

shettleston matters

THE NEWSLETTER OF SHETTLESTON HOUSING ASSOCIATION

SEPTEMBER 2025

Serving the communities of Shettleston, Springboig, Greenfield and Sandyhills

WELCOME....

The kids are back at school and summer is drawing to a close. I hope it's been a good one for you.

As usual, this newsletter is packed full of information that we hope you find interesting and useful.

A big focus for us over recent months has been the need to deal with growing amounts of bulk waste, litter and fly-tipping in back-courts and common areas. We're committed to helping to make Shettleston a greener and cleaner place. We know how important this is to residents and articles inside show how we can all work together to make a difference.

We've started our rent restructure process and report your initial survey feedback on the opposite

page. There was broad agreement about the main things that should be taken into account in rent-setting but also concerns expressed about the quality of some of our caretaking services. We are listening and will act to make improvements.

You will see that we have adopted our first Customer Service Standards. We are also making good progress in delivering our £3.4M capital improvement programme for the year. We are continuing to provide energy and money advice services and work with other local projects to support the community. A recent highlight was the summer Gala at the Growing Project where lots of people had lots of fun!

Best wishes

Tony Teasdale
Chief Executive.



**Focus on Estate
Management
- Keeping our
Neighbourhoods Clean
and Tidy - see pages
4 & 5**

BOARD NEWS

The Association's volunteer Board of Management is elected by our share-holding members. It oversees the work of the Association and takes all strategically important decisions.

Following the retirement of Hugh McIntosh in May the Board elected Elizabeth Battersby as Chairperson and Tracey Kernahan as Vice-Chair. Irene McGinnes continues as Board Secretary.



SHA Board Office Bearers: Tracey, Elizabeth and Irene.

We are continuing to grow and strengthen the Board. Ania Ostrowska (Shettleston Road) and Kieran Agnew (Pettigrew Street) have both recently been appointed on a temporary basis and we look forward to welcoming new elected Members after the AGM.



Shettleston Housing Group Board members following a recent evening tour of the housing stock.

Details of current Board Members and Minutes of our Board meetings can be viewed on our website at: <https://www.shettleston.co.uk>.

The Board or its sub-committees have discussed/ made decisions about:



A new Housing Allocations Policy.



New Customer Service Standards



Our Tenant Charter performance in 2024/25



Issues and action around waste, bulk refuse and litter in the area.



Annual Accounts for 2024/25



Business Plans for our subsidiaries: Upkeep and East End HDC.

Annual General Meeting AGM

Our AGM for Association members will be held in the Association's office on Tuesday 23rd September at 6pm.

**Tuesday
23rd SEP
at 6pm**

RENT STRUCTURE REVIEW GETS UNDERWAY

As you may have seen, the Association is reviewing how it sets its rents.

Currently, rents for similar homes can vary a lot depending on the history of the property and how it was acquired, or the length of tenancy. Our aim is to now develop a single, clear and transparent rent setting system that will be applied to all homes in future. The intention is not to increase the overall amount of rent received but to raise that amount on a consistent, fairer basis across the housing stock.

As a first step we have been seeking tenants' views on which property features should be taken into account when setting rents and providing services.

Thanks to all tenants who responded to our recent survey. Nearly 400 of you took the time to reply. We are now looking carefully at the responses as we begin to prepare proposals for the new structure.

From a first look at the feedback it can be seen that most of you agreed that the following should be taken into account when deciding rent levels:



Number of bedrooms
86% agreed



Energy efficiency
75% agreed



Age of the home
73% agreed



Whether there is a garden
66% agreed



Overall amount of space in the home.
62% agreed

There was also a lot of agreement about the type of homes that should have the highest rents.

The ranking was as follows:

- 1 Detached houses.
- 2 Semi-detached houses and end terraces.
- 3 Mid-terrace houses.
- 4 Maisonettes.
- 5 Four in a block flats.
- 6 Tenement flats.

We also took the opportunity to ask about the caretaking services we provide and our charges for these.

There was general agreement that we should continue to provide these services:



Bulk Uplift
83% agreed



Back-court maintenance
79.5% agreed



Grass-cutting/ common landscaping
79% agreed



Close cleaning
68% agreed

There were some positive comments about these services and a number of people said that they felt that the close cleaning service should be extended to all properties within a close.

However, a lot of folk gave us comments about the quality, timing and value for money of these services – and in particular close-cleaning. We are already looking at how we can make improvements and will take your comments into account as we do that.

We aim to draw up proposals for a new rent structure by November and will start a formal consultation with all tenants then. In the meantime we will be continuing to discuss this issue with our Tenant Forum and if you would like to attend these meetings then please let us know.

LOOKING AFTER OUR COMMUNITIES

KEEPING OUR ESTATES CLEAN

Our Housing Officers have been busy in the past few months getting to know their new tenants and identifying challenges within their patches.

One of the biggest and most persistent issues they have been working to address is backcourt maintenance and bulky items being left in common areas.



Our Housing Officers have been assessing the condition of all blocks within their area and identifying properties requiring priority attention. In some cases, there has been a simple solution – speaking to residents and providing information on recycling, bulk uplift arrangements etc.

Whilst for many of our blocks with common areas, the Association's contractor, Upkeep, provides a service to maintain back courts and remove bulk, this requires residents to responsibly dispose of their rubbish.

We would ask all tenants and owners to work with us to manage our back court areas appropriately – using the correct bins and only placing bulk waste in the backcourts, not to the front or at the side of your property.

Again, we are working closely with Glasgow City Council to try to address fly tipping in our areas of operation and we would ask all residents to be vigilant in reporting this if they observe it in their area. (see right)



Help Stop Flytipping in your Community

Neighbourhoods, Regeneration and Sustainability (NRS) are working alongside partners in your area to investigate ongoing flytipping. We aim to identify anyone failing to dispose of bulk items, general waste, or food waste in the correct way. If you are identified as flytipping you may be fined **£500**, and it may also affect your tenancy agreement.



How to dispose of your unwanted household items:

- Use Glasgow City Council household recycling centres, free of charge. Visit www.glasgow.gov.uk/hwrc for details.
- Contact us to request a bulky waste uplift: www.glasgow.gov.uk/bulkywaste, use the **MyGlasgow** app or scan the QR code below.

Your area deserves better, report Flytippers via:

- ✓ www.glasgow.gov.uk/reportenvironmentalcrime
- ✓ Report environmental issues to your Housing Officer, where applicable.



Glasgow City Council

Five points to know about bulk waste:

- Household waste that is placed on the pavement, on greenspaces or placed next to a street bin is considered flytipping.
- Glasgow City Council (GCC) have **NO** 'bulk pick-up points' anywhere across the city.
- If you are caught flytipping you may be fined **£500** and this can affect your tenancy agreement.
- You can take your household waste to a local recycling centre – for free! www.glasgow.gov.uk/hwrc
- You can request a GCC bulk uplift via our website or MyGlasgow app.

We have been working closely with our colleagues in Glasgow City Council Neighbourhood and Regeneration Services (NRS) to identify solutions for some of the most common problems. Including: -

- Flytipping
- Contaminated Recycling Bins
- Missing Bins
- Loose bags dumped in common areas

For our tenants, it is a condition of your tenancy with the Association that you dispose of household waste responsibly to ensure that your common areas are clean and free from contamination.

Blue Bin Dry Mixed Recycling

Collected every 16 days



Paper, Cardboard, Tins, Cans, Plastic bottles

Yes

- Paper**
- ✓ Newspapers, magazines, leaflets and envelopes
 - ✓ Brochures, catalogues and junk mail
- Tins and Cans**
- ✓ Drinks cans and food tins, aluminium cans and empty aerosol cans
- Cardboard**
- ✓ Cereal boxes and cardboard packaging
 - ✓ Brown corrugated cardboard, toilet and kitchen roll tubes
- Plastic Bottles**
- ✓ Cleaning product bottles, toiletry bottles, drink and milk bottles, sauce bottles

No

- ✗ Food
- ✗ Glass
- ✗ Plastic carrier bags
- ✗ Plastic film/polythene
- ✗ Polystyrene packaging
- ✗ Food and drinks cartons
- ✗ Plastic pots, tubs, trays including yoghurt pots and margarine tubs
- ✗ Books
- ✗ Packaging with food waste residues including takeaway pizza boxes and crisp packets



No plastic carrier bags

Green Bin General/Non-recyclable waste

Collected every 8 days



Yes

- Items that cannot be recycled**
- ✓ Polystyrene packaging
 - ✓ Plastic carrier bags
 - ✓ Plastic film/polythene
 - ✓ Nappies
 - ✓ Packaging with food waste residues including takeaway pizza boxes and crisp packets

No

- ✗ Any item that can be recycled

Too good to waste

If you have items at home that you no longer need and are still in good condition, please contact your local charity shops who may be able to take or collect your items for free. Items can also be taken to any of the household waste recycling centres listed on the following page.

Making a Difference – Together

Where our officers have identified specific issues, they have worked with residents, our maintenance colleagues, Upkeep and GCC to identify local solutions.

EXAMPLE 1 - BUDHILL AVENUE

A Tenant in Budhill Avenue sent us a complaint with photographs of the condition of their backcourt area and contaminated blue bins**

The Housing Officer (Allyson) and the Maintenance Officer (Stevie) met on site with Upkeep and GCC colleagues to develop a plan to address the issues: -

- Engagement took place with residents – including speaking directly to tenants and issuing letters with leaflets explaining about recycling arrangements.
- GCC agreed to change the bin collection time to the morning (as access had been a problem).
- All bins were decontaminated and cleared of any debris.
- Upkeep followed this up with removal of all bulk from the back court.

WHAT A DIFFERENCE!
Allyson will now closely monitor this situation

Residents are essential in these partnerships too and we appreciate your ongoing co-operation.



BEFORE

AFTER



BEFORE

AFTER

EXAMPLE 1 - DENBECK STREET

The Housing Officer, Simon had been receiving multiple complaints from residents in Denbeck Street regarding the shared back-court area.

After his initial inspection, Simon co-ordinated meetings with the Maintenance Officer (Amber), Upkeep and GCC.

- Engagement took place with all residents in the affected blocks
- GCC agreed for all bins to be reset (including repairing bins with missing lids) Additional blue bins have been ordered where required and residents reminded of their responsibilities for recycling.
- Upkeep arranged to remove all dumped bulky items and to delitter the area

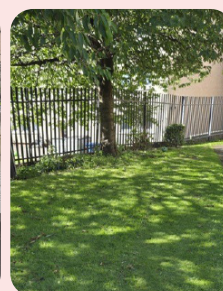
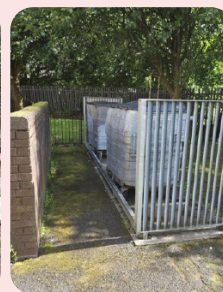
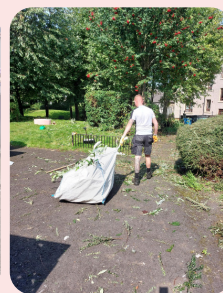
In both examples above, the partnership approach from all stakeholders (both internal and external) has been crucial to achieving these improvements – and in maintaining these.

If you are experiencing issues in your area (or if you'd like some advice of proper disposal of refuse) please contact your Housing Officer on 0141 763 0511.

BEFORE ↓

DURING ↓

AFTER ↓



Launching our Customer Service Charter

In the Spring Newsletter, we introduced our new area Housing Teams and told you about our plans to refresh our approach to customer service. This has included refresher training for all staff on customer service skills and on complaints handling.

We also told you about our plans to develop a Customer Service Charter to clearly define the service you can expect whoever deals with your enquiry – including target response times. These were developed in consultation with our customers.

In the coming months, we will be monitoring our performance against the specific measures and will report back to customers later in the year on progress.

The full Customer Service Charter can be found on our website www.shettleston.co.uk



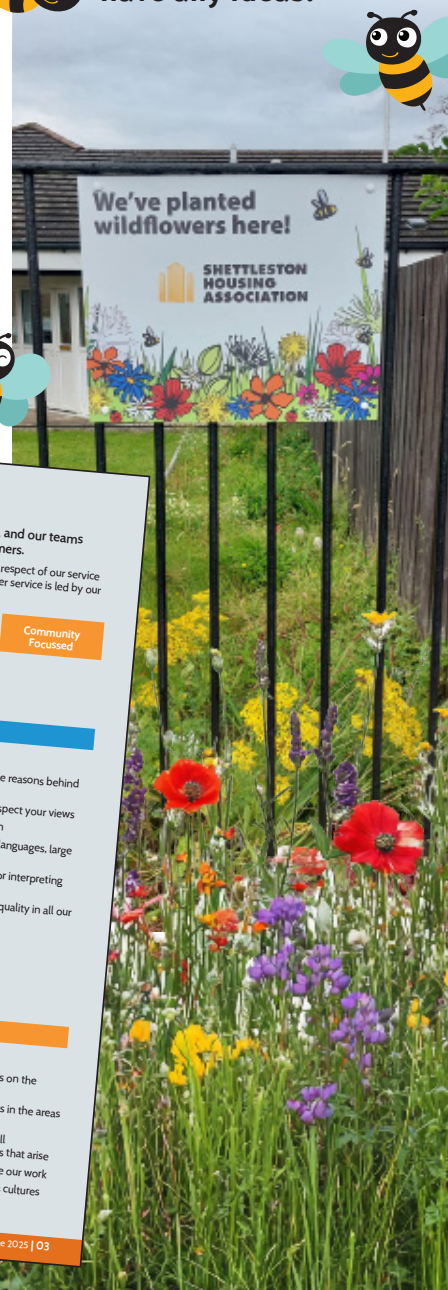
Doing our bit for the bees!



SHA has been working away bee-hind the scenes to create small pockets of wildflower meadow around the town. Our environmental sub-committee is also looking at creative ways of improving our energy efficiency and reducing waste. Patches of land we have planted have got our lovely sign out the front. Perhaps you've seen one? Where should we plant next?



Get in touch with your Housing Officer if you have any ideas.



Introduction



Welcome to Shettleston Housing Group's (SHG's) new Customer Service Charter which underlines our commitment to providing you with the best customer experience – no matter how you interact with us.

This charter applies to all our Group companies – Shettleston Housing Association (SHA), Upkeep and East End Housing Development Company (EEHDC) and outlines the standard of service our customers can expect no matter which organisation you are dealing with.

Our Purpose and Mission

Shettleston Housing Group is a community-controlled group of organisations providing quality affordable homes and related services for the people and communities of Shettleston, Greenfield, Springboig and Sandyhills.

Our vision is for thriving and prosperous local communities where all residents enjoy great homes and services, an attractive physical environment, and good life chances.



02 | Customer Service Charter

Our Commitment to You

Delivering excellent customer service is at the heart of all that we do, and our teams always aim to get it right first time in any interactions with our customers. This Customer Service Charter outlines what our customers can expect from us in respect of our service delivery, communications and interactions with our staff. Our approach to customer service is led by our values of -



What to Expect from Us

Customer Service

- We will**
- Be accessible – offering a range of contact methods (phone, email, online, in person)
 - Treat you as an individual
 - Respect you and your home
 - Be professional at all times
 - Communicate with you in a polite and friendly manner
 - Listen to your enquiry and/or concerns
 - Be honest in all our interactions with you – including where we can't assist
 - Deliver on our commitments (do what we say we'll do)
 - Admit when things go wrong and take swift action to put them right

Teamwork

- We will**
- Work as a team to identify solutions to problems
 - Aim to 'go the extra mile' when we can
 - Share knowledge across our teams to offer the best service to you
 - Take responsibility/ownership – no matter what our role is
 - Ensure our staff are well trained and have the tools and knowledge to help you where they can

Fairness

- We will**
- Explain our decisions and the reasons behind them
 - Listen to you actively and respect your views
 - Be consistent in our approach
 - Provide information in other languages, large print, braille on request
 - Provide access to translation or interpreting services on request
 - Value diversity and promote equality in all our actions

Community Focused

- We will**
- Consider the impact of our actions on the wider community
 - Look to identify proactive solutions in the areas we manage
 - Ensure our neighbourhoods are well maintained and follow-up on issues that arise
 - Offer you opportunities to influence our work
 - Be aware of and understand various cultures and beliefs

June 2025 | 03

MAINTAINING & INVESTING IN YOUR HOMES

We will be investing more than

£3.4million



on our capital works programme this year, replacing building components that have reached then end of their useful life and also undertaking some essential major repair works.

This year's programme is progressing well with window replacements at Old Shettleston Road and two closes on Shettleston Road nearing completion. These works include the installation of energy efficient triple glazed windows and, at Old Shettleston Road, additional insulation and air-tightness measures around windows to further enhance the energy efficiency of these homes. These additional works have been quite disruptive, and we would like to thank tenants for their patience while the contract has been underway. We are very pleased with the end result and hope tenants will enjoy the longer-term benefits of reduced heating bills and greater comfort in the winter months.



The major stonework repairs at Academy Street are continuing at pace. Works commenced at the end of March to repair defective stonework at these blocks, and we expect this contract to be completed by early October.

In June we appointed Q Fire Protection & Carpentry to deliver our programme of replacement flat entrance doors over the next couple of years. **This contract will see the replacement of 100 existing doors each year with modern, fire rated doors and will improve fire safety within closes.** Works are well underway with more than one third of this year's installations completed.



Contractor MCN is continuing to deliver our kitchen and bathroom replacement programme this year.

Detailed surveys are underway to confirm requirements and tenant choices and the programme of **45 bathrooms** and **100 kitchen replacements** will commence in September.

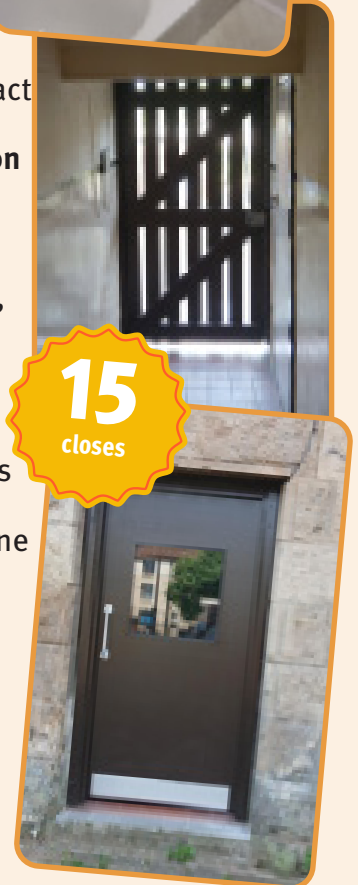
Our window and common window replacement contract for 2025/26 includes work to **60 homes** and **15 common closes**. We have appointed CCG (Scotland) to deliver this contract and survey work is currently underway, with installations due to start in September. The new windows will be high performance triple glazed, with increased air-tightness and improved thermal insulation at openings in line with our drive to continue to improve the thermal efficiency of our homes.

Our own contractor Upkeep is ready to start a programme of installing new doors at the rear of 15 closes. This year we are focussing on closes that currently have draughty gates to the back court and replacing these with secure fitting doors that will help reduce heat loss and make these common spaces more secure and more comfortable in the winter.

45
bathrooms



15
closes



We have also allocated

£300,000

within our programme for 2025/26 for energy efficiency works. This sum will help deliver the enhanced, more energy efficient specification for window and door replacement works. We also hope to develop a pilot project to decarbonise heating in a small number of homes and have applied for grant funding from the Net Zero Heat Fund to assist with this.



Tell us what you think!



We do want to hear all feedback when we carry out repairs in your home – whether it is **good or bad**. We share this information with our contractors to help us better understand where we are doing well, but also where we haven't done so well and need to improve.

We always follow up where a repair hasn't been delivered as well as it should have been to ensure we learn lessons from this to improve the service we deliver.

It is really important that we gather this information to ensure we are delivering the best possible service to you.

A Repair Satisfaction Survey is issued for every repair completed and we'd appreciate it if you could take a few minutes to answer a few questions on the service received. Every returned survey is entered into our quarterly prize draw for a chance to win £25 Tesco voucher.



Mr Watt of Shettleston Road was a recent prize draw winner and is pictured with Amber Beresford, Maintenance Officer.



Property Acquisitions

We continue to take advantage of grant funding available from the Council to purchase individual homes. We have purchased one flat on Shettleston Road and have a further 3 currently in the pipeline. The Council's Private Acquisitions Strategy gives housing associations access to grant funding to assist with the cost of acquiring private homes. These homes are then relet as social rent properties and this is a good way for the Association to help increase the availability of good quality, affordable homes in our area.

If you are a homeowner looking to sell, we'd be happy to discuss the option of the Association buying your home.

Please contact us on 0141 763 0511.

EEHDC Capital Works

Our programme of replacement white goods, floor coverings and blinds is continuing at East End's mid-market rent homes at Pettigrew Street. All works will be completed in the autumn.

We have also replaced windows at one East End property will complete works to replace boilers at 2 homes and a flat entry door at a further home.

The Association is continuing to explore how the Community Centre on Amulree street might be improved and brought back into use. If this is of interest to you please let us know.



ADVICE SERVICES UPDATE

WELFARE RIGHTS

YOUR BENEFITS ARE CHANGING: DON'T MISS OUT ON CRUCIAL SUPPORT!

Are you a Shettleston Housing Association tenant currently receiving Employment and Support Allowance & Housing Benefit?

UC Universal
Credit

MANAGED MIGRATION

If so, listen up!

The Department for Work and Pensions (DWP) is in the process of moving everyone on these “legacy benefits” to Universal Credit (UC). This is called “Managed Migration,” and it’s happening right now in our area.

What does this mean for you?

You will receive a Migration Notice letter from the DWP. **DO NOT IGNORE THIS LETTER!** It is your official notification that your current benefits will be stopping. The letter will give you a deadline, usually three months from the date of the letter, to make a new claim for Universal Credit.



George Dunlop



Calum Trearty

Key things to remember:

The Managed Migration process can be confusing, but you don’t have to go through it alone. Our Welfare Rights Team is here to help you every step of the way. We can explain the process, check if you will be better off on Universal Credit, and help you with your claim.

You must apply for Universal Credit. You won’t be moved automatically. If you don’t claim by the deadline on your letter, your benefits will stop.

Transitional Protection is available! If you are “worse off” on Universal Credit than your previous benefits, you may be eligible for a ‘transitional protection’ payment to top up your new claim. This is only available if you apply for UC by the deadline on your Migration Notice.

A five-week wait. There is typically a five-week wait for your first Universal Credit payment. It’s important to be prepared for this. The DWP may offer an advance payment, but this is a loan that will be paid back from your future UC payments.

Your rent is your responsibility. When you move to Universal Credit, you will receive money for your rent directly. It is your responsibility to make sure this is paid to us. Setting up a Direct Debit for the same day you receive your UC payment is a great way to ensure you don’t fall into arrears.

To discuss this further, get more details, or book an appointment, please contact our offices on 0141 763 0511, and our Welfare Rights Team would be more than happy to help.

A New Benefit is Here for Pensioners in Scotland!

Are you a Shettleston Housing Association tenant who is of State Pension age and needs support with daily living?

THERE'S A NEW BENEFIT THAT YOU NEED TO KNOW ABOUT!

The Scottish Government has introduced **Pension Age Disability Payment (PADP)** to replace the Department for Work and Pensions' (DWP) Attendance Allowance.

THIS IS A SIGNIFICANT CHANGE, AND IT'S IMPORTANT TO UNDERSTAND HOW IT AFFECTS YOU.



What you need to know:

- **Replacing Attendance Allowance:** PADP is the new benefit for people of State Pension age in Scotland who have a long-term health condition or disability that means they need help looking after themselves or supervision to stay safe.
- **National Rollout:** The benefit is now open for new applications across all of Scotland.
- **Automatic Transfer:** If you are already receiving Attendance Allowance, you do **NOT** need to do anything. Your award will be automatically transferred from the DWP to Social Security Scotland in phases throughout 2025. You will continue to receive your payments as usual during this process. Social Security Scotland will write to you to let you know when the transfer is happening and when it's complete.



- **Not Means-Tested:** This benefit is not based on your income or savings. Your eligibility is based on the care or supervision you need, not on your financial situation.
- **A Potential Boost for Other Benefits:** Receiving Pension Age Disability Payment could increase your entitlement to other benefits, such as Pension Credit or Housing Benefit. It's always a good idea to get a benefit check to ensure you are receiving all the support you are entitled to.

The introduction of this new payment can be a confusing time, but our Welfare Rights Team is here to help you navigate these changes. We can provide more details, assist with new applications, and answer any questions you may have.

To discuss this further, get more details, or book an appointment, please contact our offices on **0141 763 0511**, and our Welfare Rights Team would be more than happy to help.



ENERGY ADVICE - A Case Study

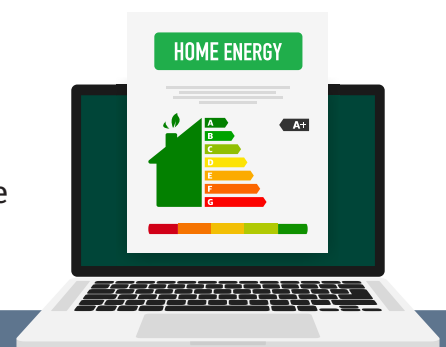
ISSUE - Tenant referred by Housing Officer as gas had been capped due to self-disconnect for prepayment meter.

ACTION - James visited tenant, liaised with Energy Company for the debt to be cleared from the front of meter and a debt recovery rate of £2/week agreed



Our Energy Advisor, James Stewart

OUTCOME - Tenant could have supply reinstated and gas uncapped (following annual safety check.) After further follow-up, James was able to get the debt cleared altogether, obtained a £30 credit voucher and ultimately get his heating and hot water reinstated before we head into the colder months. The tenant was also given a variety of energy efficiency measures to help reduce his energy usage further.



Important Update for Shettleston Housing Association Pensioners

Hello, Shettleston tenants!

We have some important news to share from Glasgow City Council (GCC) that may affect some of you. GCC's Financial Services department is carrying out a review of **Housing Benefit (HB) claims** for pensioners aged 66 and over.

This is a regular check-up to make sure that the right amount of benefit is being paid. It's nothing to worry about, but it's a good idea to be prepared just in case you get a call or a letter.

What to Expect

GCC's Financial Services team may contact you by **phone or post**. The purpose of the review is to confirm your current circumstances, such as:

- Who lives in your household
- Your household's income, including pensions and other benefits
- Any savings, capital, or investments you have

These reviews are part of a nationwide initiative from the Department for Work and Pensions (DWP). If your claim is selected, it's a routine procedure, not an indication that anything is wrong.

How to Prepare

To make the process as smooth as possible, we recommend you have the following information handy:

- Your most recent benefit letters or statements
- Details of any savings or investments
- Information on any other income you or anyone in your household receives

Remember, if you're contacted, it's really important to respond. If you don't, your Housing Benefit could be suspended or cancelled.



WE'RE HERE TO HELP!

If you receive a letter or a call from Glasgow City Council about a Housing Benefit review and you feel unsure or need some support, please don't hesitate to reach out.

Our dedicated **Welfare Rights Team** is here to help you through the process, answer any questions, and ensure you're getting all the benefits you're entitled to.

Call us for free on 0141 763 0511.

Welfare Rights in Numbers

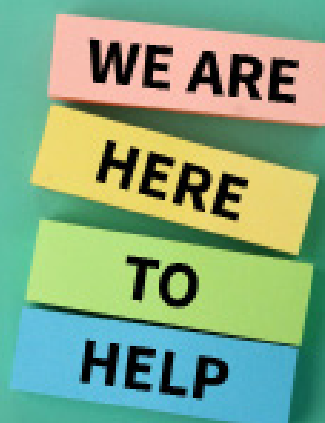
Financial Gains Summary	Financial Gains from 1/4/25 to 30/6/25
Adult Disability Payment	£14,572.45
Attendance allowance	£19,556.10
Council Tax Reduction	£1,432.08
Discretionary Housing Payment	£1,789.84
Pension Credit (Guarantee)	£19,920.67
Universal Credit	£18,090.84
Total Financial Gains	£75,361.98

Tollcross and Shettleston Money Advice Service (TSMAS)

The TSMAS service is delivered by Tollcross Community Trust for residents in Tollcross and Shettleston and offers money and debt advice.

Services include negotiating with creditors, providing representation if required and they also assist with maximising income as part of a holistic approach to debt advice.

In July alone the team achieved financial gains of £85,000 and dealt with debt of almost £20,000.



all of our advice services are available to SHA customers, whether you are an Association or East End tenant or a factored owner. If in doubt, get in touch and one of the team will help you.

OUR WIDER ROLE IN THE COMMUNITY

Thanks for Joining Us at the Shettleston Gala!

The Shettleston Gala took place on Saturday 16th August 12–4pm and was delivered in partnership with the Shettleston Community Growing Project at 68 Eckford Street. It was a fun-filled day the whole family enjoyed!

With free entry, visitors explored a brilliant range of activities including a petting zoo, birds of prey, a smoothie bike, face painting, bouncy castle, and stalls from local community organisations.

Music from a live DJ and acts got people dancing, and a delicious BBQ was served for just £1—with all proceeds going to Shettleston Community Growing Project (SCGP) and the Shettleston Men's Shed.

It was a great chance to connect with neighbours, support local groups, and let the kids run wild in a safe and lively setting.

Thanks to everyone who came along and for all our volunteers who helped put on a great afternoon!



Keenagers Keep on Giving!

On Saturday 2nd August, the Shettleston Keenagers hosted a fantastic tabletop sale at Edrom Path with proceeds going to charity.

Stalls were open on the day from 12pm to 4pm, and tables were available for £10 for those selling goods on the day. There was also a tearoom, tombola, and a selection of lovely items to buy - all in aid of a great cause: The Brain Tumour Charity.

To date the Keenagers have raised £2275 for the charity. Well done to all involved.

Regular readers will know about the great work the Shettleston Keenagers do for the local community, and they are always looking for new members. If you are aged 55 or over and live in the local area, they would love to hear from you. Membership is free and the group offer lots of activities and the opportunity to meet new friends - even if its just for a cup of tea and a chat.

If interested, give them a call on 07305655061.



You Asked, We Did - Bringing Your Ideas to Life at the Hub

SHA remains committed to seeking customer feedback and integrating it into how we operate across the Association.

Recently, we asked for your thoughts on the Shettleston Hub—and thanks to your feedback, we have been trialling a number of activities over the summer period.

When we asked what activities you'd most like to see, the top answers were health and wellbeing activities, children and family activities, and workshops and classes. So, we took action.

You asked for more health and wellbeing options, so we worked with a partner to introduce evening yoga classes in August, offering a calm space to unwind and stay active.

You wanted more for kids and families, so we launched summer holiday sessions filled with fun, creativity and play to keep little ones busy and give

parents a breather. Fuse Youth Café ran arts and crafts throughout July, and we brought in new partners to support new and early-years families.

Of course, the usual Shettleston Does Digital service continues to run on Tuesdays and Thursdays from 9.00am until 5pm.

We are proud to shape a community hub based on your ideas. Keep sharing your thoughts—we'll keep working to make them happen.

For times, dates and sign-ups, follow us on social media or pop into the Hub or SHA offices.

The future of Shettleston Hub will form part of our discussions around our



Wider Role Strategy for the future. Thanks to those of you who expressed an interest in being involved in those discussions. If you haven't already done so, but would like to have a say about this or any other Association Services, you can contact Craig Russell, Director of Customer and Community Services on craig.russell@shettleston.co.uk

Affordable Food on Offer for Shettleston Housing Association Customers

Unfortunately, after 4 years based at the Hub, the Pantry was forced to close in March this year due to funding and supply issues.

The Pantry at the Hub was delivered in partnership with Parkhead Housing Association – as a ‘satellite’ branch of the Drillhall Pantry in Parkhead.

We recognised how essential this service was to many SHA customers and the Association agreed with Parkhead Housing Association to continue to support subsidised shops for our tenants and other customers.

Please see below how you can access the service

The service has been hugely popular and in the first quarter of the year (April – June) over 1200 ‘shops’ took place – taking advantage of the subsidised rates.

We are also committed to exploring more local options in the Shettleston area to increase the availability of affordable food in Shettleston.

The Drill Hall, 11 Back Causeway G31 5HE

Get in touch!

FB - The Drill Hall Pantry
thepantry@parkheadha.org.uk
0141 473 0460



OPENING TIMES

Tuesday
12PM - 4PM

Wednesday
12PM - 4PM

Thursday
12PM - Sell Out

Community Pantry HOW DOES IT WORK?

You can shop
twice a week

Each visit costs
between
£2.50 - £3.50

What's Available?

We offer a variety of
foods, including:

-  Fresh produce
-  Frozen items
-  Ready-made meals

New items arrive each
week - there's always
something different to
discover!

Please bring your

-  Carrier bag - for
packing your
shopping
-  Jars and tubs - we
can fill it with
sugar, rice, pasta
or lentils
-  Bottles - we can
fill it with laundry
detergent or
washing-up liquid



YOUR COMMUNITY PANTRY

- THE PANTRY PROVIDES A FRESH AND NUTRITIONAL FOOD AT A SIGNIFICANTLY SUBSIDISED RATE
- CHOOSE FROM FRESH, FROZEN AND TINS OF FOOD
- OPEN TO PARKHEAD AND SHETTLESTON HA RESIDENTS

**MEMBERSHIPS FROM £2.50
SIGN UP AND
SAVE TODAY!**

11 Back Causeway
G31 5HE

Tuesday 12-4
Wednesday 12-4
Thursday 12- Sell out

0141 473 0460
thepantry@parkheadha.org.uk



The Drill Hall Pantry are
investing in more stock for
you;

Ready meals by a new
local Catering Business

20 Minute Meal bags to
help you prepare quick
and easy dinners

Eco friendly Washing-Up
Liquid, Washing Powder
and Fabric Softener.



FACTORING FOCUS

Introducing our Factoring Team

Our friendly factoring team are here to assist you should you have any questions or require any assistance. They can give you advice in relation to invoices, common repairs and they also work closely with our Property Services and Projects Teams to administer major repairs/project works e.g close painting, door entry systems etc. This includes organising close meetings, answering queries and ensuring all voting is carried out in line with title conditions.

Anne has been with the Association for over 2 years with Natalie joining us in May this year. Both have a wealth of experience and can be contacted on 0141 763 0511 or factoringteam@shettleston.co.uk and are happy to help.



Anne Marinelli



Natalie Tobin

Q1 Invoices

You should have received your Q1 invoices by now along with details of the Common Buildings Insurance Policy with Protector. The most recent invoice includes the 3.8% increase previously notified for 2025/26. (and in line with the increase for tenant service charges.)

You can pay by calling 0141 763 0511 or if you have any questions, please get in touch.



Free Impartial Advice for Owners

'Under One Roof are Scotland's only charity for tenement owners and provide free, impartial information and advice on tenement maintenance, repair and retrofit. Our website (www.underoneroof.scot) has a wealth of resources including relevant legislation, maintenance and management issues, and information on owners associations.

Owners can also subscribe to our monthly newsletter (<https://underoneroof.scot/#newsletter>) to receive news, updates and events straight to their inbox every month. They will find out about recent changes to legislation, events for landlords and owners, and other relevant news.

Finally, if owners have a specific question, they can submit it to Under One Roof's 'Ask an Expert' service. We only ask for the owner's email address and local authority, and details of the enquiry, and they'll receive a detailed reply from one of our Education and Training Officers: <https://underoneroof.scot/ask-an-expert/>

Factoring Service Review – Get Involved

Owners will be aware from previous editions of the newsletter that we will plan to undertake a full review of the factoring service that we offer to owners. We will be undertaking a full review of all processes and procedures to ensure we offer a service that not only meets the needs of our factored customers but also offers value for money in the services delivered.

Work has now started, and it is important that we hear the views of our owners on the service currently provided and on what matters most to you. We will use this feedback and information to shape our proposals.

If you'd be interested in being involved in the consultation process (which may include online surveys and/or focus groups) then please provide us your details using the QR code below.



DID YOU KNOW?

The Energy Advice Service is also available to our factored owners. This can include advice on tariffs, meter issues and even assistance accessing grants. Our Energy Advisor, James, was recently able to assist 2 of our factored owners to get new boilers – funded through Home Energy Scotland.

If you need any advice, James can be contacted on 07891868988.

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/getinvolved/>

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

