

shettleston matters

THE NEWSLETTER OF SHETTLESTON HOUSING ASSOCIATION

APRIL 2024

Serving the communities of Shettleston, Springboig, Greenfield and Sandyhills

New energy advice service!



We're delighted to be able to launch this new service, in partnership with Tollcross Housing Association.

Patrick Watson, our new Energy Adviser (pictured) is now in post and able to deliver a service to tenants, owners and the wider Shettleston and Tollcross communities. See details opposite of how Patrick can help you.

Attention...

Do you have pre-payment meters for your gas and/or electricity and find it hard to top-up your meters?

We have limited funding leftover from the Scottish Federation of Housing Association's Social Housing Fuel Support Fund specifically to help.

Contact Patrick to see if we can help!

Energy Advice Service

Need help reducing your energy bills? Having trouble contacting your supplier? Looking for advice on the best tariff for you?

Shettleston Housing Association's free energy advice service is available to anyone with a G32 postcode. Our Energy Adviser, Patrick, can help you with your energy matters, including:

- Keeping your home warm while spending less on energy
- Sorting out metering and billing disputes
- Advocating on your behalf to your supplier
- Applying for grants to clear fuel debt
- Advising on reducing condensation and dampness
- Choosing the best tariff to save you money
- Swapping from a prepayment meter to a credit meter (and vice-versa)
- Uncapping your gas supply
- Advising on draughtproofing and insulation measures

For free energy advice and to arrange a home visit, please contact our energy adviser, Patrick, on 0141 763 0511, or at info@stepadvice.org.uk

Shettleston Energy Advice is made possible through funding from the Energy Redress Fund



Garden Competition 2025

Spring is here – get your garden ready! One of last year's garden competition winners, Mr and Mrs Smith of Balintore Street, pictured here. More on page 15.



In this issue...

Investment programme
2024/25
page 3

Looking after the area
page 4

Board News
page 6

Repairs: we want to hear from you
page 8

Meeting housing needs
page 10

Community matters
page 12

Welcome...



Welcome to our latest newsletter. It's been a while since the last one and plenty of news to update you with.

Spring has officially arrived – a change in the season which also marks the end of one financial year and the start of another. So it's been a busy time for setting budgets and business plans. As ever the annual rent review process has been an important part of our planning for the new year. Thanks to everyone who took part in the rent consultation. It's always an opportunity for us to hear about your more general

issues and concerns and we are in the process of responding to all of these.

We can't do anything without the income from your rents of course. This year's increase will allow us to continue our planned investment programme and ensure that tenants' homes are well-maintained and kept up to modern standards: £2.79M this year and a total of nearly £13M in the five years to March 2029.

Our Tenant Forum meeting later this month will be an opportunity to hear about some of the other issues and projects in

our Plan for the year ahead so please come along.

One issue which we know is high on tenants' list of concerns is the condition of the area. We have a focus inside on the growing problem of fly-tipping and the role that our Upkeep team is playing to combat this. There is also a reminder of the need for everyone in flats to make proper use of bins provided and to follow the Council's recycling arrangements.

We are also keen to encourage everyone to make best use of their gardens and growing spaces. We announce this year's garden competition and celebrate some of the winners from last year who did such a great job in helping the area to look good.

Spring is a time for new beginnings and growth. We're really pleased to report on some new additions to further strengthen our great teams of Board and staff members and also to highlight exciting new projects and services to benefit the local community.

Tony Teasdale, Chief Executive

New Board recruits

In recent months we have been recruiting to strengthen our Board of Management. **Maureen Mulgrew** and **Janice Saunders** (pictured) – both SHA tenants – were elected at our last AGM. More recently the Board has co-opted **Marian Hassan** (another SHA tenant) and **Linda Sichi**. Linda is an experienced housing professional with a long history of working in the East End. She will fill one of the three spaces on the Board reserved for co-optation of

people who don't have to live within the area but who can bring particular skills and experience.

We are always keen to hear from people interested in joining the Board and are particularly looking to recruit:

- Association tenants.
- Those with relevant experience and knowledge e.g. housing and property management; third sector; governance and general business/finance skills; ICT.



We also aim to achieve a more diverse Board Membership with more younger folk and more representative of the increasingly ethnic diverse make-up of the area.

2024/25 major repairs and improvements confirmed

We are planning to spend a total £2.79 million on planned maintenance our homes in the 2024/25 financial year. This is in addition to spend on day to day maintenance and cyclical maintenance (such as external painting). The works will include:

- Replacement of windows for over 50 properties.
- New fire rated entrance doors to 100 flats.
- 50 new kitchens.
- 30 new bathrooms.
- Installation of new energy efficient boilers in around 340 homes.
- New replacement common windows to six blocks.
- Stone and structural repairs to tenements.
- Front and rear close doors to a number of closes
- Replacement of an inefficient heating system with new gas boilers at Glenalmond Street.

Energy efficiency improvement remains a key focus for the



Association and we aim to prioritise improvements that are cost effective and deliver the best results for tenants. By this time next year we aim to ensure that all our homes will have a highly energy efficient heating and hot-

water boiler. Last year we undertook an energy use survey to help us understand how tenants heat their homes and where there are particular issues with poor energy efficiency and affordability in relation to energy bills. We would like to thank the 580 households who participated in this survey. We are continuing to analyse the results of the survey and will be using the feedback to inform where we will target investment on energy efficiency measures.

We have recently completed a feasibility study looking at the most effective ways to improve energy efficiency within our homes and help reduce heating bills for tenants. At present there is not sufficient funding available to enable us to undertake large scale energy improvement works across all of our stock. However, we are developing improved specifications for works like replacing windows and doors that will deliver real improvements in comfort and energy efficiency.

Staff Update

Pictured from left to right are our latest recruits: **Stevie Coyle** (Maintenance officer); **Craig Rusell** (Director of Customer and Community Services); **Patrick Watson** (Energy Adviser) and **Emma Crawford** (Repairs Assistant).



Fly-tipping on the increase

Fly-tipping is the illegal dumping of waste and is on the rise across the Shettleston area.

Our teams report an increase in the volume and frequency of items which are being disposed of in common areas and we need your help to resolve this issue!

Fly-Tipping is crime and if convicted anyone found guilty can be fined up to £40,000 and or imprisoned for 12 months. It is an extremely serious offence that not only looks unsightly but presents fire and other environmental risks. It is also extremely costly: fly-tipping in Scotland is estimated to cost around £13m pounds per year to deal with.

Often the type of waste being dumped is that which carries a higher disposal charge such as mattresses, fridge freezers and

electrical and electronic equipment.

We are also seeing an increase in the number of dumped items which contain 'POPS' (Persistent Organic Pollutants). These are hazardous chemicals which hang around and accumulate in the food chain causing harm to the environment and human health. These have been found in articles of upholstered domestic seating, in quantities which exceed legal limits and therefore – as Waste Upholstered Domestic Seating (WUDS) – are subject to strict controls for disposal.

Items which can contain WUDS include: Sofas, Sofa beds, armchairs, kitchen and dining chairs, stools and foot-stools; futons, bean bags and floor and sofa cushions.



These items cannot be disposed of in landfill and need to be separated and processed for incineration, incurring an additional charge.

Tenants are asked to report areas of concern to the Association to enable us and our team at Upkeep to work with partner organisations to combat this illegal and dangerous activity.

Looking after your garden

As we move into spring and the growing season, we all need to play our part in keeping our area looking its best.

Our Upkeep team will be out regularly cutting grass and maintaining beds in backcourts and common areas in the coming months.

Individual gardens are the responsibility of the tenant, in line with the terms of your tenancy agreement.

It's always great to see well-maintained gardens and growing

spaces. The Association holds an annual garden competition to recognise tenants who have made a particular effort to keep their area beautiful. This year's competition will be judged in July and the winners will be announced at our Annual General Meeting (AGM) on 17th September. Please contact your housing officer to register for the competition this year or to nominate a neighbour.

Last year a total of 16 tenant households were recognised with the award of a £50 or £25 gift voucher. Amongst these were: **Garry Beck** (Hermiston Road); **Theresa Britton** (Balintore Street); **Mr Elrick** (Castlelaw Gardens); **Mr Gardener** (Ochil Street); **Florence Martin** (Old Shettleston Road); **John Morrison** (Threestonehill Avenue); **Mr and Mrs Smith** (Balintore Street) and



Donald Stewart (Castlelaw Gardens). See page 15 for pics of some of our winners.

SHA has in the past assisted some tenants unable to maintain their private gardens on their own. However, due to the cost of this service we will be reviewing it in the coming year. If this affects you, you should have been contacted already by your housing officer. If you have any concerns or are unsure what you are responsible for, please get in touch with the Housing Management team and they would be happy to help you.

Do your bit to keep your back-court clean and tidy...



Recycling Guide

Blue Bin 	FOR DRY MIXED ITEMS ONLY
Grey Bin 	FOR FOOD-WASTE ONLY
Green/Silver Bin 	FOR GENERAL WASTE ITEMS ONLY <p style="text-align: center;">All other waste items not for blue or grey bins</p>

For help or advice with waste and recycling issues, please visit our website: www.glasgow.gov.uk/recycling

Neighbourhoods and Sustainability

Landscaping works

With spring in the air our programme of landscape gardening is getting underway again and our Upkeep teams will be out and about working in your area. Please assist our team by moving items like trampolines or other garden furniture when requested to allow them to complete works.



Cyclical Painting



Last year our Upkeep painting team completed a full programme of close improvements and painting, giving a fresh, clean look to 66 closes. This programme will continue in the coming year with a further 78 common closes due for redecoration. A wider programme of painter works will also be completed, including metal railings, timber fences, clothes poles and loose doors and windows.



The improper disposal of household waste continues to be a problem across much of our stock. This includes the dumping of bulk items in bin areas, leaving bags at the side of bins or disposing of general household waste in recycling bins. These are deemed to be contaminated and the Council will not uplift them. This can attract vermin such as rats and foxes. This is not only a threat to public health but also makes our common areas look unsightly and can represent a fire hazard.

In many cases, the Association has no alternative but to arrange for uplift of items to remove an immediate fire hazard or where complaints are received from residents.

These uplifts are ultimately paid for using your rent money. Money that could be better spent improving your property or services.

If you know of anyone disposing of rubbish improperly and an anti-social manner, please report this to your housing officer.

Help us to ensure our communities are attractive areas we can all be proud of and ensure you dispose of all household waste responsibly.

Remember!! – Glasgow City Council are responsible for any cleansing issues including bins not being emptied so please call them direct on 0141 287 9700 if you notice any issues with your bins.

Join the Association



Are you the sort of good citizen who is interested in how the Association is run and concerned about the future of the area? If so then please think about becoming a member of the Association.

As you can see on the back

page, it costs only £1 for life membership. Being a member gives you access to more information about the Association and a right to a say over some important issues. Community-based housing associations like

Shettleston are unique in being controlled in this way by their tenants and other local residents. We're keen to keep our community roots strong and healthy so please think about joining us.

Tenant Forum

The Tenant Forum meets every two months or so and is open to all SHA tenants. It's an important way for tenants to directly communicate with senior SHA staff and hear about and help shape the development of SHA's services. We

currently have 21 tenants who have registered an interest in the Forum and we are always keen to hear from more folk to get involved. The Forum aims to encourage broader tenant participation to ensure diverse perspectives are heard and

considered. Your involvement is vital in shaping our community's future.

In the last year topics discussed have included our planned maintenance programme (including how we decide the priorities for investment in your homes), the annual rent review process and discussions on how SHA performs against

our targets.

The Forum is a great opportunity for you to get involved and influence how the Association does its work and there is no commitment to attend all meetings.

The next tenant Forum meeting will be held on 25th April. If you are interested in attending please contact Jamie Sweet on 0141 763 2812.



Our Board...

Above: Members of the Association's Board of Management which now comprises: **Hugh McIntosh** (Chairperson); **Elizabeth Battersby** (Vice Chair); **Grace Barbour**; **Brian Barclay**; **Marian Hassan**; **Gillian Johnston**; **Maureen Mulgrew**; **Eddie Robertson**; **Janice Saunders**; **Linda Sichi** and (not pictured) **Rae Connelly**.

Our 2024 Business Plan



Delivering customer service and value for money is at the heart of our Plan.

The Board has been updating our Business Plan and has agreed the following Strategic Objectives for the years ahead:

- Achieve excellent standards of governance and build our organisational resilience.
- Improve the customer focus and value for money of our services.
- Deliver our investment programme to achieve the best possible outcomes for quality, affordable and sustainable homes in the area.
- Support our tenants and the local community to make positive change and deliver good health and wellbeing outcomes.
- Continue to develop our staff team and refresh our working culture.

The Tenant Forum meeting in April will be an opportunity to hear about and have your say on the priority projects and targets to enable us to deliver against each of these Objectives.

Complaints – hearing your feedback

Shettleston Housing Association is committed to providing high-quality customer services. We aim to please but we know that's not always the case! We value complaints and use information from them to help us improve our services. If something goes wrong or you are dissatisfied with our services, please let us know using our Complaints Handling Procedure (see

<https://www.shettleston.co.uk/contact-us-2/complaints/>). We have target timescales for responding and if you're not happy with the response to your initial complaint you have a right to submit a Stage 2 complaint and ultimately to appeal to the Scottish Public Services Ombudsman (SPSO). A copy of our Annual Complaints Report can be seen on our website at:

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



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. Issues considered and decided on by the Board in 2024 so far have included:

- The Association's Budget for 2024/25 and longer term financial projections.
- The forward Strategy and Business Plan.
- Rent and service charge increases.
- The Planned maintenance programme.
- Property acquisition programme.
- Procurement of new ICT packages, including for a new Tenant Portal.
- Review of share-holding membership.
- The annual staff pay award.
- Tender for insurance cover.
- New staff recruitment policy.
- Co-options to fill spaces on the Board.

Members have also attended training on:

- Health and safety
- Finance
- The role of our subsidiaries (Upkeep and East End)

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

<https://www.shettleston.co.uk/about-us/Board>.

Repairs: we want to hear from you

Whenever you have a repair carried out in your home you will receive a text message from us asking you to complete a few survey questions on how we dealt with your request and the repair works carried out. We value your views on how we deliver our repairs service and use the feedback you give us to monitor our own and

our contractors' performance so that we can continue to improve the services we provide.

Please take the time to complete our short repairs survey. From April if you do respond to the survey you will have a chance to win a £20 shopping voucher in our monthly prize draw!



Maintenance Officer, Amber Markson hears back from tenant Gwen Kneale from Glenturret Street.

Minimum Letting Standard

When we hand over keys to a new tenant we want them to be happy with the condition of their home. Our Minimum Letting Standard sets the standard our teams work to across all properties to ensure that all of our homes are safe, clean and at a good standard of repair at the start of each tenancy.

We've responded to feedback from tenants about the standard of our homes at the start of tenancy and reviewed the work we do in empty properties pre-let. Our aim was to address concerns raised about the standard of decoration and ensure a consistent approach across all properties. A revised Minimum Letting Standard has now been approved by our Property Services

Committee, following feedback on this from the Tenant Forum.

Our Minimum Letting Standard sets down all of the safety checks we carry out when a property becomes void and the range of investigation, repair and upgrading work we undertake to prepare

the property for a new tenant. Our 'Your New Home' leaflet provides information on the standard. It also includes advice and guidance on your responsibilities as tenant once you move in and things to consider before you leave your tenancy with us. A copy

of the information leaflet will be provided to you in your sign-up pack and is also available on our website:

<https://www.shettleston.co.uk/wp-content/uploads/2024/03/Your-New-Home-Lleaflet.pdf>



Access to your home

The Association runs a rolling programme of works to replace components like kitchens, bathrooms, windows and doors. This is essential to keep all of our homes up to a good standard and to meet safety requirements.

Much of this work also improves the energy efficiency performance of our homes. New, high performance windows and doors will reduce heat loss and prevent draughts; and new, more efficient boilers or other heating systems will help reduce heating bills.

We want all tenants benefit from these upgrades when they are due. This means though that that from time to time we will need access to your home to

undertake this work. When we are preparing our yearly programme of works we will contact all affected tenants to arrange a visit to explain the work that we intend to complete and inspect/survey the existing items. We will then agree an appointment with you to complete the works. We do appreciate that this may mean that you need time off work or need to re-arrange other commitments and we will do what we can to agree a time to suit you.

It is essential that you allow access for the inspection and installation works and we appreciate your co-operation on this. Missed appointments delay our programme of works and can



lead to additional costs from our contractors as they will have allocated at least a day's labour to that job and this cannot easily be redirected at short notice.

We know that planned works like this can cause some disturbance. However, we do them to upgrade the standard of your home and will always work with you to minimise the disruption and ensure you reap the benefit of the improvements.

New Medical Adaptations Policy

We know that when health or mobility deteriorates most people prefer to remain in their own home for as long as possible. By adapting existing properties the Association can help tenants to achieve this goal. Alterations such as this are called medical adaptations and the Council provides some grant funding assistance to allow these works to be carried out. Adaptations can include fitting additional handrails or ramps or replacing a bath with a level access shower to improve access for those with decreasing mobility.

The Association can only undertake medical adaptation works following a referral from a medically qualified Occupational Therapist. They will assess the medical needs of the tenant and

will recommend appropriate alterations. Unfortunately, we are not always able to take forward requested adaptations. This can be because the property is not suitable for adaptation or because there is not enough funding available to meet demand.

We have developed a Medical Adaptations Policy that sets down our approach to undertaking adaptations. This explains how we will:

- Respond to referrals for medical adaptations to existing properties.
- Assess the suitability of the property for the adaptation.
- Consider other housing options with the tenant requiring the adaptation.
- Prioritise and programme

adaptation works.

- Keep tenants informed during the process.
- Report and record adaptations so that homes are most effectively allocated in the future.

A copy of the full draft policy can be found here:

<https://www.shettleston.co.uk/2024/03/26/draft-medical-adaptations-policy-consultation/>.

We would appreciate your feedback on the proposed Medical Adaptations Policy. To do so please contact us by:

Email: SHA@shettleston.co.uk

Tel: 0141 763 0511

Post: Helen McGregor House
65 Pettigrew Street
Glasgow G32 7XR

Who we house...



Category of let	1 bed	2 bed	3 bed	Total	Total%
Transfer list	6	9	2	17	10%
Aspirational List	1	1	1	3	2%
General Housing List	47	16	2	65	38%
High Medical Priority	11	9	0	20	12%
High Social Priority	0	2	0	2	1%
Agency Referral	5	0	0	5	3%
Homelessness Referral	16	36	6	58	34%
Total	86	73	11	170	100%

Our housing allocations team has had another busy year and successfully let 170 homes in the twelve months since 1st April 2023.

Whilst this might seem like a lot, we added 1,699 new applications to our waiting list in

the same period! The demand for our homes continues to very significantly outstrip the number we have to let. Note in particular the low number of homes becoming available with three bedrooms or more.

In fact, not all of our

properties are allocated to our own waiting list as SHA also has a legal duty to support Glasgow City Council in rehousing homeless households. We accept referrals directly from them (Section 5 Referrals) to achieve this. Opposite is a breakdown of the properties let by property size and list as an illustration.

We will be reviewing our Housing Allocations Policy in the coming year and will be consulting with our existing tenants and applicants as part of this policy review. This will include surveys and focus groups so look out for opportunities in the coming months to share your views and ideas.

Acquiring new homes for rent by SHA

Over the past year we have begun a small programme of property acquisitions. With funding support from Glasgow City Council we have been able to buy three existing private homes and let these as social rented properties. By the end of March we hope to have completed the purchase of a further three flats.

The Council's Strategic Acquisition Programme provides grant funding to assist housing associations to buy individual private homes. This Government initiative allows the Association to increase the number of affordable homes in the area and also helps to address homelessness. Once we complete any required upgrades to meet our letting

standard the initial let for each property is offered through a homelessness referral.

Through these private acquisitions we hope to increase the number of larger family

homes available for social rent. We are also looking to target purchases where we already own properties within a close or block as this can make it easier for us undertake common works and improvements in that block.

We expect grant funding for private acquisitions to be available into 2024/25 and plan to continue a small programme of property purchases next year.



Citywide Housing Transfer Incentive Scheme

Glasgow City Council is working with partner RSL's in the City to help increase the number of larger homes that become available to let. This is to help meet the significant demand from homeless families.

We understand that households change over time, and this can mean that your home is now larger than you need. You may be finding it more difficult to heat or it may be that you are finding it hard to maintain a larger garden.

Below are details of the scheme which is specifically for 3-bedroom properties and larger.

The list of incentives opposite is not exhaustive, and the fund will be available for a limited period so please get in touch if you'd be interested in hearing more or if you have any questions.

We Can Help You Move to a Smaller Property



Do you want a smaller property that suits your needs in an area you want?

It may be cheaper to run and there are a wide range of incentives to help you move, including:

- Access to a new build RSL property (if available)
- Assistance with current rent arrears
- Removal costs, decoration and floor coverings paid for your new home
- Practical assistance with the move
- A location nearer your family member or friends
- Broadband paid for a year.

If you live in a 3 bedroom or larger property and want to find out more about a move to a smaller property please contact your local Housing Association and arrange a chat.

Your tenancy...

Change of circumstances?

Have your circumstances changed?

Has someone moved in/out of your property?

It is important that you keep the Association informed of any changes to your household. If someone moves into your property, you must firstly seek our permission. We would not refuse a request unreasonably but in certain circumstances e.g if it would cause overcrowding, we may be unable to do so. If

we are not aware of an addition to your household, this will affect their ability to take over the tenancy should the tenant pass away, or wish to transfer the tenancy. If in doubt, please contact your housing officer. We can also give you advice regarding the potential impact on any benefits you are in receipt of.



Money worries?

Are you receiving all the benefits that you are entitled to? Has your health changed recently? Are you entitled to benefits that you don't know about?

SHA has an experienced Welfare Rights Team who are here to help all our tenants maximise their income. If you are struggling, please get in touch and we can carry out a benefits check for you. Please contact our Welfare Rights team on **0141 763 0511** to find out if we can help. It's worth checking even if you think you are getting the correct benefits!

If you are struggling with debts, we can also help you through our Tollcross and Shettleston Money Advice Service (TSMAS). An experienced advisor can carry out an assessment of your debts and help identify solutions to help you better manage your outgoings. Contact us and your housing officer can tell you more and make a referral.

Don't worry alone.



Our 'wider role in the community'



The last year has been a challenging one, with energy prices and cost-of-living increases being only some of the worries we've all had.

We've been busy doing what we can to support tenants and local charities through the year. To date we have sourced and shared out over £55,000 of funding and support in the form of insulated carpets, energy efficient household appliances, energy saving measures like radiator backing or duvets, and energy and food vouchers.

Through this funding alone, we've reached over 600 tenants in need of support.

We're also proud to have brought on a dedicated Energy Advisor, working part-time and funded by the Energy Redress Scheme, to provide support to our tenants for the next two years.

We provide valuable support and advocate for the work of many small local organisations as well, including the Shettleston Men's Shed, the Shettleston and Tollcross Credit Union, the Shettleston Keenagers, and more.

If you're interested in hearing more about any of these projects, you can speak to your housing officer or contact our Community Regeneration Officer, **Jamie Sweet** on **0141 763 2812**.

Cultivating Community: Shettleston's New Project Coordinator is 'Rooting' for Success



We are thrilled to introduce the new Project Coordinator to the Shettleston Community Growing Project family! As we embark on another year of growth and community engagement, we're excited to have **Margot Devaney** (pictured below) join us in this journey.

Shettleston Community Growing Project (SCGP) has been a beacon of community spirit since its establishment in 2009. Born from the aspirations of local residents to cultivate food for themselves and their families, SCGP has blossomed with the support of Shettleston Housing Association and Glasgow City Council. Thanks to funding from the Scottish Government's Climate Challenge Fund, what was once a derelict space has transformed into a vibrant community allotment.

SCGP has flourished, expanding to include a Community Garden and Wild area adorned with a beautiful pond that attracts an array of wildlife, from newts to hedgehogs.

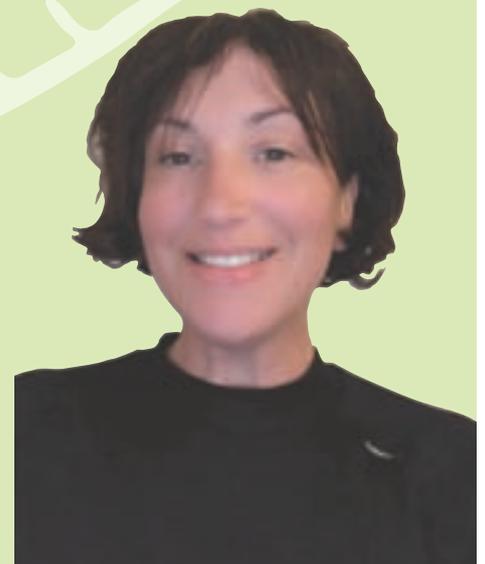
Our site also has 50 raised beds, a soft fruit area, herb garden, and polytunnel. Adding to our amenities, we're fortunate to have a fully functional kitchen container equipped with electricity and running water, facilitating our community cooking initiatives.

Volunteers are the heart of SCGP, and we extend a warm

invitation to all to join us from March till September each year. Whether you're a seasoned gardener or just eager to lend a helping hand, your contribution makes a meaningful difference in our community.

The SCGP vision includes opening up the garden to more volunteering opportunities, providing avenues for individuals to contribute meaningfully to our shared space. Additionally, SCGP plans to host a variety of public events throughout the year, ranging from seed sowing and planting sessions to holiday festivities and the annual Shettleston Gala Day. These events will not only enrich our community but also provide valuable opportunities for learning and collaboration.

Join us in extending a warm welcome to Margot and let's work together to sow the seeds of friendship and community in Shettleston.



Job opportunity for local school leaver



As many of you will know our subsidiary company, Upkeep is committed to providing good quality sustainable jobs to the local community and beyond.

As part of this commitment Upkeep works in partnership with a number of local and national providers of employability support to assist individuals in accessing employment.

One such individual is Pettigrew Street resident David Millar who initially joined Upkeep through a work experience placement arranged by his School, St Andrews Academy. During this placement David worked across Upkeep's various

disciplines including Estate Caretaking, Landscape Gardening and alongside a variety of Upkeep's trade staff.

From the outset David showed a real interest and held the required skillset to pursue this as a career and with support from Jobs and Business Glasgow funding a four-week paid placement, he was successful in receiving a place on the Glasgow Guarantee programme which will provide



supplementary funding to enable David to begin working with Upkeep as an apprentice Estates and Landscape operative over the next 18 months.

David has quickly settled in and has already completed key training under the Provision and Use of Work Equipment Regulations 1998 (PUWER) in the use of Brush Cutters, Strimmers and Ride on Lawn mowers.

For more information on opportunities within Upkeep, keep an eye on Shettleston Housing Associations social media profiles or call **Upkeep** on **0141 764 3793**.

ESOL classes

Shettleston Housing Association is committed to supporting all of our tenants to be active members of the local community. We understand that this can be particularly difficult if English is your second language and you need help to improve your reading, writing or spoken English skills.

We are currently running English language classes - a collaboration between Shettleston Housing Association and Glasgow Kelvin College.

Hosted in our boardroom and led by a language teacher from Glasgow Kelvin College, the class welcomes approximately 15 students from various corners of the globe including eastern Europe, Asia and the middle east.

Classes are two hours long, enough to cover a range of

essential skills including conversation, reading, and writing. The class is a stepping stone to help those who take part to better navigate daily life, securing employment opportunities or engaging more meaningfully within their community.

Through initiatives like the English language class, Shettleston Housing Association reaffirms its commitment to

fostering a vibrant, inclusive community where everyone has the opportunity to thrive.

Although the class is currently full, we welcome any further interest, as we do have a waiting list and are in conversations about adding additional classes this year. Please contact our Community Regeneration Officer, Jamie, at Jamie.sweet@shettleston.co.uk to register your interest.



Shettleston Does Digital

Shettleston Does Digital is a project in the heart of the community of Shettleston, providing friendly support and advice on all things digital.

Shettleston Does Digital was formed in 2020 as a collaboration between Shettleston Housing Association and Fuse for the purpose of providing a warm, friendly space where any adult in the community can access a computer and the help they need to learn how to navigate the online world and develop their skills in everyday things such as setting up an email account,



registering for online banking, searching for a job, using social media to keep in touch with family and friends, shopping online and saving money and much more.

You can find us in the Shettleston Hub where we share a shop with another great organisation, The Pantry, on 981 Shettleston Road. Shettleston

Does Digital is open 9am – 5pm every Tuesday and Thursday and provides a one-to-one appointment lasting around one hour where a Digital Champion will be on hand to guide you.

How do I get an appointment?

It's easy and there are multiple ways you can reach one of our friendly Digital Champions:

- mobile phone: 0759 872 8156
- landline at Fuse: 0141 778 4477
- email: sdd@fuseonline.org.uk
- Facebook: facebook.com/shettlestondoesdigital

The Pantry

As part of our commitment to supporting tenants and the wider Shettleston Community, we're proud to be continuing to support The Shettleston Pantry, which operates on Wednesdays and Fridays from The Shettleston Hub at 981 Shettleston Rd. The Pantry provides subsidised groceries to families and individuals by taking produce from supermarkets that can't use them for a variety of reasons. A bag of groceries at The Shettleston Pantry costs £2.50 and will usually include food to a value of £15 in one of the big four supermarkets. You only need to show you're a resident in the G32 postcode to shop there, so all our tenants are eligible for these great savings.



New programmes for adults at Fuse!

Fuse Youth Cafe is celebrating 20 years serving the local community this year, and we are delighted to be introducing new programmes for adults in the area. Whether you're interested in meeting some local people for a cuppa and a blether, learning new skills, brushing up your existing skills, or even hoping to gain a qualification in a subject you have an interest in, Fuse Families and Sharing Shettleston has something for you!

Maybe you'd be interested in helping get our tool library up and running, learning to sew, joining a yoga class, getting the steps in with our walking group, or serving up a storm on our cookery course? Or perhaps a quiet coffee and a

chat with some local folk is more up your street? We offer all of this and more, and our friendly team are always on hand to welcome you and explain what's on offer.

All our classes and activities are free and open to all, and you can find out more by contacting fusefamilies@fuseonline.org.uk or 07985 296 984.

Drop-in for a cuppa and a blether runs on a Monday 9.30am – 12pm and Wednesday 12.30pm – 2.30pm at Fuse Youth Café, 1567 Shettleston Road, and Monday 1pm – 2.30pm at Shettleston Hub, 981 Shettleston Road. Contact us for an up to date list of days and times for other groups and classes.



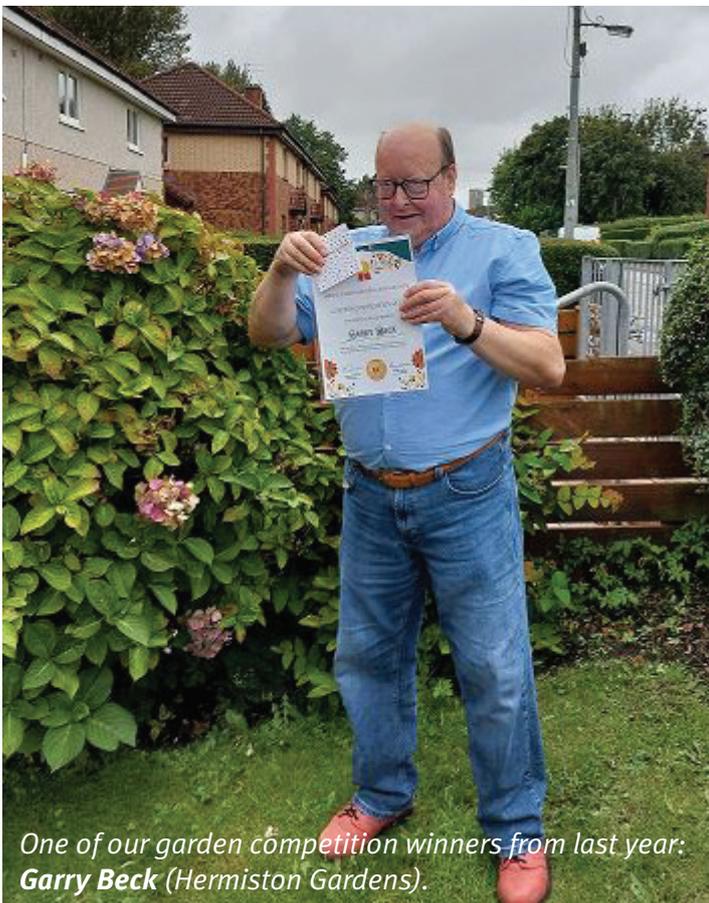
Community Winners!



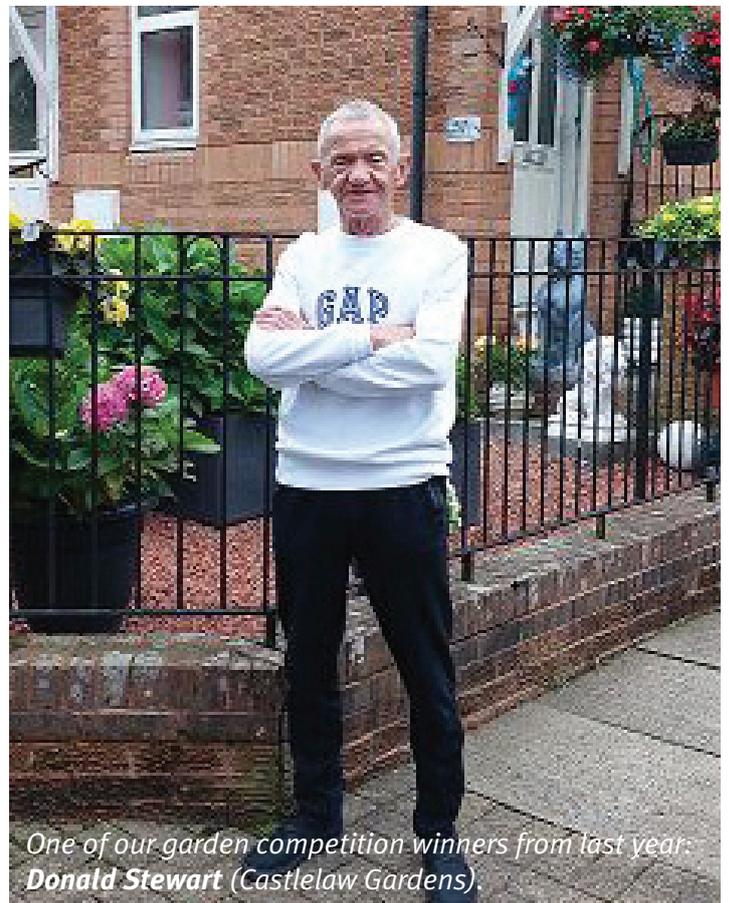
In our last edition we ran a quiz about Shettleston Juniors FC to win a signed copy of Archie Macpherson's book – "Touching the Heights". Amongst the lucky winners were **Mr and Mrs Trainer** of Glen Road.



One of our garden competition winners from last year: **Florence Martin** (Old Shettleston Road).



One of our garden competition winners from last year: **Garry Beck** (Hermiston Gardens).



One of our garden competition winners from last year: **Donald Stewart** (Castlelaw Gardens).

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 (between 9am - 5pm weekdays)	0808 202 6565 (Freephone)
Emergency Repairs (after 5pm, weekends and public holidays)	0808 202 6565 (Freephone)
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
<i>Appointments available outwith these hours</i>	

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

