

# GOVANHILL NEWSLETTER



The Newsletter of Govanhill Housing Association

Spring 2020

## Coronavirus and Govanhill Housing Association

Dear all,

As you will no doubt be aware, Covid-19 has had a major impact on life in the UK. The Association is working hard to ensure that your homes in Govanhill remain safe and secure under very difficult circumstances. The Association's Offices are now closed for as long as we are required to do so, and our staff are working hard remotely to keep essential services running.

I wish to thank staff who are going above and beyond to keep people safe during this awful time. I also thank all tenants, applicants and factored owners for your patience as we deal with this crisis.

Govanhill is a strong community, and evidence of how people are coming together to support one another is already coming to light. From Mutual Aid groups, to window art – neighbours are showing their support for one another, which is a welcome ray of light.

Wishing you good health and that as you stay home, you stay well.

**Annie Macfarlane**

Govanhill Housing Association Chair

### After Lockdown: Next Steps

At the time of writing the lockdown was still underway. The Association is not able to say when we will be able to open our offices again. What we do know is that when we do re-open, we will have to make significant changes to our processes in order to keep everyone safe. Social distancing is here to stay and we need to see how we can deliver our services while achieving this too. We will follow any guidance given to us by the Scottish Government, and keep you updated as soon as we have more information.

For the most up to date information about what is going on at the Association please follow us on Facebook or check our Website.

**[www.govanhillha.org](http://www.govanhillha.org)**



or search 'Govanhill Housing Association' on Facebook.

## Contacting the Association During the COVID-19 Crisis

- **Emergency Heating Repairs** – City Technical Services on **0333 202 0708**
- **Health & Safety Emergencies** during working hours please call **0141 636 3634, 0141 636 3669** or **0141 636 3654**
- **Out of Hours Health and Safety Emergency Internal Repairs** – call MEARS on **02035893140**

- **Other Out of Hours Emergency Repairs** – Pointer Call Handling Service, **0141 552 8647**

For any other urgent enquiries, please contact us at **[checkin@govanhillha.org](mailto:checkin@govanhillha.org)** and we will arrange for a member of staff to contact you. This email will be checked regularly through the working day.

# 5 Tips

# for Dealing with COVID-19 Anxiety

## 1. Stay connected with people

Maintaining healthy relationships with people we trust is important for our mental wellbeing, so think about how you can stay in touch with friends and family from home, you could try phone calls, video calls or social media instead of meeting in person.

If you are looking to connect with other people locally, try the Govanhill Mutual Aid Facebook Group [www.facebook.com/groups/Govanhillmutualaid/](https://www.facebook.com/groups/Govanhillmutualaid/) or Southside Isolation Support [www.facebook.com/groups/SouthsideSIS/](https://www.facebook.com/groups/SouthsideSIS/) Both groups connect people who are happy to have a friendly chat to ease the loneliness.

## 2. Talk about your worries

Given the situation, it's normal to feel a bit worried, scared or helpless. It is ok to share your worries with people you trust, and this might help you feel calmer. If you do not have someone to talk to, there are plenty of helplines you can try.

There is also a Glasgow wide directory of services available online at [www.glasgowhelps.org](http://www.glasgowhelps.org)

## 3. Prepare your week, but take each day at a time

Feeling prepared for how you will deal with this situation can help with some of the stress and anxiety. Making a plan for how you will get basic essentials, and how you will get through your week can help with anxiety.

If you have not already, you might want to talk with your employer, understand your sick pay and benefits rights, and get hold of some essentials for while you are at home.

Remember this is temporary.

## 4. Look after your body and do things you enjoy

At times like this it is very easy to fall into unhealthy patterns. Try to eat healthy, well-balanced meals, drink enough water and exercise regularly. Avoid smoking or drugs and try not to drink too much alcohol.

If we are feeling worried, anxious or low, we might stop doing things we usually enjoy, focusing on a favourite hobby can help with difficult feelings.

## 5. Get the Facts without Overloading on Bad News

It's easy to become overwhelmed by information and constant news updates during times of crisis. You might want to consider limiting the time you spend watching, reading or listening to coverage of the outbreak. You might want to turn off breaking news alerts on your phone.

Inaccurate information that spreads on social media can also be a source of worry. Make sure you find a credible source you can trust – such as Scottish Government GOV.UK or the NHS website – and fact-check information you get from newsfeeds, social media or other people.

## If you need urgent help



Free 24-hour listening support from the Samaritans, call free on 116 123 or visit the Samaritans website. If your life is in danger as a result of mental ill health, or any other reason, call 999.

## Food Train Work Hard to Feed Community During 25<sup>th</sup> Anniversary Year

**Food Train is a Glasgow-wide organisation offering a vital service doing grocery shopping and deliveries for older, vulnerable people, as well as offering a befriending service. Demand has risen dramatically under the current crisis. Volunteers at the organisation are working harder than ever from their base at GCDT's Govanhill Workspace to deliver older, vulnerable people with their shopping at this difficult time.**

If you'd like to support the amazing work they do, you can donate online here (<https://www.justgiving.com/foodtrain>)

If you'd like to volunteer your services to help local people in Glasgow with grocery shopping, please visit [www.thefoodtrain.co.uk](http://www.thefoodtrain.co.uk).

If you'd like to make a referral for support for someone you know over the age of 65 in Glasgow, please phone 0141 423 1722 or email [glasgow@thefoodtrain.co.uk](mailto:glasgow@thefoodtrain.co.uk).

More information can also be found on the Food Train Website at [www.thefoodtrain.co.uk/shopping-delivery](http://www.thefoodtrain.co.uk/shopping-delivery) or follow Glasgow Food Train on Facebook (<https://www.facebook.com/GlasgowFoodTrain/>)

Food Train are based in GCDT's Govanhill Workspaces development on Dixon Rd. We have one remaining unit and all are offered on affordable, flexible terms with a number of bundled services. If you are interested in finding out more, please contact Marie McBeth on 07741 893008 or at [mmcbeth@govanhillha.org](mailto:mmcbeth@govanhillha.org)





# Association Response to COVID-19: What you need to know about our services

During the lockdown the Association has continued to provide as many services as possible, with the safety of our tenants, staff and contractors in mind. Our staff team have worked hard to make the rapid shift to remote working, and we have been able to continue some of our services.

## Health and Safety

We have continued to deliver gas safety checks in order to keep tenants safe.



Health and safety inspections are being carried out on a weekly basis which includes sanitising touch surfaces (banisters, common door handles, lift controls and door entry buttons) in closes as part of these inspections.

## Garden assistance

Due to social distancing requirements and the vulnerability of tenants who receive our garden assistance from the Association this service is currently suspended.



## Backcourt maintenance

Backcourt maintenance was initially suspended at the start of lockdown due to social distancing requirements and the availability of protective equipment for operatives. To keep our backcourts safe, our winter maintenance programme has been continued which will ensure that bin stores are kept tidied and safe along with other hard surfaces. The City Council bulk collection service continues to be suspended. This means that we cannot present any bulk waste to the pavement for their collection. We are monitoring the backcourts we manage and have arrangements in place to move any large build ups of bulk waste to the council's depots for disposal to reduce health and safety risks during the lockdown. We hope to start some summer soft landscaping maintenance including grass cutting as soon as it is safe to do so which will include bringing them back to standard.

## Contacting the Association

### Repairs

At this time, during the "lockdown" only Health and Safety Emergency Repairs will be provided.

Please consider if your repair can wait before contacting us.

- Emergency Heating Repairs – City Technical Services on 0333 202 0708
- Health & Safety Emergencies during working hours please call 0141 636 3634, 0141 636 3669 or 0141 636 3654

- Out of Hours Health and Safety Emergency Internal Repairs –call MEARS on 02035893140
- Other Out of Hours Emergency Repairs – Pointer Call Handling Service, 0141 552 8647

For any other urgent enquiries, please contact us at [checkin@govanhillha.org](mailto:checkin@govanhillha.org) and we will arrange for a member of staff to contact you. This email will be checked regularly through the working day.



## Close Cleaning

Close cleaning was initially suspended at the start of lockdown due to social distancing requirements and the availability of protective equipment for operatives.

Normal close cleaning services restarted on the 11th of May. During the interim period, closes which received a close cleaning service had all touch areas sanitised on a weekly basis.



## Rent and Financial Assistance

**We understand that tenants may have concerns about paying their rent during this time, especially those who are facing losing their jobs or having their hours reduced. We will work with people who are struggling to pay their rent and offer advice and assistance:**

If you require advice or assistance on accessing benefits please contact our Welfare Rights Team on [welfare.rights@govanhillha.org](mailto:welfare.rights@govanhillha.org) or 0141 636 3686. We can also support you in making a claim for Universal Credit after identifying if you qualify.

Please note that your rent will change on 28<sup>th</sup> April 2020. If you are currently in receipt

of Universal Credit, it is your responsibility to advise the DWP of this change to your rent. This can be done by accessing your journal.

If you would like to discuss your rent payments or have had a change in your circumstances that is affecting your ability to pay your rent, please contact a member of the Rent Advice Team:

**Sandra Murray** 0141 422 2141

**Avril White** 0141 636 3662

**Loraine Jennings** 0141 636 3672

Or at [checkin@govanhillha.org](mailto:checkin@govanhillha.org)

We also appreciate that you may not be able to go out to pay your rent as you normally do.

### There are several ways to pay your rent:

#### Allpay card

- At a post office – you can pay by cash, cheque or debit card
- At an outlet displaying the PayPoint logo
- By phoning Allpay on 0844 557 8321

#### Pay online using Allpay

- Go to [www.allpayments.net](http://www.allpayments.net)
- Complete the registration process – you will need the 19-digit number on your Govanhill Allpay payment card

#### PayPoint

Rent payments can be made in the Post Office or any shop displaying a Paypoint sign. Simply present your payment card with the money you wish to pay. Please keep

your receipt as proof of payment and your payment will be notified to the Association the following working day.

#### Debit card

You can also make a payment to your rent with your debit card via Callpay by phoning a member of staff in the Rent Advice Team:

**Sima Moradi** 0141 636 3653

**Avril White** 0141 636 3662

**Sandra Murray** 0141 422 2141

**Loraine Jennings** 0141 636 3672

#### Bank

If you wish to pay by direct debit, telephone banking, internet banking or standing order and would like to discuss your options, please contact the Rent Advice Team

# Crisis services directory

This directory includes a list of local organisations offering key services during this crisis. The key below gives an indication of what each organisation can help with, and was correct at time of writing. Up to date information can be found at **www.facebook.com/groups/Govanhillmutualaid**

 food	 benefits & money	 housing support	 children, families & youth	 emotional & physical health	 fuel and energy	 older people
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## Al-Farooq Education and Community Centre

✉ office@afecc.co.uk

☎ 0141 433 2686



## Crossroads Youth and Community Association

✉ fionab@cyca.org.uk

☎ 0141 429 3254



## Al-Khair Foundation

✉ glasgow@alkhair.org

☎ 0141 423 5747



## Food Train

✉ glasgow@thefoodtrain.co.uk

☎ 0141 423 1722



## Big Noise Govanhill

✉ michelle.opit@sistemascotland.org.uk

☎ 0141 328 4113



## Glasgow Life

✉ info@glasgowlife.org.uk



## Glasgow SE Foodbank

✉ admin@glasgowse.foodbank.org.uk

☎ 07456 868628



## Children 1st

✉ glasgowproject@children1st.org.uk

☎ 0141 419 1150



## Community Renewal Trust - Govanhill Roma Local Conversations Project

✉ ann.hyde@communityrenewal.org.uk

☎ 07876451200



## Govanhill Baths Community Trust

✉ info@govanhillbaths.com

☎ 07899836898



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### Govanhill Community Development Trust

✉ checkin@govanhillha.org

☎ 0141 636 3665



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### Govanhill Housing Association

✉ checkin@govanhillha.org

☎ 0141 636 3636



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### Govanhill Law Centre

✉ admin@govanlc.com

☎ 0800 045 0306



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### Jeely Piece Club

✉ headoffice@jeely.org.uk

☎ 0141 634 7305



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### Music Broth

✉ info@musicbroth.org

☎ 07703 649777



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### Positive Action in Housing

✉ home@positiveactionh.org

☎ 0141 353 2220



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### Queen's Park Govanhill Parish Church Foodbank

✉ qpgfoodbank170@gmail.com

☎ 0141 423 3654



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### REACH Community Health Project (SCIO)

✉ admin@reachhealth.org.uk

☎ 0141 423 7095



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### Rumpus Room

✉ rumpusroomteam@gmail.com

☎ 07938 661578



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### The Dixon Community

✉ dixon.carers@btconnect.com

☎ 0141 423 2481



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### The Sikh Food Bank

✉ admin@sikhsinscotland.com

☎ 07340 727219



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### The Space

✉ fiona@spaceglasgow.org.uk

☎ 0141 423 2148



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### The Well Multi-Cultural Resource Centre

✉ info@thewell.org.uk

☎ 0141 424 4523



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### Youth Community Support Agency (YCSA)

✉ ShameemRaza@ycsa.org.uk

☎ 07842 792843



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### South Seeds Open Energy Advice Telephone Line

South Seeds has launched an energy advice line for all residents in the Govanhill area. Although we are unable to conduct face-to-face appointments and home visits during lock down we can still support you solve energy problems at home.

South Seeds energy advice lines are open on weekdays from 9am to 5pm -  
Paul 0754 83 34 147, Jola 0775 27 27 457.

# Good News Roundup!

This section covers some of the more positive news from the Association, GCDT and the wider Govanhill area. Some of this news predates COVID-19 lockdown, and other stories show how the community have come together to support each other through this crisis.



## Garturk Street Transformation

On the 9th of March, the Association revealed the incredible transformation of 19 Garturk Street, which is an A listed Alexander 'Greek' Thomson tenement. Photographs taken by South West Housing Officer Katy Bridgestock show the extreme state of disrepair that the properties were in when they were acquired by the Association through the South West Govanhill Scheme.

On the 9th of March, we were able to showcase the incredible work by the Association and our contractors to make these flats available for families at a social rent. All properties were able to be let before the lock down.



## Local residents complete Introduction to Housing Associations Course

Govanhill Housing Association piloted a training course for people interested in finding out more about the work of the Association and who were considering joining the management committee. Feedback was very constructive and positive and we are hoping to hold the course again later on in the year.

## bike for good are Offering Free Bike Loans to Key Workers

Bike for Good have been supporting Housing Associations across the city, including Govanhill Housing Association by offering support with food delivery.

The charity based on Victoria Road are also providing free bike loans for all Key Workers so that they have a safe and healthy way to get to work. Bike for Good are also offering membership of Next Bike scheme for £3, or free. To sign up call or text 07541640693 or email [wheelbeing@bikeforgood.org.uk](mailto:wheelbeing@bikeforgood.org.uk)



# Greater Govanhill: New Local Magazine Dedicated to Sharing Positive Stories

greater  
GOVANHILL

Greater Govanhill is a new, free community magazine that will be available in print and online. It takes a solutions-focused approach to the stories that matter to the neighbourhood and provides a platform to under-represented voices in our community. They have already been

collecting positive stories during the lockdown, here are a selection of what they have shared. To contribute or find out more, email [hello@greatergovanhill.com](mailto:hello@greatergovanhill.com) or find them at [facebook.com/greatergovanhill/](https://facebook.com/greatergovanhill/)

## St Bride's Teaching Staff Deliver Food to Govanhill Families

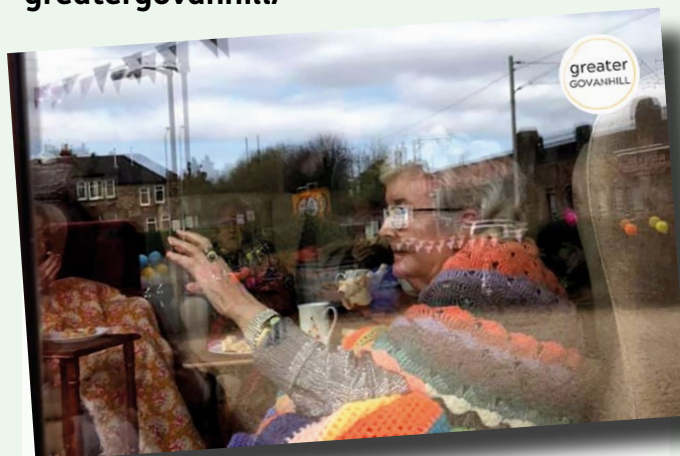
Each week, staff from St Bride's Primary spend three hours delivering around 300 meals to 40 families in Govanhill. They are working with Launch Foods, a charity who normally visit after school once a month with their food truck.

## Window to Window: Connecting Govanhill Through Art

Have you spotted rainbows and other images appearing in the windows of Govanhill tenements? The



Govanhill Window Jams Facebook group has been set up to try and encourage creative ways of staying connected. Asi Farid spotted a rainbow in someone's window and her nine-year-old daughter, wanted to get involved: "Since we made ours, we've spotted several more. It makes me feel warm inside, like we're part of a community."



## An Unforgettable 80th - thanks to the community kindness

When care home resident, Marion Moore turned 80, staff were unable to fulfil her wish of going out in a limo to celebrate her birthday in style. So they posted online to see if the community had any ideas for her big day. They never imagined that the post would go viral. But it was shared thousands of times and soon the offers of support were flooding in. Over 150 people turned up throughout the day with banners, balloons, and songs to give her a birthday she'll never forget.



# Thriving Places: Work Underway to Bring Local Organisations Together in Govanhill

Govanhill is one of the ten Glasgow neighbourhoods which has been designated a Thriving Place by the Glasgow Community Planning Partnership.

A Thriving Place seeks to combat inequalities and achieve better outcomes for residents in its neighbourhood. The Thriving Place approach proposes that local “organisations commit to working more collaboratively with one another and the community to make better use of existing resources and assets to respond to each individual community’s needs.”

In Govanhill the Association is the anchor organisation responsible for leading and implementing the Govanhill Thriving Place strategy working with Govanhill Community Development Trust (GCDT). Marzanna Antoniak has been appointed to the role of ‘Community Connector’ to lead Govanhill’s Thriving Place initiative and to set up and develop platforms which will enable local organisations and the community to voice their opinions and to collaborate.

Currently all Govanhill Thriving Place efforts are focused on bringing local organisations together to deal with the COVID-19 crisis. This has involved setting up a series of working groups, from these groups a Thriving Place directory of Govanhill services, local helplines and referral processes is being set up which will ensure the community stays well-informed, involved and able to access vital local services.

Some ways you can connect:

-  **Govanhill Mutual Aid**
-  **Govanhill Community Development Trust**
-  **[mantoniak@govanhillha.org](mailto:mantoniak@govanhillha.org)**
-  **[www.govanhill.info](http://www.govanhill.info)**



## Community Comes Together for Ceilidh

Before social distancing measures were in place GCDT organised a Ceilidh which



brought together 200 local people from all walks of life. It is of course now impossible to safely hold such an event, however we look forward to a time when we can celebrate together again as a community.

The ceilidh featured a multicultural quiz, a Roma band, a Scottish ceilidh band, dances from around the world, art activities and Pakistani henna artists. The event was joyful, full of dancing and merriment.

## Free Activities Available from Govanhill Community Baths



Govanhill Baths Community Trust is supporting the community through the lockdown with an exciting program of free online activities - from Yoga and relaxation to storytelling to singing to poetry... there is something for everyone!

Follow on Facebook

**@GovanhillBathsCommunityTrust**

or check our activities on

**[https://www.govanhillbaths.com/projects/whats\\_on/](https://www.govanhillbaths.com/projects/whats_on/)**

Email us on **[info@govanhillbaths.com](mailto:info@govanhillbaths.com)** if you need any further information.



# Spring Traditions Quiz

With the world on lockdown, many traditional festivals are on hold as it is important for us all to stay at home. Instead of gathering with others, why not take a journey around the world of Spring Traditions and celebrations and complete this quiz!

Answers will be revealed on the GCDT Facebook Page during the Spring Weekend at the end of May!

## Maths Challenge!

A hen and a half, lay an egg and a half in a day and a half, how many eggs do three hens lay in three days?



## Spring traditions around the world!

- In this country, Easter Eggs are not delivered by a bunny rabbit, instead they are dropped from the air by flying bells! Can you name the country?
- There is one country where it is traditional to throw water over women during Easter, can you name the country?
- In this country May 1st is almost like a second Halloween. According to popular legend, witches would meet on this night to celebrate the coming season with bonfires and dancing. To mark the occasion, it is now traditional to dance around a bonfire. Can you name the country?
- On the first day of May in this country it is traditional to dance around a pole, holding ribbons. This is called a 'Maypole'. Can you name the country?
- In this country, there is a tradition to drown a rag doll named 'Marzanna' on the first day of Spring. It is traditional to dip the doll in puddles before throwing her into the river. It is said that looking at the doll once she is in the river will bring bad luck. Can you name the country?



# Spring Trivia

In spring the clocks are put forward by 1 hour. What is the traditional reason for this?

The 75th anniversary of this historic event was commemorated on the May the 8th this year. What is the historic event?

Many people are using rainbows to thank the NHS for their hard work. Starting at the top, what is the 3rd colour of the rainbow?

These Religious festivals are all happening in Spring this year, can you match the festival to the religion?

Passover

Vaisakhi

Easter

Ramadan

Holi

Judaism

Islam

Sikhism

Hinduism

Christianity

For a bonus point, one of these festivals does not always take place in Spring, do you know which one?

## How many Languages Do you Speak?

## Fill in our Survey!

We know there are a wide variety of languages spoken in Govanhill, however, we don't know exactly how many. GCDT and Thriving Places have launched a quick survey in order to find out how many different languages are in the area.

Go to [www.Govanhill.Info](http://www.Govanhill.Info) or Govanhill Community Development Trust's Facebook page to fill in the survey!