factored owners surveys.

The draft SHA Action Plan will be discussed with the Tenant Forum at its next meeting. We will issue our Annual Performance Report in September and this will include a summary of the results and the agreed action plan for improvement.

Tenant Forum

Since its launch in November the Tenant Forum has met four times and has grown in members and confidence.

The Forum provides tenants with an opportunity to discuss the Association's housing and property maintenance services with senior Association staff to help shape the future development of these services. Individual complaints are not discussed but staff are usually on hand after the meeting to discuss any particular issues.

Recent meetings have covered:

- Our programme for major repairs and improvements to tenants' homes.
- Our Business Plan objectives for the coming year.
- How the Association lets its homes.
- Our plan for engaging with tenants.



A recent Tenant Form meeting.

The meetings are open to all tenants. They are informal and tea, coffee and biscuits are provided. They are held in the SHA office and last no more than two hours. Our next meeting will be in August (date to be confirmed).

If you would like to come along, please get in touch with Jamie our community regeneration officer at:
Jamie.sweet@shettleston.co.uk,
or phone 0141 763 0511.

Complaints Handling Procedure

We aim for tenant satisfaction with our services but know that we don't always get it right. Information about how to make a complaint can be seen on our website and is also available on request. Since reviewing our Procedure last year we are capturing a greater number of issues fed back to us by service users. We will shortly be publishing our first annual report on complaints received, how we have responded and lessons learned. Look out for it at: <https://www.shettleston.co.uk/contact-us-2/complaints/>.



If you have an interest in the work of the Association then we encourage you to think about becoming a Board Member. It is a responsible position and involves a significant commitment of time and effort. However, most Members find it to be a very interesting and rewarding experience and it can help develop skills and knowledge that are useful in employment or other aspects of life. It is a voluntary and unpaid role although reasonable expenses can be paid for travel, childcare etc.

You will need to be able to:

- Attend regular meetings of the Board and prepare in advance by reading written reports. *(The Board meets most months on a Tuesday evening and there are also sub-committees for those interested).*
- Be willing and able to contribute to discussions in a positive and constructive manner.
- Act in the interests of the Association and its tenants as a whole and abide by our Code of Conduct.

It's helpful but not essential to have had some previous experience of working with a volunteer Board or similar, such as through a community group, trade union, Church or charity.

Advice and support are provided by the Association's staff team. You do not need to have any specialist knowledge or experience and training is available to help equip Members for the role. However, the Board has identified that it would be particularly helpful to recruit more people with the following experience/skills:

Have you ever thought about becoming a Board Member?



Come and join us: Members of the Association's Board.



- Financial management.
- Building construction.
- Business management and ICT.
- Housing and community services.

We are always keen to recruit tenants, in particular from areas that are currently under-represented including to the south of Shettleston Road and to the west of Wellshot Road. We are also keen to improve the diversity of the Board by recruiting more younger people and those from BME communities.

To stand for election you need to live in the area and to be a

share-holding member of the Association (see back page). A small number of places are reserved for co-option of folk from out-with the area who might have specific skills to offer. If you know anybody who might be interested please let us know.

For more information about joining the Board please contact Tony Teasdale, CEO or Jo Farren, Corporate Services Manager. We will be holding an awareness session about Board membership in the SHA office on the evening of **Tuesday 25th July** from 6pm. Please let us know if you would like to attend.

Community Survey

Thanks to the 283 people who took part in the survey we ran with FUSE in April. It aimed to find out what sort of services are wanted in the local community and if there is interest in the development of Shettleston Community Centre, on Amulree Street, which is currently closed. This is part of the ongoing evaluation of the feasibility of the Centre being taken into community ownership. We will provide more information as that project develops.



SHETTLESTON HUB

@ 981 Shettleston Road

The following great services continue to operate from the Hub.

Shettleston Does Digital

If you are struggling to use your digital device (phone, tablet or PC), or just a little confused about how to do something online, Shettleston Does Digital is what you need! Head down to The Shettleston Hub on a Tuesday or Thursday after 10am and one of the SDD team will help with anything from connecting your emails to signing up for online classes or taking video calls.

The Pantry

For £2.50 you can shop there once a week for food with a value of up to £15. There's always fresh fruit and vegetables as well as useful dried goods and cans. The Pantry is open 12-4pm Wednesday and 12-2pm Friday, every week.



Tollcross and Shettleston Money Advice Service...

...can help you with budgets and bills as well as refer you on to additional help and more resources. They are available by appointment, just call our offices or your Housing Officer to book. You can also get benefits advice from Social Security Scotland on the last Wednesday of the month down at The Shettleston Hub.



Olga Nekrasova, class teacher 'JL', and Marwan.

English language classes

We have recently been hosting english as a second language (ESOL) classes in the Association's boardroom. Glasgow Kelvin College have run the classes which generated lots of interest with more than 20 local folk registering an interest. A diverse range of community members have attended.

Olga Nekrasova, who fled Kherson in southern Ukraine at the start of the Russian war in Ukraine, has been learning English in hopes to enrol in college. *"At my college you need good English to enrol. Learning here has helped me study for my entry exam"*.

We hope to be able to continue the classes. Contact **Jamie Sweet**, Community Regeneration officer for more information, contact jamie.sweet@shettleston.co.uk.

Litter

Litter is a growing problem in the area. One of SHA's community priorities this year is to work for a clean and hygienic environment for residents. We have been engaging with local agencies and Eastbank Academy regarding lunch-time litter dropping at the top of Shettleston Road with positive results. More bins have been provided and less complaints received. We're also keen to support other residents to improve their areas. If you're passionate about the environment, or just tired of the litter on your street, we can help. We have enough litter pickers for a small army, and rubbish bags as well. We can also organise for GCC to pick up the bags when you're finished. Get a group together and call our Community Regeneration Officer, **Jamie Sweet** on **0141 763 0511** for more information, help and advice.



SCGP: a little bit of heaven on your doorstep



Shettleston Community Growing Project is an award-winning project in the Shettleston/Tollcross area of Glasgow's East providing fifty raised beds to anyone in the local area who wishes to grow vegetables or fruit and we offer guidance and assistance to help people get started and get the best out of their plot. Homegrown food always tastes better than supermarket bought produce and that's a fact!

Other activities that take place in the project every week include The Smelly Welly Club for 7 – 12-year-olds, volunteering opportunities, Arts and Crafts club, work with local schools and nurseries, corporate volunteering opportunities and our community fridge.

We only have a couple of raised beds still available for anyone interested in growing their own fresh produce, but they will not last long. Let us know if you are interested.

Volunteer with us, make a difference

For people who like the idea of working outdoors in the fresh air but don't want the responsibility of a plot, then volunteering with us could be the answer. Our volunteers help maintain the project site and carry out other great work for the benefit of the local community.

There's a great variety of tasks

to be done - from planting seeds to harvesting crops, cutting grass to repairing fences, maintaining the wildlife garden, building planters or just watching the world go by. No two days are ever the same. Volunteers will learn new skills that could help with finding employment or further training and will certainly get fitter and feel better and make new friends.

Volunteering sessions run on Tuesdays and Thursdays from 10.00 am – 1.30 and Lunch is provided. Sessions are led by an

experienced gardener who will help you and guide you every step of the way and allocate tasks according to your interests and ability. There's also plenty of time for enjoying a laugh and a chat with fellow volunteers during tea or lunch breaks. Why not give it a try, what have you got to lose.

To find out more about this or any of the other fantastic clubs and opportunities available please contact: **Kenny McCubbin** on **07762 367304** or email **Kenny.McCubbin@shettlestongrowing.org.uk**.



Smelly Welly Club

April saw the Smelly Welly Club open its doors again for the start of another great growing season and welcoming back members old and new. Since then, it has been nonstop in the project for all the young future food growers.

With even more fun activities on offer, including, vegetable and fruit growing and of course eating, cooking classes, learning about nature and the environment, traditional games, and day trips during the summer, it is undoubtedly going to be the busiest and best year yet.

Spaces are limited, so if it is something that you think your kids might be interested and they are between 7 and 12 years of age then why not bring them along and register them up for the club, it only takes five minutes.

Our Summer Season starts on Tuesday 4th July at 1pm – 3pm, running every Tuesday, Wednesday, Thursday until Thursday 10th August. Funding from Glasgow City Council allows us to provide a hot lunch for everyone that attends.

Keenagers

The Shettleston Keenagers, a social club for over 55's, is going from strength to strength.

In addition to their regular community Monday Lunch Club, they also run a variety of activities including day trips, board game and film nights, yoga for all body types, and art classes. They recently hosted the brilliant folks at Geez A Break theatre company who performed an excellent pantomime (Hansel and Gretel) for their summer break.

The Keenagers have themselves recently raised £1300 to install a potentially life-saving defibrillator at the Association's Edrom Path development. This is now registered with the Scottish Ambulance Service for wider use in the area.

With support from SHA, they've also remodelled their community hall kitchen, with a brand new oven and some new cupboards and worktops courtesy of the apprentices at UpKeep. They make use of it every Monday for their community lunch, open to all over 55's. To find out more about joining the Keenagers contact our office.

Are you interested in local history?

Shettleston History Group is currently on its summer break but will re-start its programme of weekly meetings on **Wednesday 16th August at 10.30am** at Shettleston Library. For more information contact Norma Richmond at Shettleston Library, Wellshot Road.



A display from a young Scottish dancing Champion at a social afternoon.



Keenagers at the free bank holiday lunch at the Town Tavern.

Jobs & Business Glasgow

Jobs & Business Glasgow is a charity delivering one to one support in partner organisations across the City, such as libraries, community centres, etc. We support Glasgow residents to move into work, to take part in training and to start up in business.

Our Employability Advisers assist with the creation and

development of CVs, the completion of application forms, job searching and preparation for interviews. We have staff who work directly with employers to help secure opportunities for our customers.

We provide access to training opportunities across a range of sectors, supporting the development of work-related skills.

We provide support to Glasgow City Council residents aged 16 or over who are not in

full-time education. In addition, our childcare service, Rising Stars Childcare, is the second largest provider of childcare services in Glasgow.

We are currently operating within the offices of SHA every Monday with a drop in service operating in the morning and appointment system in the afternoon.



Benefits Update



With the current cost of living crisis, it's even more important you're receiving everything you're entitled to. We've rounded up all the latest benefits to make sure you're not missing out.

The Scottish Government has introduced new benefits. Here's a summary below:

Best Start Grant Early Learning Payment and Best Start Grant School Age Payment

These are part of a package of five family payments for low income families. This package also includes Best Start Grant Pregnancy and Baby Payment, Best Start Foods, and Scottish Child Payment. The package is worth up to a maximum of over **£10,000** by the time a family's first child turns six, and **£9,700** for second and subsequent children.

- **Best Start Grant Early Learning Payment** provides **£267.65** per child to support child development, for example travel costs, trips out and toys for home learning.
- **The Scottish Child Payment** is for parents or carers on low incomes who have a child under 16. It's a payment of **£25** a week for each child under 16. It's paid every four weeks by Social Security Scotland.

Young Carer Grant

A yearly payment of **£359.65** for young carers in Scotland. To receive this, you must be 16, 17 or 18 years old. You must also have been caring for one, two or three people for an average of 16 hours a week for at least the last three months.

Job Start Payment

A cash payment of **£252.50; £404** for a young person with children. It's available to those between 16 and 24 years who have been out of paid work and receiving a low income benefit for six months prior to finding employment.

Carer's Allowance Supplement

An extra payment, administered by Social Security Scotland, for people already getting Carer's Allowance from the Department for Work and Pensions (DWP). The payment recognises the important contribution of unpaid carers across Scotland.

Funeral Support Payment

Helps pay for funeral costs if you live in Scotland.

Cost of Living Payments

The DWP outlines that the **£900** payment for those on low income benefits will be issued in three instalments: the first payment of **£301** will be made between 25 April 2023 and 17 May 2023; the second payment of **£300** in the Autumn; and the third payment of **£299** in Spring 2024.

Disability Cost of Living Payment

You may be entitled to a Disability Cost of Living Payment of **£150** if



you're getting any of the following benefits:

- Disability Living Allowance
- Personal Independence Payment
- Attendance Allowance
- Scottish Disability Benefits (Adult Disability Payment and Child Disability Payment)
- Armed Forces Independence Payment
- Constant Attendance Allowance
- War Pension Mobility Supplement

Adult Disability Payment

This replaces the Personal Independence Payment. Child Disability Payment is replacing the Disability Living Allowance for children.

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:

<https://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

