

GOVANHILL NEWSLETTER



The Newsletter of Govanhill Housing Association

Winter 2019

Winter is Awards Season at the Association as Hard Work is Recognised



As the year comes to an end, we are pleased to celebrate award wins and nominations in our community. From hard working members of staff, to invaluable community leaders we are pleased to see hard work recognised in this way (continued pages 2 and 3).

Amra Nazim Wins Happy to Translate Star Individual Award for Inclusive Communication

At a ceremony which took place in October, Amra Nazim was named Happy to Translate's 'Star Individual' for her contribution to promoting and embedding the GOSIP service within the organisation. The GOSIP service aims to prevent social exclusion by delivering an outreach service that encourages increased, effective communication with black and ethnic minority communities in the Govanhill area.

Amra joined the Association as an Outreach Worker in

2000 and ensures that around 1800 enquiries are responded to each year. Amra is an outstanding member of staff who provides advice and support in a friendly, caring and calm way. Amra was instrumental in setting up the Minority Ethnic Resident Empowerment Group MERGE and is key to its ongoing success.

A well-deserved win for someone at the forefront of breaking down language barriers. Congratulations Amra!

Festive Opening Hours

The Association offices will close for the festive period at **2.30pm on Tuesday the 24th of December**, and re-open at **9am on Monday the 30th of December**. The offices will be closed for New Year at 2.30pm on the 31st of December and will re-open at 9am on Monday the 6th of January.

During the office closures please call **0370 191 0006** for all internal repairs except heating and hot water. For out of hours central heating and hot water repairs including roofing problems and leaks please call **0141 552 8647** for assistance.



Awards Season at Govanhill Housing Association!

Govanhill Tenants Shortlisted for Prestigious Evening Times Award

Three inspiring members of the Govanhill community were shortlisted for the Evening Times Community Champion Awards.

Graham Steel from the Govanhill community Garden group was shortlisted for his commitment to growing and improving the Govanhill Community Garden.

Dagmar Srajbrova was nominated for her commitment to volunteering, through Digipals and the Library and the Community Development Trust.

Calina Toqir

was also nominated in recognition of her role as a bridge between the local Roma community and public services and encouraging the take up of English classes.

Congratulations to all three community members for their hard work!



Pillars of the Community: Govanhill Community Development Trust Volunteers Interviewed for BBC Radio

Following their nomination as community champions, Calina and Dagmar were interviewed for a BBC Radio documentary about women who play a vital and often un-recognised role within their community. The interviews are expected to be broadcast in the new year; follow the GCDT Facebook page for more updates.



Victoria Road New-Build Nominated for Architecture Prize

Collective Architecture, the designers of the Association's most recent new build development on the corner of Victoria Road and Butterbiggins Road were shortlisted for a Glasgow Institute of Architecture award in the Residential Category. Congratulations to John McCall Architects who won the prize in this category for their development at Maryhill Locks.



Community Award Winners 2019

Merrylee

Good neighbour Award Winners

This year there were three awards for the Good Neighbour Award, all well-deserved – congratulations!

Eileen Patterson was nominated by a neighbour for being a good helpful friend.

Susie Heywood was nominated for her role in organising the Streetplay event on Elrig Road which has been a great success and has really brought the community together.

Paul Watts was nominated in recognition of his supportive role during a neighbour's hospital stay.

Garden Competition

Front garden

- | | |
|-----------|------------------------|
| 1st prize | Mr & Mrs Cummings |
| 2nd prize | Neil McGinley |
| 3rd prize | Mr & Mrs Joe Callaghan |

Veranda

- | | |
|-----------|--------------------|
| 1st prize | Rae Stevenson |
| 2nd | Elizabeth Staunton |
| 3rd | Ms Dalzell |

Special mention

Ian Paterson

Govanhill

Good Neighbours

This year the good neighbour award went to the Butterbiggins Road New Build group who have come together to organise social events and generally build a sense of community in our new development.

Garden Competition

Front gardens

- | | |
|-----|-----------------|
| 1st | Mr E McCann |
| 2nd | Mr M Qadri |
| 3rd | Mrs S Findlater |

Back gardens

- | | |
|-----|--------------|
| 1st | Mr G Steele |
| 2nd | Ms F. Jordan |
| 3rd | Ms L Jones |

Congratulations to all our Community Award Winners!

Important Info for Tenants

All Change in Housing Management: You may have a new Housing Officer!

Your housing officer is the person to contact with any issues in relation to your tenancy whether that's a housing transfer request, anti-social behaviour concerns or issues connected to estate management such as close cleaning or backcourt maintenance.

As a result of changes within our team, you may have a new Housing Officer and Housing Assistant.

All the addresses for the relevant Housing Officers, along with their contact details are included below.

We also welcome Avril Stewart our new Housing Services manager. Avril joined the Association earlier this year on an interim basis and has now been recruited to the post of Housing Services Manager.

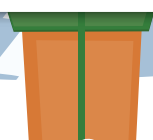


Avril Stewart



Dave Sherwood and Sima Moradi now cover patches in North West Govanhill with a few addresses in other areas.

- Aikenhead Road: 232-260, 420, 432, 434
- Allison Street: 417- 491
- Bankhall Street: 3, 11, 41
- Batson Street
- Butterbiggins Road: 180, 190, 200
- Calder Street: 6, 248, 256, 265, 352, 366, 372, 374, 386, 390, 398, 406
- Carfin Street
- Cathcart Road: 382- 564
- Coplaw Street: 142 - 152
- Daisy Street: 5- 17
- Dixon Avenue: 16, 20
- Govanhill Street: 9, 13, 15, 59- 72, 78, 84, 90, 96, 186-204
- Hickman Street: 2- 48, 52, 56, 101, 107, 111, 121, 133, 135
- Hickman Terrace
- Hollybrook Street: 1-134
- Inglefield Street: 65, 67, 71, 73, 79, 81, 83, 85, 93, 95, 111, 113
- Jamieson Path
- Jamison Court
- Jamieson Street
- Nursery Street
- Preston Street
- Seath Street: 7, 11, 15, 19, 21
- Bennan Square
- Brereton Street





Philip Smith and Tahira Naveed cover South East Govanhill and Merrylee.

Govanhill

- Aikenhead Road: 268- 384
- Allison Street: 309- 414, and 422, 424
- Bankhall Street: all except 3, 11, 41
- Boyd Street
- Calder Street: 339, 345, 351, 357, 363, 369, 375, 381, 387
- Cathcart Road: 574-665
- Daisy Street: 27, 65
- Dixon Road
- Dixon Avenue: 83, 87, 91
- Govanhill Street: 73, 79, 81, 85, 89, 93, 97, 348- 380
- Hickman Street: 51, 57- 87, 102, 114, 120, 126, 132, 138, 144

- Hollybrook Street: 201-258
- Riccarton Street
- Seath Street: 8, 12, 16, 20, 24, 28

Merrylee

- Ashmore Road
- Ashmore Crescent
- Burrelton Road
- Cherrybank Road
- Friarton Road
- Glasserton Place
- Glasserton Road
- Merrylee Road
- Muirsketh Crescent
- Muirsketh Place
- Muirsketh Road
- Newlands Road



Debbie McNally and Patricia Moran now cover a range of addresses in Govanhill, see below.

- | | |
|-----------------------------------|--------------------------------------------------------------------------|
| • Annandale Street | • Garturk Street |
| • Annette Street: 1, 3, 5, 31, 43 | • Govanhill Street: 4, 10, 16, 22, 28, 42, 60 |
| • Ardbeg Street | • Inglefield Street: 48, 54, 60, 74, 78, 80, 82, 114, 118, 120, 122, 124 |
| • Ascog Street | • Langside Road |
| • Bowman Street: 99 | • South Annandale Street |
| • Butterbiggin Road: 100 - 170 | • Victoria Road |
| • Calder Street: 165 - 224 | • Westmoreland Street: 40 |
| • Coplaw Street: 76 - 141 | |
| • Coplaw Court | |
| • Cuthbertson Street | |
| • Daisy Street: 30- 40 | |
| • Dixon Avenue: 9, 57, 75 | |



Katy Bridgestock and Tracy Doncaster will continue to cover South West Govanhill

This includes

- Annette Street: 8-30 and 34,40,44
- Calder Street: 132, 138, 146, 152, 168, 174, 182
- Dixon Avenue: 29 - 53
- Langside Road: 175- 279
- Westmoreland Street: 3- 77 (except 40)
- Allison Street: 141-299
- Bowman Street: 119
- Garturk Street: 19

Rent Restructure Update

As you may be aware, the Association is currently undergoing a rent restructure process with the help of external consultants Arneil Johnston. The reason for this review is to ensure that the Association is confident that our method for calculating rent is based on fair principles, and that the rents we charge offer value for money for tenants, whilst also ensuring the Association can continue to deliver vital services.

In June this year all tenants were asked to fill in a survey to gather their views, and 5 groups of tenants took part in focus groups during late August and September. Some of the results of this survey are included below.

This information is being considered by the Management Committee who will use the feedback to inform the rent restructure process as they consider different models for rent setting.

A decision on the revised rent setting method will be made in early 2020 by the Management Committee.

Your Views on Rent Levels

71%

said that one rent policy should be applied across all properties

73%

agreed that properties which have similar characteristics (like number of bedrooms) should have similar rents

73%

said that rent should vary as a result of the layout of a property

77%

agreed that service charges should be included in the main rent charge

66%

thought that any changes should be phased in gradually, where 34% said that any changes should be applied in one go.

New Scottish Benefits for Parents: Know Your Entitlements

The Scottish Government has introduced a range of benefits aimed to assist parents/guardians with children. These changes re-place the existing maternity grant previously administered by the UK Department of Work and Pensions (DWP). The new payments detailed below are administered by the newly created Scottish Social Security Agency.

These new entitlements include:

The Best Start Grant: Baby and Pregnancy Payment

This can be claimed after the 24th week of pregnancy and up until 6 months after the child is born. Depending on the circumstances the payments are £600/£300.

Early Learning Payment: a payment of £250 paid for each child between the age of 2 and 3 ½ years.

School Age Payment: a payment of £250 paid to each child at or around the time the child is due to start school.

Do you Qualify?

To qualify for the above payments, the person responsible for each child must be in receipt of one of the following benefits –

- Universal Credit
- Income based Jobseekers allowance
- Income related employment and support allowance
- Income support
- Housing benefit
- Child tax credit
- Working tax credit

Applications can be made online via the Scottish Social Security Agency's website or alternatively with the assistance of the Housing Association's staff.

Struggling with your rent? We are here to help

The additional cost of Christmas, as well as fuel costs and other household expenses can make this time of year difficult for many.

If you are worried about falling into rent arrears over the Christmas period, please contact us as soon as possible.

We have a dedicated Welfare Rights Team who can help ensure that you are claiming everything that you are entitled to.

If you need help or advice, please contact a member of our rents team on one of the numbers below.

- Sandra Murray on 0141 636 2141
- Judith Rennie on 0141 636 3653
- Avril White on 0141 636 3653

Don't leave it till it is too late, the earlier you seek help the better.

New Year, New

Beat the January blues by getting

The end of a year (and the decade!) and the start of a new one, is the ideal time to think about any changes we want to make, whether these are changes to improve our own lives or our community.

Evidence shows that doing good for others has a positive effect on our own happiness and well-being and that getting involved can reduce feelings of loneliness and isolation.

There are plenty of ways to get involved in something new, gain skills, and give back to the community.

Skill yourself up to stand for Committee with a short course on Housing Associations

Do you ever think: 'I've lived in Govanhill / Merrylee for a while. I want to do something for the community, perhaps I could stand for the Housing Association management committee but.....

I don't know much about Housing Associations

Everyone else will be experts

I won't understand the jargon

I might be out of my depth....

Don't worry!

We are offering a short 4 session introductory course on Housing Associations, the role of their management committees, and some relevant rules and regulations. We'll get you up to speed

with all the current jargon, and existing management committee members will be on hand for a question and answer session.

If you are interested in this course please contact Jennifer on 0141 636 3668 or at jferguson@govanhillha.org.

Volunteer for Govanhill Community Development Trust

If 2020 is a year you want to give something back whilst developing your skills and perhaps even boosting your CV, why not volunteer for Govanhill Community Development Trust? Full training is provided, and our volunteer co-ordinator Ruth will try to match you with a position that suits your skills and interests.

For more information contact Ruth by email at rplummer@govanhillha.org or by phoning 0141 423 8883 or 0141 636 3636



New YOU!!

involved in your community!

Get Fresh Air and make Friends by helping Grow our Community Garden

Getting involved in the Garden Group is a great way to make friends and support the community, but did you know that it could also improve your mental health?

According to Mental Health Charity Mind, spending time in green space or bringing nature into your everyday life can benefit both your mental and physical wellbeing.

Being in nature can improve your mood, reduce feelings of stress or anger, help you take time out and feel more relaxed, and even improve your confidence and self-esteem.

If you want to get involved in the Govanhill Community Garden, you can find them on Facebook. Keep up with the latest events and opportunities, or just pop along on a Wednesday afternoon between 2-4pm for a cup of tea and a chat.



The Men's Breakfast Group: Grab a Cuppa and Learn Something New

Social expectations often mean that men are less likely to get involved in community activities, despite the many benefits for men and women. The Men's Breakfast Group was started to give men in Govanhill the chance to get together in a relaxed environment and learn some new skills.

The Men's Breakfast Group meets on Thursdays from 10-12noon in the portacabin in the Community Garden next to Samaritan House. Making birdboxes is the first suggested activity for the new year.

MERGE Coffee Mornings are Back for 2020!

The MERGE (Minority, Ethnic Residents Group Empowerment) coffee mornings are starting up again in the new year. All Govanhill residents who identify as belonging to a black or minority ethnic community are invited to come along for a cup of tea, and the opportunity to join in with a range of activities.

The coffee mornings will be held every Thursday from 10am at Samaritan House from January to March. Next year's activities include skin care, sewing and yoga!

Members enjoy a singalong with Sistema at this year's AGM

Big Noise band members treated Association members to popular tunes at the start of the Association Annual General Meeting on Wednesday the 3rd of September.

The 2019 Govanhill Housing Association AGM took place on the 5th of September. The AGM is the formal process for selecting new management committee members and approving the annual accounts.

The Association's Head of Finance & IT Shannon Watson provided a brief overview of the accounts and informed members that the Association continues to operate from a strong financial base, despite dealing with challenges presented by Universal Credit,

Brexit uncertainty and the ongoing need to keep rents down despite ever increasing operational costs.

The new members of the committee elected at the 2019 AGM are

Robert Findlater

and

Wilma Logan.

Celine Le Compte Whitby has also been co-opted on to the committee for another year.

Jessica Yuill stood down from the committee at this year's AGM. The rest of the Management Committee and staff of the Association wish to thank Jessica for all her hard work during her time on the Committee and wish her well in any future projects.



Robert Findlater



Wilma Logan

Complaints Figures

The Association works hard to provide the best possible service, but we don't always get it right. Our complaints process allows you to ensure that we are notified when things have not worked the way they should.

From April to September 19 there have been:

- 26 Complaints (25 Stage 1 and one Stage 2)
- Of those 26, 25 have been responded to on time which equates to 96.2%.

- An average of 4.5 days to respond to stage 1's
- Average of 20 days to respond to stage 2
- 12 of the 26 complaints have been upheld or partially upheld which is 46%
- Over half of the complaints relate to Factoring and Repairs.

We value your comments as this helps us to improve the way we work. If you are unhappy with the service you have received from us, our contractors or partners, please contact us at complaints@govanhillha.org

Employability Success Stories in South West Govanhill

Amna, Valerie and Marius have all worked hard with our employability worker Jacqui to improve their skills and prospects in the job market.

Amna was looking for work in child development but faced several barriers including a lack of previous work experience. By working closely with Jacqui she completed several volunteer placements and a First Aid course. In less than 6

months Amna was able to start applying for jobs working with children. This Autumn Amna secured an interview with a local primary school. Having never attended an interview before, Amna returned to GCDT to practice with a mock interview. Amna was successful in securing the post and will start a new career in child development, early next year.

Congratulations Amna!



Hundreds turn out for Community Garden Fundraisers which bring in over £3000

On the 7th of September the Govanhill Community Garden Group held a fun day fundraiser and raised over £3000 and counting.

At least 150 people attended on the day and took part in the activities on offer including a raffle and tombola with prizes all generously donated by the Govanhill community, plants and home baking for sale, and teas and coffees to keep everyone refreshed.

Community Garden group member and event organiser Rosemary Kerr Scott said: "It was an amazing day, organised and attended by local tenants and residents – I was overwhelmed by the amount of money we raised when we counted it."

The money raised at the Garden Party was added to by another event organised by the Victoria Bar. A tremendous effort by the community, well done all!



South West Govanhill

Annette Street Open Day Showcases Renovations in South West Govanhill

On Wednesday the 9th of October Govanhill Housing Association hosted an open viewing to showcase two newly refurbished properties which have been purchased as part of the South West Govanhill buy and repair programme.

The two flats at 18 Annette Street were both purchased from a private landlord, renovated and have now been let by the Association.



South West Govanhill Project Progress to date

- The Association has acquired 300 properties and let over 160 homes.
- Over 100 flats are currently being renovated.
- 22 flats have been completed in the last two months.
- The factoring service has taken on the management of 61 closes in the South West Govanhill area, many of which were previously unfactored.

Newly renovated flats are now becoming available to rent through the South West Govanhill Project. We have particular availability of one and two-bedroom properties.

For more information, please get in touch with Katy Bridgestock on 0141 433 2146 or at kbridgestock@govanhillha.org.

New Tenants Settle in to South West Govanhill

Kathryn

Kathryn is a new Association tenant living in the South West Govanhill area. Before being offered a flat by the Association, Kathryn rented privately and had moved 7 times in 2 years. Kathryn told us that getting a flat with the Association has changed her life for the better.

‘I can’t over-emphasise how much better this is than private renting, without this I wouldn’t be able to afford my own space. For the first time I have security, which has completely transformed every aspect of my life’

With Govanhill Housing Association you are getting a flat that is well looked after if you look after it. With a lot of private landlords you feel like they are going to put the blame on you for any wear or tear, but there is none of that with the Association.

This flat is affordable, it feels safe, and I feel secure knowing I have a contract for as long as I need one. Being part of the Housing Association makes me feel a lot more part of the community, and there are a lot of opportunities to get involved if you want to.’



Chris

Chris was living in a privately rented flat on Dixon Avenue, which was then purchased by the Association. Chris and his partner now live in a different flat in the south west area that Chris was offered while his home was being renovated.

They are so happy with their new flat they have decided to stay.

When he viewed his new flat, he was astounded by the quality of the property, it had a new kitchen, freshly painted walls, new windows.

Chris says ‘This is such an improvement on private renting, it’s like night and day, I have never had a problem that I haven’t had fixed almost immediately.’



When asked about how he feels about the area Chris says ‘We had some concerns about moving into the area initially, but in fact, we feel very comfortable here because it’s so diverse, everyone is different so you can really be who you are.’

Govanhill Winter

By Govanhill Community Development Trust (GCDT)

Govanhill is Scotland's most diverse neighbourhood, home to a wide variety of different cultures and traditions – including a host of ways to mark the winter period; this includes many ways of celebrating Christmas and perhaps not celebrating Christmas at all.

To celebrate this and test your knowledge GCDT have put together a short quiz on all things winter and Christmas!

Answers will be revealed on GCDT's facebook page on Christmas Eve, and in the next Housing Association newsletter.

1. Christmas is not the only religious celebration which takes place during the winter months! Can you match the winter celebration to the religion?



A. Hannukah



B. Diwali



C. Samhain



D. Bodhi Day

- ☐ Hinduism
- ☐ Paganism
- ☐ Buddhism
- ☐ Judaism

2. In which of these countries is Christmas Eve the most important day during Christmas?



☐ Poland



☐ Pakistan



☐ Slovakia



☐ Scotland



☐ Ireland

3. Where were Christmas baubles invented?



☐ Pakistan



☐ Slovakia



☐ Germany



☐ Iran



☐ Poland



☐ France

Traditions Quiz!

4. Where is this tradition from?

St Lucy's Day: This festival takes place on the 13th December. Girls write a different name on 12 slips of paper. The 13th slip is left blank. They burn one at random each day, and on Christmas Eve they open the last one. The name on this slip of paper is assumed to be the name of the person the girl will marry. If this piece of paper is blank, then she will not marry in the next year.



Hide the Goat: A tradition where you secretly hide a straw goat in a neighbour's house. When your neighbour discovers the goat, they then have to hide it in someone else's home.



Bogdeaprosti: On Christmas day, in this country people make special breads called 'Pite', and put candles in them. The breads are blessed with incense and given the name of a deceased loved, before being gifted to a neighbour, who accepts it saying "Bogdeaprosti"



Fortune in a Haystack: After eating, members of the family draw a stalk from a bundle of hay. A green one symbolises fortune in the coming year, a yellow stalk means nothing much will change, a broken stalk means bad luck and a bent one indicates poor health.



5. In which country is Santa Claus called:

Weihnachtsmann

Święty Mikołaj

Moș Crăciun - Moș Gerilă

Dedo Mráz

Le père Noël



Useful numbers

Govanhill Housing Association

General enquiries **0141 636 3636**
Report a repair **0141 636 3669**
Out-of-hours
emergency repair **0141 552 8647**

Govanhill Service Hub is a partnership of several organisations, including Glasgow City Council and Govanhill Housing Association, set up to provide a local response to anti-social behaviour, cleansing and refuse, infestations and pest control, community safety and crime, dog fouling, fire safety and some housing issues. Contact the main Hub number first. Alternatively contact the individual Glasgow City Council department numbers.

Hub main number **0141 424 5909**

Glasgow City Council

Close/stair lighting faults **0800 595 595**
Cleansing enquiries **0141 287 9700**
Environmental health –
pest control **0141 287 1059**
Environmental health – noise... **0141 287 1060**
Report fly-tipping, littering
and dog fouling **0300 343 7027**
Roads and lighting faults **0800 37 36 35**

Emergency services

Police, fire, ambulance **999**
Police (non-emergency) **101**
NHS 24 helpline **111**

Utilities

Gas emergency **0800 111 999**
Electrical emergency,
including power cuts **0800 092 9290**
Scottish Water helpline **0800 0778 778**

Benefits etc

Universal credit **0800 328 5644**
Scottish Welfare Fund **0141 276 1177**
Personal Independence
Payment **0800 121 4433**
Carer's allowance **0800 731 0297**
Child benefit **0300 200 3100**
Job Centre **08001690 310**

Other useful organisations

Govanhill Law Centre **0141 433 2665**
YourPlace (property
management and factoring).... **0800 479 7979**
Crossroads Youth and
Community Association **0141 423 8093**

Please Contact Us At: Freepost Better Living

General Enquiries: 0141 636 3636

Web: www.govanhillha.org • **Email:** checkin@govanhillha.org

Govanhill Housing Association is a Registered Charity No. SC010307