



# shettleston matters

THE NEWSLETTER OF SHETTLESTON HOUSING ASSOCIATION

DECEMBER 2025

*Serving the communities of Shettleston, Springboig, Greenfield and Sandyhills*

**Welcome...** 2025 is drawing to a close and I hope you are able to look forward to a good festive break.

There are tips inside on how to keep your home warm, safe and comfortable this winter. There is also other information about issues we know are important to many of you.

Please read our centre page spread about proposals for a new rent structure to be applied throughout our housing stock. The aim is to move towards one new "harmonised" rent structure

with all rents to be set against the same criteria. This will be phased in over the coming years. We will be writing to all tenants in the new year about this and the proposed annual rent uplift, and how these will directly affect you. This will also let you know how you can give your views as part of the consultation.

There is also news about changes that are being made to improve the close cleaning service, and to make it easier for residents to provide feedback on this.

You can also read about the new ways you can make rent payments. There is an update on the investment we are making into our existing homes and our plans to increase the supply of social rented homes in the area. As ever there is lots of information about activities and services in the community, and an update on our Board of Management.

**Best wishes from us all for a happy Christmas and a great 2025!**

**Tony Teasdale, CEO**



## Christmas Opening Hours

Please note that our office closes at 1pm on **Wednesday 24th December** and will reopen at 9.00am on **Tuesday 6th January**.

(if you need to report an emergency repair during this time, please contact us on 0808 202 6565)

## Important – Making Payments.

Please be advised that we have recently updated our payment systems and from 31st December, we will no longer accept any payments via an Allpay card.



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# Board of Management Update



**Three new members were elected to the Board at our AGM in September and since then three other people have been co-opted for 2025/26.**

**Members of our Board of Management for 2025/26:**  
L-R: Eddie Robertson; Tracey Kernahan; Elizabeth Battersby; Gillian Johnston; Grace Barbour; Ania Ostrowska; Irene McGinnes; Lisa Miller; Kieran Agnew; Brian Barclay and Ross Ramsay. (Not pictured: Rae Connelly; Hugh McIntosh and Janice Saunders). For more about our Board Members see [www.shuttleston.co.uk](http://www.shuttleston.co.uk).

The Board has also now elected its Office Bearers for the coming year. **Tracey Kernahan** is our new Chairperson. Tracey is an Association tenant from Springboig who works for Kelvin College. On being elected Tracey said: "I'm delighted to have the opportunity to take on this role. It's great that, as a community-based housing association, tenants and other local residents can play a real role in shaping how SHA runs. I look forward to working with the Board and staff team to improve services and help our community develop".

**Elizabeth Battersby** has resumed her role as Vice Chairperson and **Irene McGinnes** continues as Secretary.



## Rent Payments

We have updated our payment systems to make things simpler and more secure.

### What's changing:

- **Bank Statements** - You may see AccessPay – Shettleston HA instead of Allpay.



- **Paying at the Post Office/PayPoint:** From 31st December 2025, Allpay will no longer process any payments to us.

If you use an Allpay Card at the Post Office or PayPoint outlets, you will need a Digital Payment Card. After 31st December, payments via Allpay cards will not be received by us.

- **Request a Digital Payment Card:** To make payments via the Post Office or PayPoint outlets, contact us on 0141 763 0511 to request a new Digital Payment Card. We can send a printed copy if you prefer, or you can keep this on your smartphone to use.

- **Phone payments:** Call us directly on 0141 763 0511 instead of the Allpay Payment Line.

You will enter your card details via a secure line or receive a payment link by e-mail or SMS rather than giving your card details to our staff.

- **In-person payments:** Visit our office during normal working hours.

We accept Chip & PIN, Contactless, Apple Pay or Google Pay.

- **Online payments:** Visit [www.shuttleston.co.uk/](http://www.shuttleston.co.uk/) pay to use your debit or credit card.

**If you have any queries about this, we are here to help. Call us or e-mail [hello@shuttleston.co.uk](mailto:hello@shuttleston.co.uk) for further information.**

We are continuing to invest in our digital transformation with many new and exciting features coming in the second part of next year. Stay tuned for further details about our enhanced tenancy portal, online applications portal and more self-service features!



## Close cleaning you said, we listened

In our September newsletter we reported the results of the tenant survey on rent-setting and service charges. We highlighted that there had been quite a few comments and suggestions made about the quality, timing and value for money of the close cleaning service.

The service is delivered by Upkeep Shettleston Community Enterprise, our subsidiary organisation. We have now agreed with Upkeep a number of changes aimed at improving the service.  
(Service specification shown on right)

To deliver this, Upkeep has increased the amount of staff time going into the service and introduced new supervisory arrangements. Despite this the cost to the Association is not increasing because of these changes.

The team are currently working their way through all of our closes, looking to improve the overall standard prior to the introduction of the enhanced monthly and two-monthly cleans which will begin in Spring of 2026. Its early days but we hope that residents soon begin to see a difference. It's important to remember though that Upkeep are only in your close once a week and residents also have a responsibility to help keep things clean and tidy.

We have also introduced new ways for you to provide feedback on the service. A poster has been put up in each close and on this you will be able to see when the close was last cleaned. You will also see a QR code through which you can see more information and make comments on how you feel the service is

being delivered. If you are not able to use a phone and the QR code then you can also contact the office or your housing officer about any of the above.



**A new “service specification” has been agreed. Going forward this will include:**

### WEEKLY CLEAN:

- Stairs and landings to be swept and litter and soil collected, bagged and removed.
- Stairs and landing to be sprayed with cleaning chemical and mopped.
- Stair edgings (under bannisters) to be brushed and mopped, if accessible.
- Window ledges wiped clean.
- Clean bannister / handrail.
- Shake doormats loose of soil.
- Door entry control panel, hand plate, and handle to be cleaned and polished.

### TWO-MONTHLY CLEAN

In addition, there will now be a “deep clean” every two months, including:

- Deck scrubbing as required.
- Clean walls where accessible.
- Remove small items of graffiti from internal close.

### FOUR WEEKLY (MONTHLY) CLEAN:

This will replace the existing 6-8 week ‘Silver service’ clean. It will include:

- Clean front & rear close doors.
- Clean all accessible landing windows.
- Wall tiles to be cleaned.
- Railings to be cleaned.
- Cobweb Removal.



# RENT AND SERVICE CHARGE REVIEW

## Proposals for a new way of setting our rents

The rents across the Association's housing stock have been set in a variety of ways over the years. This means that rents for similar properties can be very different.

Since 2015 all new tenancies have had their rents set using the same criteria. This still only applies to 58% of properties however. In the new year we will be writing to all tenants to propose a new way of setting rents:

### Our objectives are to:

- ✓ Develop a single, harmonised rent structure to be applied to all properties.
- ✓ Continue to reflect key property features but be simpler and easier to understand.
- ✓ Ensure that future rental income is maintained in line with the Business Plan.
- ✓ Minimise disruption by basing the new system on the 2015 Structure, but with some important changes.
- ✓ Continue to ensure our rents are affordable and compare with other social landlords.
- ✓ Provide advice and support to tenants and phase large increases (and deductions) in over a number of years.



The proposed new rent structure can be seen on the opposite page. By applying this consistently to all homes we think it will be more fair and transparent than the current arrangements.

We will write to all tenants in the new year with further details and an indication of what the new "harmonised" rent would be for your home. This will also tell you about the proposed annual rent uplift for 2026/27. We will be asking you for your views. The rent consultation will run until the end of January. Our next Tenant Forum meeting will be held on the evening of 22nd January and will be an opportunity to discuss the proposals.



All tenants will see some change in their rent. For most this will be relatively small. However, for those who currently pay significantly less or more than the average rent for their property type and size – there will be a phased change to the new "harmonised" rent level over a number of years.

If you already receive help with your rent (through housing benefit or universal credit) then you will see little change. Our housing officers and advice staff will be contacting affected tenants to help ensure that you are receiving all the help you should be.

If you have any questions in the meantime please contact us at the office.



## How rents would be calculated...

### BASE RENT (per year)

2 apartment  
**£4455**

3 apartment  
**£4741**

4 apartment  
**£4979**

5 apartment  
**£5230**

6 apartment  
**£5359**

**Additions and/or deductions will be applied to the base rent depending on the features in your home. More than one can apply.**

### PROPERTY TYPE:



Mid-terrace house  
**PLUS 10%**

End-terraced; semi-detached or detached house  
**PLUS 12.5%**

Ground floor flat at street level  
**MINUS 5%**

### BUILD DATE:



New build since 2005  
**PLUS 20%**



Cottage Flat ("four in a block")  
**PLUS 7.5%**

**GARDEN:**  
Large garden  
**PLUS 7.5%**

Medium garden  
**PLUS 5%**

Small garden  
**PLUS 2.5%.**

**SPACE STANDARDS:**  
Single Bedroom  
**MINUS 2.5%**

Small kitchen space  
**MINUS 5%.**

Dining Kitchen  
**PLUS 2.5%**

**Note:** that any service charges are applied in addition to the "net rent" amount above.

### Example weekly rents that would apply (including service charges)

2 apt tenement flat with small kitchen  
**£86.20**

3 apt tenement flat  
**£96.38**

3 apt cottage flat with garden  
**£104.85**

3 apt house with garden  
**£108.85**

3 apt new build since 2005 flat  
**£122.50**

4 apt new build since 2005, house with garden  
**£136.44**

# OUR WIDER ROLE IN THE COMMUNITY

## Meet Laurie Our new Community Development Officer

Our new Community Development Officer, Laurie Duffy joined us this November and will be the main contact for all the Association's wider role and community activities.

Laurie joins us from a similar role at Barrhead Housing Association and brings a wealth of experience – and lots of ideas about how The Association can support the local community.

She has already started meeting with our partners in the area and hopes to meet as many tenants as possible in the coming weeks and months.



## Tenant Forum

The next meeting of Shettleston Housing Association's Tenant Forum will be on Thursday 22nd January 2026 at 6.00pm in the Association's Offices.

Thurs 22nd  
Jan 2026  
at 6pm

This meeting will be focussed on the annual rent consultation and changes to our rent and service charges being proposed.

If you are interested in coming along, please contact Laurie Duffy, Community Development Officer on 0141 763 0511

## Keenagers

### HUGE Shoutout to the Incredible Shettleston Keenagers!

We have some amazing news to share that shows just how much heart and hustle our members have! Since Jean (Chairperson) and Lynne (Secretary) took office on April 2022, the Shettleston Keenagers have achieved some truly phenomenal milestones:

### Making a Difference: Fundraising Success!

Our members have collectively raised OVER £5,210 for various charities which includes Beatson Cancer and The Brain Tumour Charity. This is a massive achievement and proves the incredible generosity of our community. Thank you to everyone who has contributed to these vital causes!



### Caring for Our Planet & Our Club!

We're also proud to be green! We've recycled OVER 4,000 cans and bottles! This hard work has generated OVER £160, which goes straight back into providing provisions for our wonderful Lunch Club!

Every can, every bottle, and every contribution makes a difference—both environmentally and for our lunch tables!

Thank you to every single Keenager for your dedication and community spirit.

You are all amazing!

#ShettlestonKeenagers #CommunityHeroes #FundraisingSuccess #Recycling #Glasgow #Proud

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 it's just for a cup of tea and a chat. If interested, give them a call on 07305655061.

## Drill Hall Pantry Christmas Hours



Last shop: Tuesday 23<sup>rd</sup> December 12-4pm  
Back open: Tuesday 6<sup>th</sup> January 12-4pm



## Oh yes we did!!! 2025 Christmas Pantomime - Pinocchio

Following the huge success of last year's pantomime, the Association again worked with Glasgow Life and Tollcross Housing Association to entertain the kids (big and small!) and spread some early Christmas cheer.



THE PANTRY  
5 Back Causeway,  
Parkhead, G31 5HE  
thepantry@  
parkheadha.org.uk  
0141 473 0460

# HOUSING INVESTMENT

## Property Acquisitions

This year we will be investing more than **£1.2 MILLION** in purchasing existing private homes on the open market. This sum includes more than **£850,000** in grant funding from Glasgow City Council and a contribution of **£437,000** from the Association. This significant investment in our local area will bring up to **11** new social rented homes to the area and help to tackle homelessness in the city.

## Investment Programme

Our capital works programme for 2025/26 is continuing at pace.

The major stonework repairs at Academy Street are now complete. These works have addressed significant defects in the stonework and secured the future of this block. We think you will agree that the block is looking good as new on completion.



More than **100 new fire rated flat entrance doors** have been installed as part of our fire safety upgrades.

In addition, our window contractor CCG has installed **new triple-glazed windows to 49 homes and 3 common closes**, with a further 40 homes due to have this upgrade at the start of next year. These energy efficient windows will help reduce heat loss and keep fuel costs down.

Our replacement kitchen and bathroom programmes are also underway with **120 kitchen replacements** and **45 new bathroom installations** planned before the end of March. Priority for replacement of building components and internal upgrades is generally based on the expected lifespan of each element – 20 years for a kitchen and 30 years for a bathroom. We also take into account the current condition of the element and this is assessed during our regular independent stock condition surveys as well as our own inspections. Our budget setting, based on rental income has a bearing on the number of components we can replace each year and, unfortunately, we may not always be in a position to replace items when planned. On the other hand, we may have to replace a kitchen or bathroom earlier than planned, for example, if these were damaged when a property was returned to us at the end of a tenancy.

## Decarbonisation Pilot Project

We have secured grant funding of just over **£240,000** from the Social Housing Net Zero Heat Fund. This, along with **£250,000** of SHA monies, will be invested in 15 homes in Sandyhills to upgrade the heating systems and install energy efficient air source heat pumps, solar panels and a battery to store generated power. This is an exciting project and a first step on our journey to de-carbonise our homes. Works will be completed in the new year and we expect tenants to reap the benefits of warmer homes and reduced fuel costs. A huge thank you to those tenants involved in this project!



## New homes for rent

We are continuing to explore the option of developing new homes on a site currently owned by Clyde Gateway on Old Shettleston Road. This site has lain vacant for many years and has some complex ground conditions but a feasibility study is underway to assess its suitability for new homes. We are also looking at the possibility of building on the former Telephone Exchange site at Wellshot Road.

**These two sites combined could provide up to 64 new social rented homes.**

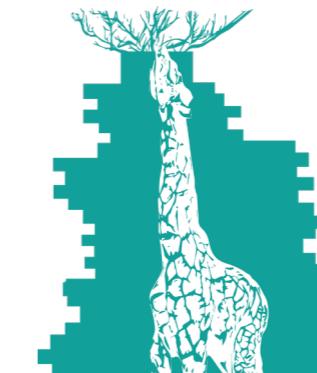
**We hope to be in a position to move forward early next year.**

An opportunity has also arisen to convert an existing ground floor commercial unit on Shettleston Road into **3 social rented homes**. We'll be appointing a development team to take forward this small project in the coming weeks.



## A "Place Plan" for Shettleston

Over the last year or so we have been letting you know about the **Shaping Shettleston process** and the development of the local "Place Plan". The Association contributed its views to this and we encouraged our tenants and other local residents to do the same.



**Shaping Shettleston**

The Place Plan has now been finalised and you can read a copy on our website at [www.shettleston.co.uk](http://www.shettleston.co.uk) It sets out things that can be done to improve the local area and an action plan for moving these forward.

The Shaping Shettleston process was led by FUSE. We were really sorry to hear of the sad passing of FUSE's CEO, **Gerry Baldwin**, recently. Gerry, was a key player in the local community over many years and developed FUSE into the organisation it now is. We worked with him on a range of projects and he will be greatly missed.

**Shettleston Community Centre** has been closed since the onset of COVID in 2020. The Association has the opportunity to become involved in the future use of the former Shettleston Community Centre. We are working out what this might involve and would like to gather some information from our valued community as to how this centre could be best used in the future.



Please use the form below to let us know what you think the centre could be used for and what kind of activity you would attend if positioned within the Shettleston Community Centre.

If you have any questions or further feedback please email [laurie.duffy@shettleston.co.uk](mailto:laurie.duffy@shettleston.co.uk)

# PERFORMANCE

## Complaints Performance

A total of **30 complaints** were received between July and September. The table below summarises our complaints handling performance.

Complaints received July - Sept 2025

30	Total complaints
2	Total complaints upheld
4	Total complaints partially upheld
13	Total complaints resolved
11	Total complaints not upheld



We value all feedback and welcome complaints where we haven't met your expectations. If something hasn't met your expectations, please contact us on 0141 763 0511 or email us at [hello@shettleston.co.uk](mailto:hello@shettleston.co.uk)

## Quarter 2 Performance Highlights

We aim to provide our tenants with the best possible service and our teams continue to deliver strong performance results in key areas. Below is a snapshot from Quarter 2 (July-September 2025).

Total gross rent arrears as % of rent due

**3.02%**  
TARGET 3.80%



Rent collected as % of rent due

**99.52%**  
TARGET 100%



Relet Times

**22.5 days**  
TARGET 18 days



Emergency repairs completed in 4 hours

**100%**  
TARGET 100%



Urgent repairs completed in 3 days

**98.7%**  
TARGET 97.5%



Routine repairs completed in 10 days

**94.7%**  
TARGET 97%





# WINTER WARMER INFORMATION

## KEEPING YOUR HOME WARM, SAFE AND COMFORTABLE THIS WINTER

As the colder months arrive, Shettleston Housing Association wants to ensure all our tenants feel supported, informed, and prepared for winter. This newsletter provides practical advice to help you keep your home warm, manage heating efficiently, reduce condensation, and stay safe during the winter period.

## HEATING YOUR HOME: SIMPLE BUT EFFECTIVE WINTER TIP

### Maintain a steady temperature

- Aim to keep your home between 18 - 21°C.
- Instead of turning heating off completely, keep it on low and steady, especially during very cold weather.
- Sudden temperature drops encourage condensation and dampness.



### Use your heating system efficiently

- Make use of thermostatic radiator valves (TRVs) to control heat room-by-room.
- Avoid drying clothes directly on radiators, as this increases moisture in the air.
- If you use electric heaters, ensure they are safe, tested, and used only, when necessary, as they can be costly to run.



### Bleed radiators if needed

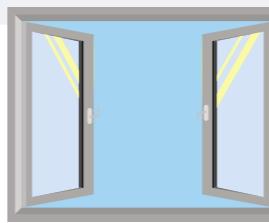
- If a radiator feels cold at the top and warm at the bottom, it may need bled.
- Contact us if you are unsure how to do this safely.



## REDUCING CONDENSATION & PREVENTING DAMP

### Increase ventilation

- Open windows briefly each day, even in winter, to refresh the air.
- Use extractor fans when cooking or showering.
- Keep furniture slightly away from walls to improve air circulation.



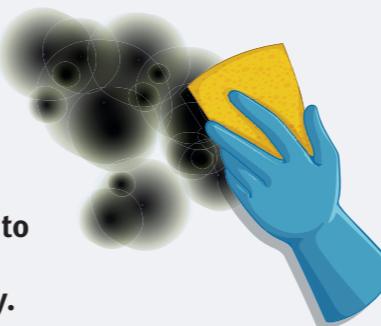
### Reduce moisture

- Cover pots when cooking.
- Dry clothes outdoors when possible or use a drying rack in a well-ventilated room.
- Wipe away condensation on windows and sills each morning.



### Look out for signs of damp

- Mould patches, musty smells, or persistent condensation are early warning signs.
- Report any concerns to Shettleston Housing Association promptly.



## WE'RE HERE TO HELP

If you are struggling with heating costs, worried about your energy usage, or experiencing issues with damp or mould, please contact the Shettleston Housing Association office on 0141 763 0511. Our team is here to support you throughout the winter season.

## DAMP AND MOULD: WHAT TENANTS NEED TO KNOW

Damp and mould can cause damage to your home and affect your health. Here is some practical information to help you identify risks early and prevent damp and mould from developing.

### WHAT CAUSES DAMPNESS?

- **Condensation** – the most common cause, usually from everyday activities such as cooking, showering, and drying clothes indoors.
- **Penetrating damp** – caused by water leaking through walls, roofs, or faulty brickwork.
- **Rising damp** – moisture rising from the ground due to issues with the building structure.
- **Plumbing leaks** – hidden or visible leaks from pipes and appliances.

### HEALTH RISKS

- Mould can trigger allergies, asthma, and respiratory issues.
- Young children, older adults, and people with weakened immune systems are particularly vulnerable.
- Prolonged exposure may lead to persistent coughs, skin irritation, and breathing difficulties.

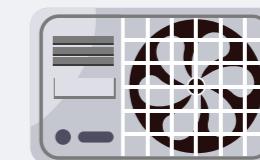
### WHAT TO DO IF YOU SPOT MOULD

- Clean small areas (less than one square metre) using household mould remover or anti-fungal wash. (Do Not Use Bleach)
- Avoid dry brushing mould, as this spreads spores.
- Wear gloves and ensure good ventilation when cleaning.
- Report larger areas or recurring mould to your maintenance or housing officer.

If you are experiencing damp or mould or are concerned about your home's condition, please reach out to us at Shettleston Housing Association on 0141 763 0511. Early intervention is essential to maintaining a safe, healthy living environment.

## HOW TO PREVENT DAMP AND MOULD

### 1. Ventilate your home



- Open windows when cooking or bathing.
- Use extractor fans if available.

### 2. Reduce condensation

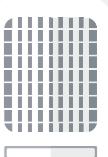


- Keep lids on pans while cooking.

- Dry clothes outside when possible or use a vented tumble dryer.
- Avoid placing furniture directly against external walls.

### 3. Heat your home consistently

- Maintain a steady temperature rather than intermittent heating.
- Keep internal doors open to allow warm air to circulate.



### 4. Manage humidity

- Wipe down condensation on windows and sills each morning.
- In extreme cases, use a dehumidifier if condensation is persistent.



### 5. Report issues early

- Contact Shettleston Housing Association if you notice damp patches, leaks, mould growth, or cold draughts.
- Early reporting prevents worsening conditions and protects your health.

## WE'RE HERE TO HELP

If you are experiencing damp or mould or are concerned about your home's condition, please reach out to us at Shettleston Housing Association on 0141 763 0511. Early intervention is essential to maintaining a safe, healthy living environment.

## 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](http://www.glasgow.gov.uk)

**Office Opening Times**

Mon - Thu 9am - 5pm and Fri 9am - 4pm

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](mailto:sha@shettleston.co.uk)  
Web: [www.shettleston.co.uk](http://www.shettleston.co.uk)

