



shettleston matters

THE NEWSLETTER OF SHETTLESTON HOUSING ASSOCIATION

August 2026

Serving the communities of Shettleston, Springboig, Greenfield and Sandyhills

Summer is certainly here, and I hope you've been able to enjoy the sunshine while keeping cool.

Thanks to everyone who took part in our latest tenant survey (summary of results inside). We are pleased that 92% were satisfied overall with us as their landlord, and that satisfaction with our services has generally improved over the past three years. But we know that there is always room for improvement.

We know that there are real concerns in the community about the condition of the area and about personal safety. We are listening and reflecting on how we can best take on board people's concerns. This organisation exists to help make Shettleston a better place to live. Only certain things are under our control but we firmly believe that by working with you, our residents, as well as the Council and other agencies we can all make a difference. We recently received a lot of comments about how we let our homes. More information inside on this and our planned review of our housing allocations policy.



SHETTLESTON HOUSING ASSOCIATION

Our housing officers and maintenance officers are our key contacts for you on a day-to-day basis: see centre pages for details.

Inside, amongst other news, you'll find important updates about changes to your tenancy rights, including those relating to domestic abuse; progress with our investment programme; the re-launch of our community Hub; our new Tenant Portal and the garden competition.

The Association benefits greatly from our committed and effective Board of Management, and we are looking to recruit new members over the summer. Please let us know if you are interested.

We launched our 50th anniversary celebrations in June and the celebrations will continue with the Community Fun Day on 8th August. I hope to see you there !

Tony Teasdale, CEO

**50TH
Anniversary
GALA**

JOIN US FOR A DAY OF CELEBRATION,
COMMUNITY AND FAMILY FUN!



**SATURDAY
8TH AUGUST**



12PM-4PM



**EASTBANK
ACADEMY**

..... LOTS OF FUN FOR EVERYONE!



Celebrate 50 years with us

The Gala is just one of the ways we're marking 50 years of Shettleston Housing Association. From photography projects to community events, there are lots of ways to get involved and be part of our anniversary celebrations.

**SATURDAY
8th
AUGUST**

Tea Party

The Association kick-started our 50th Anniversary celebrations in style on the 8th June where we hosted a tea party, where we invited our longest serving tenants to enjoy a cup of tea, cakes and the chance to share memories of their time as tenants.

Association Chair Tracey Kernahan said:

“Although a great deal has changed since 1976, some things have remained constant. We are still a locally controlled organisation and our tenants and neighbourhoods remain at the heart of everything we do. It therefore feels right to begin our celebrations with you, some of our longest-serving tenants who have all seen at first-hand how both the community and the Association have evolved over the years. Today's tea party is a small way of saying thank you for your support, your loyalty and for being such an important part of that journey.”



Shettleston Housing Association

is working in partnership with the University of Glasgow to offer Activate, a **FREE** introductory course in **Community Development** for local residents, tenants and community members who want to make a difference in their area.

Running over 13 weeks from August 2026, the course offers a chance to build skills, confidence and knowledge, explore how communities work while connecting with others who are passionate about creating positive change.

No prior knowledge or experience is required, making it a great starting point for anyone interested in getting involved. Activate can also open up pathways into further education, volunteering or employment within the community sector.

ACTIVATE



Community Development Course

FIND OUT MORE:

EMAIL:

laurie.duffy@shettleston.co.uk

TEL: 07581 623 240



Sign Up for the course starting in August

If you are interested, please email laurie.duffy@shettleston.co.uk



Photography Project

As part of our **50th Anniversary celebrations**, we are working with Open Aye to develop a series of photographs to commemorate for 50 years of Shettleston Housing. This project will capture images of tenants, staff, committee members and our wider community, celebrating the people who have shared the Association's journey over the past 50 years. Through a series of portraits and stories, we would like to highlight residents in their homes and neighbourhoods.

Would you be interested in being photographed?
Email laurie.duffy@shettleston.co.uk

Your Tenancy Rights are Changing – IMPORTANT

Your tenancy rights are changing following new government legislation. The changes aim to strengthen tenant protections and improve support for people affected by domestic abuse. They will apply to both existing and new tenants from 1st August with the exception of the Damp and Mould provisions (6th October). We will be writing to you individually about this in more detail shortly.

Succession to Tenancy (if the tenant dies) – the qualifying period that a person wishing to succeed to the tenancy is reducing from 12 months to 6 months

Remember – the qualifying period only begins once we have been notified in writing that you have moved in with the tenant no less than 6 months before their death

**1st August
2026**

Rent Increase Notices – with your prior agreement, annual rent increase notifications may now be issued by email in certain circumstances. We will still provide you with the required notice in line with legal requirements.

**1st August
2026**

Keeping Pets – a new right for Scottish secure tenants to ask for permission to keep a pet. Where permission is requested, we will not unreasonably refuse this.

**1st August
2026**

Damp and Mould – introduces clear timescales for landlords to investigate reports of damp and mould, tell tenants the outcome of the investigation in writing, and begin any necessary repair works. These duties are intended to strengthen existing protections and help ensure that damp and mould are dealt with promptly.

**6th October
2026**

Domestic Abuse – landlords will be granted new powers to help victim-survivors of domestic abuse remain safely in their home where that is appropriate and safe. (further information on page 5)

**1st August
2026**



Support for tenants affected by **DOMESTIC ABUSE**

The Housing (Scotland) Act 2025 also strengthens the focus on the support that social landlords should provide to tenants who have experienced, are experiencing, or may be at risk of domestic abuse. Domestic abuse can include, but is not limited to, physical harm, psychological harm, threatening behaviour, controlling behaviour, coercive behaviour, or behaviour carried out through another person.

In certain circumstances, a social landlord may be able to apply to the court to end the tenancy rights of a tenant (including a joint tenant) who

has behaved abusively and allow the tenancy to be transferred to the victim-survivor. This is intended to reduce the risk that someone experiencing domestic abuse has to leave their home, community, school or support network as a result of the abuse.

The court will decide whether the legal tests are met. Factors include whether the property is the victim-survivor's only or principal home and whether the behaviour meets the legal definition of abusive behaviour. We will consider each case carefully, sensitively and confidentially, and will work with specialist support services where appropriate. **For further information please see our Domestic Abuse Policy (available at www.shettleston.co.uk)**

If you are affected by domestic abuse, or are worried about someone else, you can contact us in confidence on **0141 763 0511**. If there is an immediate risk of harm, you should contact the police or emergency services. Local and national support services are also available.

HOW WE LET OUR HOMES

All housing associations are required to have a Housing Allocations Policy that sets out how we will let vacant homes. We receive more housing applications than the number of available homes, so how these are prioritised is important.

There are a range of legal and regulatory guidelines that we must follow to ensure we are addressing housing needs, treating people fairly and equally and making best use of our housing stock. Housing Association homes are part-funded by the Government and it is a condition of being a Registered Social Landlord (RSL) that we abide by those requirements.

The housing need of each application is assessed with points awarded for e.g: overcrowding or under-occupying current home; medical needs; lacking or sharing facilities and poor quality or insecure accommodation.

Applicants are currently placed in one of four categories. Each year we set targets for the proportion of lets allocated to each group:

- SHA tenants (Transfer applicants) whose circumstances have changed and need to move. **TARGET 20%**
- Direct applicants to our housing list by people without an SHA home. **TARGET 20%**

- Applicants with a medical need to move home (existing tenants or direct applicants): **TARGET 10%**
- People assessed as statutorily homeless by Glasgow City Council and referred to us under Section 5 of the Housing (Scotland) Act 2001 **TARGET 50%**

You can see more about how we let our homes at <https://www.shettleston.co.uk/find-a-home/apply-for-a-home/>

The growth in homelessness in the City after Covid led to the declaration of a “Housing Emergency” and the Council is now requiring a higher proportion of our lets than it did previously. One factor has been an increase in those granted asylum who as a result had to leave Home Office accommodation. But there has also been a more general increase.

We review our Allocations Policy from time to time and will be doing so again in the coming months. Our aim is to meet a balance of housing needs and to help ensure we have a sustainable community. **With the increase in lets to homeless households it is particularly important that we are also able to meet other needs in the local community. More information about how you can have your say on this soon.**

STAFFING UPDATE

In recent weeks we have seen some changes in staffing across the Group.

Our Customer and Community Services Team welcomed Thomas McIlvaney as a Temporary Housing Officer. Thomas is covering the maternity leave of Tammy O’Brien and I’m sure he is already a familiar face to tenants in his patch.

One of our Area Housing Managers, Laura Breeze, moved on to a promoted post in another Association, and we have recently recruited Simon Porteous into the vacancy. Simon was already a Housing Officer within the team and brings a wealth of experience into the role and will be working hard with his team to deliver excellent services to our tenants

Our Property Services Team also welcomed Lauren McKinlay as our new Repairs Assistant replacing Emma Crawford

As part of an ongoing drive to deliver excellent services, Upkeep underwent a restructure and recently welcomed Ross Geddes as Repairs Service Manager. Ross will support the existing team in ensuring the delivery of high-quality and responsive services to the Association’s tenants and other customers.

We wish the best of luck to Laura and Emma and congratulations to everyone in their new roles



Simon Porteous, Lauren McKinlay, Thomas McIlvaney



Ross Geddes

BOARD UPDATE

The Board of Management oversees the work of the Association and takes all strategically important decisions, with advice and support from senior staff.

Since Easter the Board and its sub-committees have considered and taken decisions on:

- The findings of the 2026 tenant and resident satisfaction surveys.
- The Annual Board Review and 2026 Board Development Plan
- Our Annual Return on the Charter (ARC) to the Scottish Housing Regulator.
- 2026 Business Plans and budgets for our subsidiary companies: Upkeep and East End Housing Development Company.
- Estate caretaking services improvement plan.
- Tenant Engagement Plan 2026/27
- Appointment of Cameron Audit as our new Internal Auditors
- Draft audited Annual Accounts for 2025/26
- New policies on Fire safety for domestic properties; Asbestos Management; Legionella; Domestic Abuse; Employment Probation periods and Use of Generative AI.

A copy of the Minute of meetings can be viewed at www.shettleston.co.uk/documents.

INTERESTED IN BECOMING A BOARD MEMBER?

All Board Members are volunteers, giving up their own time. Most live in the local area and are elected by the members of the Association. Being a Board Member is a responsible position and requires a real commitment of time and effort. **However, most Members really enjoy the experience. It's an opportunity to make a difference for the community and can be a great way to learn and develop new skills.**

All applications are welcome.

We are always keen to recruit Association tenants and to ensure that all parts of the community are represented - including younger people and those from a minority ethnic background.

This year we are also particularly looking for people with relevant skills/experience in:

Charity finance



ICT/digitalisation



communications/social media.



For an informal chat about Board Membership please contact Tony Teasdale (CEO) or Jo Farren (Corporate Services Manager) or come along to the **information session we are holding in our office on Monday 3rd August at 6.30 pm**. This will also be an opportunity to meet our Chair and other Board Members. **Please let us know in advance if you are thinking of coming.**

ANNUAL GENERAL MEETING (AGM)

Our AGM for Association members will be held in the Association's office on **Tuesday 22nd September at 6pm**.



TENANT SATISFACTION SURVEY

Our latest full tenant and owner satisfaction surveys were recently carried out on our behalf by an independent organisation called **The Knowledge Partnership**. Thank you to everyone who took the time to complete the survey – mainly carried out in person but also by telephone and post in some cases.

For Shettleston Housing Association tenants, a total of **985 tenants responded to the survey** (42.6% of available tenants)

All Associations are required to survey their tenants at least every three years with our last survey being completed in 2023. Our latest results have been reported in our Annual Return on the Charter (ARC) and will be included in our Annual Report to be published later this year.

Highlights

Indicator	SHA 2023	SHA 2026
Satisfaction with overall service	87.0%	91.6%
Satisfaction about keeping you informed about decisions and services	91.2%	97.5%
Satisfaction with opportunities to participate in SHA's decision-making	79.8%	91.7%
Satisfaction with quality of your home	86.2%	87.5%
Satisfaction with repairs service (if repair carried out in last year)	87.6%	92.5%
Satisfaction with SHA's contribution to the management of the area	85.6%	92.5%
To what extent does your rent represent value for money	73.1%	76.8%

The Knowledge Partnership came along and presented our results to our Tenant Forum members at their meeting on the 4th June and there was some really good discussion and feedback on areas we could focus on to further improve services.

Staff used this feedback alongside the survey results to inform an improvement plan which was presented to our Board of Management.

Key Improvement Themes

Communication – it is important that we keep our customers informed if there are any delays or disruption to services provided (this includes repairs, caretaking services and general enquiries.)

The Physical Environment – particularly in stock receiving close cleaning, landscaping or bulk uplift services – provided on our behalf by Upkeep.

Improving the Physical Environment

As part of our ongoing drive to improve services we want our teams to be visible in our areas and to work closely with residents to improve the condition of common areas and to identify, and address, specific challenges in their patch. Housing Officers will be working closely with colleagues in Upkeep and/or Glasgow City Council to improve the overall condition of common area.

We will also be making use of our new IT system, Homemaster, to streamline how we collect and analyse the findings from Housing Officer inspections. We will also use this to better communicate with our colleagues in Upkeep where there has been a delay in service delivery, or where they have identified issues when carrying out their work that requires Housing Officer intervention. This could include contaminated recycling bins or bulk within closes.

Housing Officers will also begin to give advance notice of at least one morning or afternoon per month where they will be in your area and to give residents the opportunity to raise issues they may have directly with them – of course, they are out and about much more regularly than this.

Tenant Forum

Come join us at our next Tenant Forum in the Association offices on Thursday 20th August 2026 at 6pm.

You will have the opportunity to talk to Association staff about the things that matter to you and to help influence how we deliver our services.

If you are interested in coming along, please contact Laurie Duffy on 07581623240 or laurie.duffy@shettleston.co.uk



HOUSING OFFICER PATCHES

Tenants can contact their local Housing Officer for a wide range of housing-related matters which includes; advice and support with tenancy issues, rent enquiries and arrears, reporting anti-social behaviour or neighbour disputes, seeking assistance with welfare benefits and financial inclusion. Housing Officers should also be contacted in relation to the visual appearance of your local area from stair cleaning, bulky uplifts, recycling and waste management and wider in relation to liaising with colleagues in Glasgow City Council about dog fouling, graffiti and fly tipping, to help improve your Neighbourhood.

Antonia Adams

4 - 71..... Darleith Street
22 - 92 Denbeck Street
43 - 93 Denbeck Street
1 - 9. Fernan Gardens (over 55's)
16 Fernan Street
31 - 61 Fernan Street
34 - 84 Kenmore Street
37 - 83..... Kenmore Street
1 - 2..... Ram Street
3 - 23 Ram Street (over 55's)
765 - 925 Shettleston Road
20..... Wellshot Road
45 - 79..... Wellshot Road

Lorraine Muir

4 - 74..... Cobinshaw Street
2 - 10..... Cockenzie Street
19 - 29..... Cockenzie Street
30 - 98 Cockenzie Street
33 - 155 Cockenzie Street
106 - 150 Cockenzie Street
17 Eskbank Street
5 - 31..... Kirknewton Street
40 - 100.. Old Shettleston Road
150 - 300 Old Shettleston Road

Allyson Fraser

58 - 130 Budhill Avenue
5 - 57 Castlelaw Gardens
4 - 32 Castlelaw Street
1 - 17 Colinton Place
113 - 132 Eskbank Street
1 - 36 Glen Avenue
3 - 63 Glen Road
8 - 47 Greenfield Avenue
7 Greenfield Place
4 - 90 Greenfield Road
13 - 17 Hallhill Road
3 - 41 Hermiston Avenue
6 - 16 Hermiston Place
3 - 133 Hermiston Road
2 - 137 Hollowglen Road
42 - 60 Kirknewton Street
9 - 83 Springboiag Road
9 - 62 ... Threestonehill Avenue
12 Warriston Place

Cheryl Lochran

4 - 16..... Academy Street
12 - 38..... Glen Ogle Street
41 - 45..... Glen Ogle Street
1 - 19 Killin Drive
52 Killin Street
3 - 17 Loch Achray Gardens
11 - 51..... Loch Achray Street
30 - 72..... Loch Achray Street
40 - 52 Loch Laidon Street
21 - 59 Lochay Street
8 - 16 Meadowwell Street
934 - 950..... Shettleston Road
1008 - 1098 .. Shettleston Road
1107 Shettleston Road
1118 - 1196.... Shettleston Road
1204 - 1296 .. Shettleston Road
1304 - 1392... Shettleston Road
1441 - 1473 ... Shettleston Road
1515 - 1539.... Shettleston Road

Andrea Mullen

6 - 38 Ardgay Place
73 - 144 Ardgay Street
31 - 60..... Balintore Street
6 - 40 Cullen Street
15 - 176..... Culrain Street
5 - 7..... Dalness Passage
70 - 85..... Dalton Street
70 - 74 Easdale Drive
9 - 25 Eckford Street
1 - 41..... Fendoch Street
1 - 55 Gilmerton Street
51 - 139..... Glenalmond Street
1 - 36..... Glenturret Street
142 - 210 Muiryard Drive
4 - 40 Ochil Place
30 - 80 Ochil Street
64..... Pettigrew Street
73 - 89.... South Chester Street
1 - 15 St Mark Court
20 - 30 Strathord Street

Rosemary Cairns

9..... Annick Street
3 - 9 Ardholm Street
31 - 51 Ardholm Street
36..... Cobinshaw Street
2 - 76 Cockenzie Street
105 Cockenzie Street
32..... Denbeck Street
4 - 54 Etive Street
55 Etive Street
7 - 9 Fenella Street
5 - 45..... McNair Street
16 - 46..... McNair Street
336 - 372 Old Shettleston Road
450 - 592 Old Shettleston Road
765 - 1151 Shettleston Road
1251 - 1531.... Shettleston Road
1269 - 1278... Shettleston Road
4 - 62 Vesalius Street
33 - 73 Vesalius Street

MAINTENANCE OFFICER PATCHES

Our Maintenance Officers look after the fabric of our homes, including common areas and building services. Contact them to discuss any issues or concerns you have about repairs, dampness, the condition of your property or shared spaces. They can also provide advice and guidance on how to get the best from your heating and ventilation systems and review any minor work you may want to undertake in your home.

Tammy O'Brien/Thomas McIlvaney

57 - 77 Anstruther Street
7 - 25..... Blair Street
16 - 22..... Blair Street
6..... Denbrae Street
1 - 31 Edrom Path *RH
2 - 32 Edrom Path *RH
85..... Elvan Street
40..... Enterkin Street
18 - 22..... Hillview Street
577 - 731..... Shettleston Road
578 - 862..... Shettleston Road
862A..... Shettleston Road *RH
3 - 15 St Mark Street
50 - 68 St Mark Street
100 Wellshot Road

Simon Porteous

7 - 85..... Amulree Street
61 - 131..... Balintore Street
62 - 116 Balintore Street
14 - 46..... Glenalmond Street
23 - 47..... Glenalmond Street
2 - 6 Orbiston Gardens
66 - 88 Pettigrew Street
81 - 89..... Pettigrew Street

Amber Markson

57 - 77 Anstruther Street
7 - 25..... Blair Street
16 - 22..... Blair Street
4 - 71..... Darleith Street
22 - 92 Denbeck Street
43 - 93 Denbeck Street
6..... Denbrae Street
1 - 32..... Edrom Path
85..... Elvan Street
40..... Enterkin Street
1 - 9..... Fernan Gardens
2 - 8 Fernan Gardens
16 Fernan Street
31 - 61 Fernan Street
18 - 22..... Hillview Street
34 - 84 Kenmore Street
37 - 83..... Kenmore Street
1 - 23..... Ram Street
2 - 22 Ram Street
577 - 991..... Shettleston Road
3 - 68 St Mark Street
20..... Wellshot Road
45 - 100 Wellshot Road

Alex Murphy

4 - 16..... Academy Street
9..... Annick Street
3 - 51..... Ardhorn Street
4 - 54 Etive Street
45 - 55..... Etive Street
7 - 9 Fenella Street
16 - 45..... Glen Ogle Street
1 - 19 Killin Drive
52..... Killin Street
3 - 17..... Loch Achray Gardens
11 - 52 Loch Achray Street
21 - 59 Lochay Street
5 - 46 McNair Street
8 - 16 Meadowwell Street
336 - 592 Old Shettleston Road
934 - 950..... Shettleston Road
1008 - 1392 .. Shettleston Road
1097 - 1539 ... Shettleston Road
4 - 73..... Vesalius Street
42 - 62 Vesalius Street
40 - 52 Loch Laidon Stree

Aileen Wilson

7 - 85..... Amulree Street
6 - 38 Ardgay Place
73 - 144 Ardgay Street
31 - 131..... Balintore Street
6 - 40 Cullen Street
15 - 176..... Culrain Street
5 - 7..... Dalness Passage
70 - 85..... Dalton Street
70 - 74 Easdale Drive
9 - 25 Eckford Street
1 - 41 Fendoch Street
1 - 55 Gilmerton Street
14 - 139 Glenalmond Street
1 - 36..... Glenturret Street
142 - 210 Muiryard Drive
4 - 40 Ochil Place
30 - 80 Ochil Street
2 - 6 Orbiston Gardens
81 - 219 Pettigrew Street
3 - 89 South Chester Street
1 - 15 St Mark Court
30..... Strathord Street

Stevie Coyle

58 - 130 Budhill Avenue
5 - 57..... Castlelaw Gardens
4 - 32 Castlelaw Street
4 - 74..... Cobinshaw Street
2 - 98 Cockenzie Street
19 - 155..... Cockenzie Street
1 - 17 Colinton Place
17 Eskbank Street
113 - 132 Eskbank Street
1 - 36..... Glen Avenue
3 - 63 Glen Road
8 - 47 Greenfield Avenue
7..... Greenfield Place
4 - 90 Greenfield Road
13 - 17 Hallhill Road
3 - 41..... Hermiston Avenue
6 - 16..... Hermiston Place
3 - 133 Hermiston Road
2 - 137 Hollowglen Road
5 - 60 Kirknewton Street
40 - 300 . Old Shettleston Road
9 - 83 Springboig Road
9 - 62 Threestonehill Avenue
12 Warriston Place

KEEPING YOU SAFE - POLICY UPDATES

We have recently updated our policies on how we manage Legionella and Asbestos risk within our homes.

Legionella

Legionella is a bacteria that can develop if water is left standing or is not kept at the correct temperature. Each year we carry out inspections of any water storage tanks in our properties to ensure the tanks are clean and the water is safe for tenants. If there is a tank in your home you will be contacted by our contractor to arrange access to complete this essential inspection and we are grateful for your continued co-operation in providing access.

You can also take action yourself to minimise the low risk of legionella bacteria forming in pipework in your home. If you are away longer than 2 weeks water lying in pipework can become stagnant. Before you have a bath or shower run the taps and showers for 5-10 minutes to flush fresh water through the pipes. This will clear any stale water from the system and keep your water healthy.

Our updated Legionella and Asbestos Management Policies can be found on our Website.

Asbestos Information

Some properties that were built before 2000 may contain small amounts of asbestos materials in pipework, flooring tiles or artex. Before we re-let our properties, any material we feel could contain asbestos is checked by a specialist contractor so that we know if asbestos is present and, if so, that it remains in good condition and has not been damaged. We remove any materials of concern before the house is occupied. It is important to remember that asbestos doesn't pose any health risk if it is in good condition and is not disturbed.

If you have any concerns about materials in your home or are looking to undertake any alteration works please contact us and we will be happy to provide advice and guidance on how to deal with this.

INVESTMENT NEWS

Decarbonisation Project

We're delighted to report that we have recently completed a small project to install air source heat pumps at 15 homes in Sandyhills.

These works involved replacing the existing gas fired boilers with **low carbon air source heat pumps**. Each home has also had solar panels installed on the roof with a battery pack that stores the electricity generated so that this 'free' energy can be used when it is needed to power the heat pump. **These works have significantly improved the energy efficiency of the homes**, with all now meeting and Energy Performance rating of Band A or B. Early feedback from tenants has been positive with many reporting a reduction in fuel costs and finding the systems easy to operate. We do appreciate that the works were fairly disruptive and we are extremely grateful for the patience and co-operation of tenants and their families while we completed this important project.

This decarbonisation project was a small step in our journey towards reducing the carbon emissions from our homes and, with tenants' help, we will be monitoring the performance of the systems and impact on comfort and energy

costs over the next 12 months before assessing whether we should consider rolling it out across other similar properties. We were able to complete the project at this time as **we secured just over £250,000 in grant funding** from the Social Housing Net Zero Heat Fund to help towards the cost of works, with the Association meeting the remaining £212,000 costs.

Mr & Mrs Bonnar of Eckford Street had the new system installed in May. Mr Bonnar said

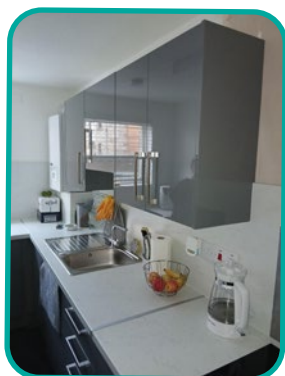
“I've had absolutely no issues moving over onto this new system and am saving some money on the electricity just now with it being so sunny. I have noticed a difference in my energy bills.”





Our £2.8m investment programme for this year is starting to pick up pace.

Kitchen and bathroom installations are underway and our programme of flat entry door replacements will begin in August. We expect to appoint a contractor to install new windows and common windows in the next couple of weeks and these works will be carried out in the autumn.



Over the past few months we have been working with a contractor to develop proposals to convert a former commercial building on Shettleston Road into flats. This project could provide an additional 3 flats for social rent, along with some improvements to the existing back court area and we hope to be able to share design proposals in our next newsletter.

We have also been working on outline proposals for **2 potential newbuild developments in the area.** Designs are at a very early stage as we assess site capacity and establish high level costs for the projects. While we are keen to build more homes we need to ensure that investing in new developments is affordable for us and doesn't impact our ability to improve and maintain existing homes. A full viability assessment will be completed for each project before our Board considers whether to take them forward and we will provide more information as these schemes are progressed.

Acquisitions

We're pleased to advise that grant funding is available again this year from the Council to help housing associations purchase private homes to let these to social rented properties.

Please spread the word... if you know someone who is thinking of selling their home in our area ask if they would consider selling to the Association. They can contact us on 01417630511 to find out more. We're particularly keen to acquire more family homes this year to meet the growing demand.



WHAT IS AN EMERGENCY REPAIR?

Emergency repairs are issues that could cause danger to health, resident safety or serious damage to the property. Examples of emergencies include:

- No electricity
- Exposed electrical wires
- No water
- Choked WC
- Cistern not flushing (where elderly, disabled or child in house and this is the only WC within the house)
- Broken window (broken all the way through or glass unsafe)
- No access to house (this will be recharged if keys lost or stolen)
- Flooding
- Loose roof tiles, where there is a danger of tiles falling from the roof

Where possible, emergency repairs should be reported to the office during working hours but can also be reported to our out-of-hours service when the office is closed on 08082 026 565. Please provide as much information as possible when reporting the issue so that our contractor can deal with it effectively. Also, make sure someone will be at the property to allow access.

Our contractor will attend to an emergency repair call within 4 hours. Please remember that this is a response time during which the contractor will **attend your home and make the area safe.** Follow up repairs will generally be required in the next working days and we will arrange access directly with you for this.

Although a breakdown of heating or hot water is not an emergency we do generally try to attend within our emergency 4 hour target. If we are unable to repair the fault during that visit we will offer temporary heaters until the issue is resolved.

OUR COMMUNITY

Introducing the Shettleston Hub at 981 Shettleston Road

The Shettleston Hub relaunched on Friday 10th July with an Open Day event which was a great success! The Halliday Foundation provided a breakfast spread of morning rolls alongside some lovely pastries donated by Nans. We had partners join us from across Shettleston including Fuse Youth Cafe and Say Women who provided some mindfulness activities. It was a great day to commemorate the launch of a regular programme of activity within the Hub.

A huge thank you to our Upkeep colleagues whose help was essential in getting the Hub ready and looking so good!



It's all go at the Growing Project. Katy Coats was recently appointed as the new Project Co-ordinator and says:

"It's been a busy month first month. I've spent a lot of my time getting to know the volunteers, plot holders and project partners whilst working to strengthen the project for the future.

Together we have carried out a major site clear-up, begun improving growing spaces and communal areas, welcomed new faces to the garden and expanded our volunteering opportunities. In addition to this we've still been running our regular wellbeing sessions and activities and developing these further to ensure they offer even more opportunities for learning, skill development and community connection.

There is lots more planned over the coming months and I'm excited to continue to develop a welcoming, thriving space where people can connect, learn and grow together."

The Growing Project is located at 68 Eckford Street. Katy can be contacted at Katy@shettlestongrowing.org.uk.



New Activity!



Say Women

Fortnightly from 22nd July, SAY Women will be running wellbeing workshops for young women aged 16-25 **from 9:30-11am**. This is a free series of workshops and there is no need to book, just bring yourself! **For more information, please email community@say-women.co.uk**

Glasgow Life: Move Well

From **Monday 20th of July from 1pm**, Glasgow Life will be starting their weekly Move Well Programme.

Move Well Activity Classes consist of easy movements that help build your strength, balance and coordination. Exercises can be adapted to be delivered using a chair or progressed to unsupported activities if you fancy a challenge!

These sessions will promote a safe and support environment for people of all fitness levels including those who may be less mobile or new to exercise. Just show up on the day to take part!

For more information, please email livewell@glasgowlife.org.uk

Arts & Crafts with Steph Davidson

Weekly from Thursday 30th July, join professional artist Steph Davidson for arts and crafts from 2pm - 4pm. These sessions are for adults of all ages and abilities, and all materials will be provided. From textiles, drawing and painting to collage and mosaic, you will have the opportunity to get stuck into all types of mediums. No need to book!

If you would like more information, please email laurie.duffy@shettleston.co.uk

Commonwealth Games

On Saturday 11th July, in celebration for the Commonwealth Games returning to Glasgow, The Keenagers held their 'Welcome to Shettleston' Event. Participants were treated to some Scottish favourites such as stovies, tablet and Irn Bru as well as some storytelling and music. What a great day!



**commonwealth
games**
GLASGOW 2026

Keenagers Update

*"The Keenagers have been busy the past few months! The Corra Foundation granted us **£3000** for 3 trips away across the year. So far, we have visited Largs and most recently we made our way to Saltcoats. We had a wonderful lunch and plenty of laughs."*

Hugh McIntosh

**In the meantime,
if you are over
55 and keen to
join call Lynne on
07305 655061.**



SHETTLESTON MEN'S SHED



Men's Shed is a friendly, relaxed space for men aged 18+ to meet new people, learn and share skills and enjoy a chat over a cuppa

What you'll get up to:

- Woodworking
- Skill Development
- Social Connection
- Away Days
- Repairing and upcycling items
- Tea and coffee
- Feel part of a community

JOIN THE MEN'S SHED!

OPEN: 1pm - 4pm
Wednesday & Friday

CONTACT:
shettlestonmensheds@outlook.com

LOCATION:

**647
SHETTLESTON
ROAD**

The Shettleston Men's Shed – New Members Wanted!

Are you looking for a friendly space to meet new people and share skills? The Shettleston Men's Shed are looking for new members!

Pop into the space at 647 Shettleston Road on either Wednesday's or Fridays from 1:30-4pm to find out more or email shettlestonmensheds@outlook.com

**NEW
MEMBERS
WANTED!**



The Drill Hall Pantry

The Drill Hall Pantry at 5 Back Causeway is available to Shettleston HA tenants and is open on Tuesday, Wednesday and Thursdays from 12pm. The Pantry provides fresh and nutritional food at a significantly subsidised rate. When you visit the Pantry you can choose from fresh, frozen and tinned produce. The Pantry is open to residents of Parkhead and Shettleston. If this is something you would like further information on, please email laurie.duffy@shettleston.co.uk or call **07581 623 240**



Garden Competition

It's that time of year where the sun is shining (hopefully!) and the grass is growing. We know we have some real green-fingered tenants who really go the extra mile in keeping their gardens looking great. To recognise this, we will be running our garden competition again this year with three categories

**Best Individual
Garden**

Best Shared Space

**Most Creative/
Imaginative Garden**

Our Housing Officers will be keeping their eyes peeled when they are out and about or if you would like to nominate your neighbour (or yourself) please speak to your Housing Officer.

**Nominations
now open!**



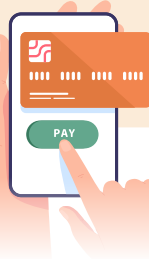
Tenant Portal

We have recently changed our Housing Management System (HMS) to Homemaster.

As part of this move, we have also launched a new online portal for customers to access their accounts online. You can use the MyHome platform to manage your account including:



checking the balance of your
rent/factoring account and check
transactions



Make Payments



Report a Repair

You can sign up easily online at www.shettleston.co.uk or if you need assistance, please contact us on 0141 7630511 and a member of our team would be happy to assist you.

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 are 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

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

Web: www.shettleston.co.uk

