

# GOVANHILL NEWSLETTER



The Newsletter of Govanhill Housing Association

Autumn 2024



## Association Holds 50<sup>th</sup> Anniversary AGM and Welcomes New Chair

On Thursday the 19th of September at the 50th Annual General Meeting in the community hall. A full report, including details of the newly elected committee, and a letter from our Chair can be found on pages 2 and 3.



### Contacting the Association

For all general enquiries email [checkin@govanhillha.org](mailto:checkin@govanhillha.org)

For suggestions email [suggestions@govanhillha.org](mailto:suggestions@govanhillha.org)

For complaints email [complaints@govanhillha.org](mailto:complaints@govanhillha.org)

### Repairs

For repairs during office hours please phone **0141 636 3669**, **0141 636 3634** or **0141 636 3654**

### Out of Hours Repairs

**Internal Repairs – call MEARS on 02035893140**

**Heating Repairs** City Technical Services **0333 202 0708** (24 hr)

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

### Factoring

Email [FactoringTeam@govanhillha.org](mailto:FactoringTeam@govanhillha.org) or phone **0141 636 3666** or **0141 636 3657**

### Tenancy Team

To contact any member of staff by email, please put their name in the subject heading and use [checkin@govanhillha.org](mailto:checkin@govanhillha.org). A full list of phone numbers for our staff team can be found on the contact us section of our website.

# AGM Report

On Thursday the 19<sup>th</sup> of September the Association held its Annual General Meeting, which took place in the Community Hall at Samaritan House for the first time since 2019. All members were invited to attend, and given a copy of the annual review, which is now available to read on our website at [govanhillha.org](http://govanhillha.org).

To celebrate the 50<sup>th</sup> Anniversary of the Association, former staff member Ken McDougall gave a presentation on the history of Govanhill Housing Association, and all members received a commemorative cupcake and a choice of reusable coffee cup, or water bottle.

At the AGM the Association was pleased to welcome four new members on to its management committee: Paul Callander, Elnimiery Khalifa, Catherine McKernan and Gary Paton. All bring a wealth of experience to the Association and are based in the local area.



## New Committee Member Joins in with Community Spirit

**This year at the AGM we welcomed four new members on to our Management Committee, and we look forward to them bringing a wealth of experience and enthusiasm to their oversight of the Association.**

We spoke to Gary Paton and asked him a bit about what motivated him to join the Management Committee and his hopes for Govanhill.

*'I had just moved into a lovely flat and attended a tenant coffee afternoon where I met Gillian, who spoke about joining the Committee. I have a long connection to the area, and I wanted to give something back. I was born in the Gorbals, and I first moved to Govanhill in 2003. I also worked on Victoria Road in the 1970s so I have seen a lot of changes in the area.'*

*I joined the Management Committee because I want to see what I can contribute. I also wanted to be part of the positive change we are seeing in the area now that it is on the up, with the new houses and pubs and the fact there are more things happening.*

*I also work in the area for a care home, so I am very much involved in the area and the community, and I am looking forward to seeing what I can bring to the table.*

*It seems people are really starting to invest*

*in Govanhill, and long may it continue!*

*From my flat I can see a row of tenements being renovated; it is good to be part of this regeneration.*

*Being part of a Management Committee is new to me, so at first, I will take my time to see what it's all about – but I really like to see the area growing, to meet and listen to my neighbours and be part of the community spirit'*

## Newly Elected Management Committee

In a meeting one week after the AGM, the Association elected the following members to the Management Committee as office bearers.

**Chair:** Keith Kintrea

**Vice Chair:** Audrey Flanagan

**Secretary:** Ghazala Hakeem

**Treasurer:** Cheryl Miller

Iain Docherty

Jen Cassells

Barbara Robertson

Mujeeb Ur Rehmann

Paul Callander

Elnimiery Khalifa

Catherine McKernan

Gary Paton

Elizabeth Klein



# A Letter From Our New Chair

**Having been a member of the Govanhill Housing Association Committee for about 10 years, including several years as Treasurer, it is a privilege to take on the role of Chair of the Management Committee. I would like to thank the rest of the committee for all their hard work over the last couple of years, particularly Cheryl Miller who stepped up to the role of Chair when John McLardie was unable to continue in the role.**

In the time that I have been involved with Govanhill Housing Association I have seen many positive changes as a result of the work of the Association, not least the regeneration brought about by the South West Govanhill project. The Association has also faced many challenges in this time, and continues to do so, from the impact of political decisions like Brexit and the introduction of Universal Credit to the Covid pandemic, high inflation and real rises in construction costs. Most recently we have had to adjust our investment programme due to city wide cuts to Glasgow City Council's housing budget.

I welcome you to the Autumn Newsletter, which contains both a report on our recent AGM, and on the Charter Report. This report sets out how Govanhill Housing Association compares to the standards set in the Scottish Social Housing Charter. This is intended to give you an overview of how we are performing as a landlord, and how we measure up with other social housing providers.



We have compared our performance with other locally-based housing associations and provided the figure for the Scottish average. As well as in this newsletter, the data in the Charter Report is published on the Scottish Housing Regulator's website. You can compare our performance with other landlords at <https://www.housingregulator.gov.scot/landlord-performance/national-reports/national-reports-on-the-scottish-social-housing-charter>.

We take the performance of the Association very seriously and will always work hard to improve, for instance, seeking to minimise rent loss through properties being empty and delivering a high-quality repairs service.

The Autumn Newsletter also includes a four-page Environmental Newsletter. We know that the local environment is a cause for concern, particularly in Govanhill, and we continue to collaborate with partners to improve the area where we can.

We hope that you find the Autumn Newsletter useful. We are always glad of feedback so please don't hesitate to get in touch.

**Keith Kintrea**

# Charter Report 2024

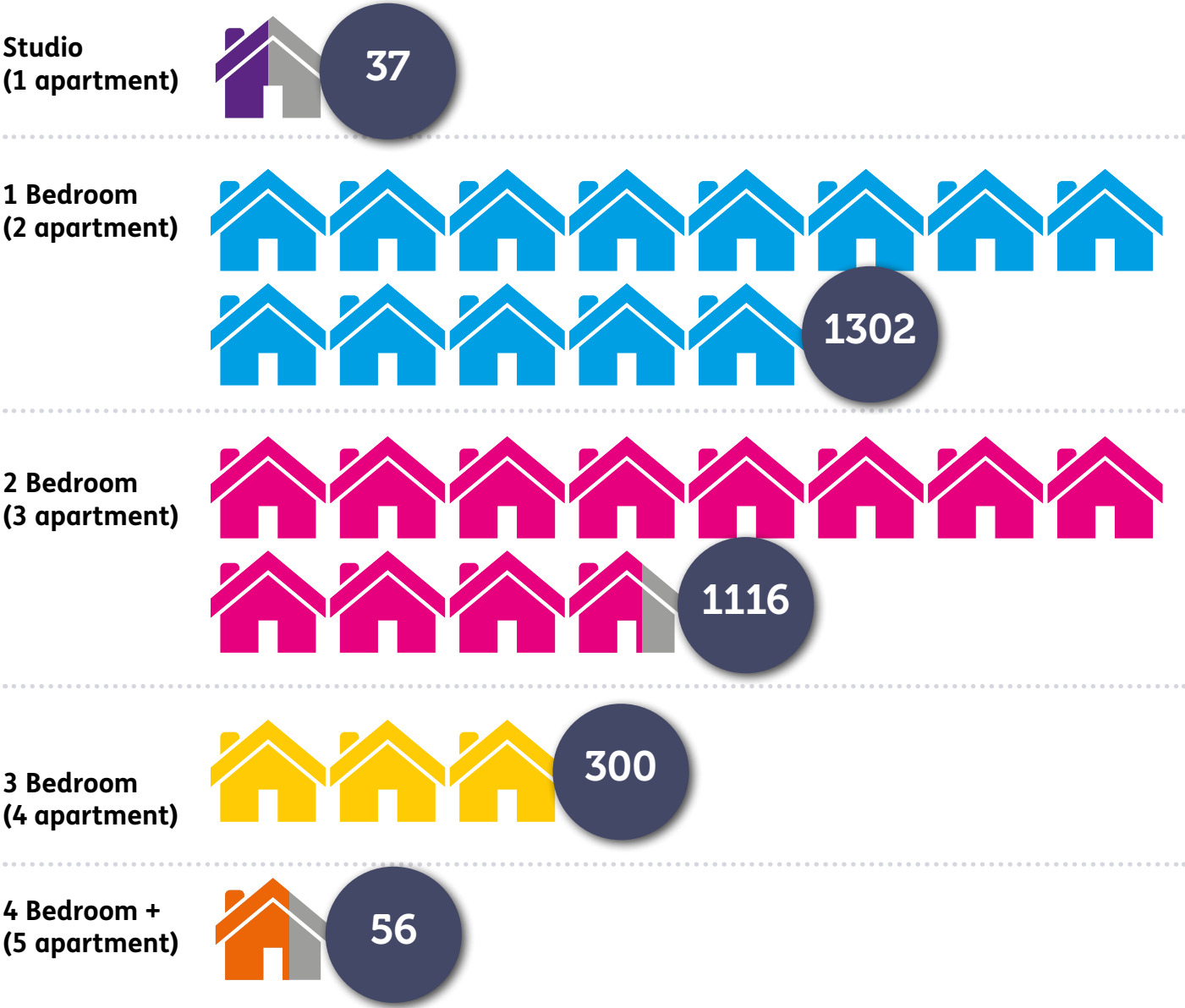
## Our Homes

As of March 2024, we owned and managed 2,811 homes.

Our rent increased by 7.7% in April 2024, which was based on inflation figures for September 2023 when the consumer price index was 6.7%.

Our business plan assumes a rental increase of CPI +1% to ensure that we can continue to invest in tenants' homes. Despite this the Association delivered below inflation rent increases in both 2022 and 2023. In 2024 the Committee decided that it was no longer possible to deliver below inflation rent increases whilst also delivering a high-quality service and making improvements to tenants' homes.

### Number of properties owned by size



## Our Rents

This table compares **average rents** across the Association with **average rents** at other similar Associations according to apartment size. **Your individual rent may be higher or lower than this average** and this could be the result of various factors relating to your own circumstances or the wider picture of our rents.

Size of Property	Govanhill HA	Southside HA	Cathcart and District HA	New Gorbals HA	Scottish Average
1 Apartment	£83.83	£77.91	£72.61	£65.41	£82.24
2 Apartment	£97.36	£93.71	£84.56	£89.16	£87.87
3 Apartment	£105.11	£108.66	£97.30	£99.49	£90.29
4 Apartment	£120.81	£119.25	£109.99	£110.95	£98.30
5 Apartment or larger	£141.76	£128.28	£117.97	£126.70	£108.29

## Rent Collection

**We work hard to support tenants who have difficulty paying their rent.**

Our Welfare Rights Team supported 837 new clients and opened 1306 new benefit cases. This generated £1,850,056.62 in funds to support tenants in paying rent.

Of rent due 2.34% was in arrears in March 2024. There has been a steady improvement in rent collection over the last 3 years; in 2023 2.65% of rent was in arrears and in 2021 this figure was 3.92%.



## Customer satisfaction

Our most recent customer satisfaction survey took place earlier this year, full results were published in our Summer Newsletter which can be found on our website.

Tenant satisfaction with	overall service provided	% Tenants who feel landlord good at keeping them informed about services and decisions	quality of home	repairs service	landlord contribution to management of neighbourhood
Govanhill HA	86.9%	97.3%	84.5%	82.8%	78.9%
Southside Housing Association	84.2%	93.3%	77%	71.0%	92.51%
Cathcart & District Housing Association	90.8%	94.6%	-	87.6%	100.0%
New Gorbals Housing Association	89.0%	97.0%	-	86.4%	-
Scottish Average	86.5%	90.5%	84.4%	87.3%	-

## Anti-Social Behaviour

In 2023/24 we had 130 reports of anti-social behaviour. In 2022/23 this figure was 144. In 2023/24 we resolved 93.5% of all anti-social behaviour cases which is a significant improvement on 78.5% from the previous year.

## Percentage of Anti-Social Behaviour Cases Resolved

Landlord Name	Govanhill HA	Southside HA	Cathcart and District HA	New Gorbals HA	Scottish Average
Percentage of Antisocial Behaviour Cases Resolved	93.5%	98.6%	100.0%	91.8%	94.3%

## Empty Homes

**During the last year we let 176 properties to a mixture of waiting list tenants, homeless referrals and existing tenants looking for a transfer. In 2022/23 we let 182 properties.**

We work hard to minimize lost income through empty properties, and endeavor to re-allocate and relet homes as quickly as possible.

In 2023/24 the average amount of time to re-let a property was 47.86 days which is a significant improvement on the 2022/23 figure, when the average number of days to re-let a property was 61.35 days. This is also below the Scottish National Average which is 57 days.

We did not collect 1% of rent due because homes were empty, which is lower than the Scottish average of 1.4% and an improvement on last year's figure of 2.4%.

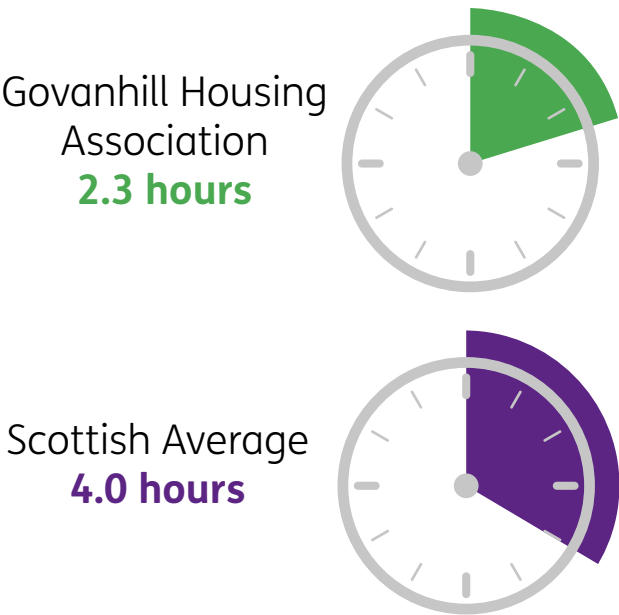


Repairs and Maintenance

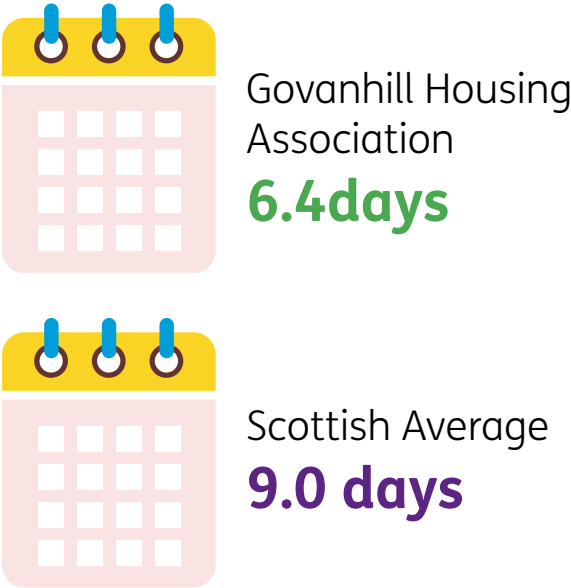
The speed of our repairs service has improved over the last year for both emergency and non-emergency repairs. All our repairs are completed significantly faster than the national average.

82.8% of tenants who had repairs or maintenance carried out were satisfied with the service they received. The Scottish National average for satisfaction with repairs is 87.3%.

Time taken to Complete Emergency Repairs



Time taken to Complete Non-Emergency Repairs



Scottish Housing Quality Standard (SHQS)

The Scottish Housing Quality Standard is a Scottish Government measure which sets the minimum standard for properties in Scotland, it includes a set of five broad housing criteria which must all be met if the property is to pass SHQS. All our properties are required to meet this standard if possible.

Due to the age, construction, and layout of our properties we are unable to achieve this

standard fully. Where we fail to meet this standard it is mainly due to the size of kitchens in some of our older properties which lack the required minimum storage, electrical sockets, and activity spaces.

Despite these limitations 69.9% of our properties meet this standard, the Scottish national average is 84.4%

Landlord Name	Govanhill HA	Southside HA	Cathcart and District HA	New Gorbals HA	Scottish Average
Number of Properties Meeting the SHQS	69.9%	78.0%	79.5%	94.9%	84.4%

Complaints Figures

The Association works hard to provide the best possible service, but we do not always get it right. Our complaints process ensures we are notified when things have not worked the way they should, we always learn lessons from these complaints to ensure mistakes are not repeated.

	1st Stage	2nd Stage
Complaints received	102	14
Complaints carried forward from previous year	2	
Complaints escalated to stage 2	12	
All complaints received and carried forward	128	

Stage 1 complaints are more straightforward, whereas stage 2 require further investigation. Sometimes when a complaint is not resolved at stage 1 it is escalated to stage 2.

In 2023/24 there were 128 complaints, 102 of which were stage 1, 14 were stage 2 with a further 12 being escalated from stage 1 to stage 2.

Out of all the complaints received and investigated for 2023/24, 80 cases have been either upheld or partially upheld. This marks an increase compared to the same period in 2022/23, where 56 cases were upheld or partially upheld. Of the upheld or partially upheld complaints, 61 were classified as Stage 1 complaints, while the remaining 19 were classified as Stage 2 complaints.

Maintenance Services received 56 complaints, mainly concerning repairs and repair timescales. These diverse

complaints underscore the need to enhance communication and deliver efficient resolutions for long-standing issues. We are collaborating with our stakeholders to improve communication between them and the service recipient to mitigate these problems.

Tenancy Services has received 34 complaints, mainly regarding allocations, communication, anti-social behaviour (ASB), the condition of common areas, and the condition of back courts. Our staff are developing new strategies to streamline processes and enhance our environmental management efforts. We expect that the new training program, combined with the recently implemented estate services, will significantly reduce these issues.

Factoring Services received 29 complaints, primarily concerning repairs and factoring charges. They are endeavouring to furnish clearer information regarding anticipated repair timelines to better manage expectations.

Freedom of Information and Subject Access Requests

Subject Access Requests:

7



Freedom of Information Requests:

11



Environmental information requests:

4





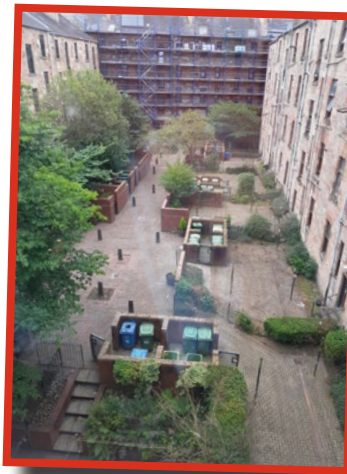
# Environmental Newsletter

We know that Govanhill faces significant environmental challenges, and the Association is working hard to address these alongside Glasgow City Council and our residents. This newsletter is intended to update you on our ongoing work to improve the local environment and as a key part of our mission to 'Provide quality homes and work with our partners to make Govanhill a safer, cleaner, greener place'.

## Major Progress on Rat Infestations on Carfin Street

Working with Glasgow City Council, the Association has taken steps to address the number of rats in Carfin Street with a joint approach, involving awareness raising alongside targeted treatments. The next step will be to cut down bushes to remove the number of areas where rats can nest. The Association has sent letters to all tenants in the affected area and put together a poster campaign with information about steps we can take to prevent infestation.

Early evidence suggests that this treatment is working well, and that there has been a significant decline in rat sightings in the area.



## Community Litter Picks go from Strength to Strength

**The community litter picks, hosted by Greater Govanhill and supported by the Association, and other local groups, have been going from strength to strength.**

These litter picks take place on the last Saturday of every month, meeting at 10:30am outside the Govanhill Free Church on Bellisle Street.

October's event included a Halloween theme,

complete with costumes and a prize for the best outfit. October's event was held in partnership with SEPA and Public Health Scotland to raise awareness about fly tipping.

**The best way to stay up to date with the litter picks is by following their Facebook page which can be found by searching 'Govanhill Community Litter Pick' or @govanhill\_litterpick on Instagram (Instagram is what they mostly use )**

# Grounds Maintenance and Close Cleaning: What can you Expect from our Contractors?

One of the main ways we look after Govanhill is through our grounds-maintenance and close cleaning contracts. When we hire a company to work on behalf of the Association, we specify what work we want them to do, and the standard we want them to achieve.

We have published a full overview of what is expected of our Grounds Maintenance and Close Cleaning service, which is available on our website.

This article summarises some of the main areas within these contracts and answers some frequently asked questions.



## Close Cleaning: what does it include?

### Weekly Services

Brush and wash all close, common and basement areas, floors, stairs, landings and half landings. Brush out front and rear entrance paths.

Lifts (where applicable) to be cleaned on a weekly basis.

### Monthly Services

Walls to be dusted and washed.

Ceilings to be cleaned and dusted including cornicing.

Thoroughly clean down windows to the close, common and basement areas where applicable, cleaning regime to include internal and external faces of frames, glazed panes, side-screens, deadlights, sills etc.

Wipe down all handrails, balustrades to the close, common and basement areas where applicable.

### Litter/ Needles/ Sharps

**Please be aware** the contractor will remove litter in the close, chewing gum, refuse bagged by others but not placed in bins, needles and other associated substance abuse paraphernalia found during the scheduled routine cleaning operations.

**The Association will be notified of addresses where this is required on a regular basis and will take appropriate action.**



## Grounds Maintenance: What is Included?

**All our properties have a dedicated Estate and Environmental service carried out by John O'Connor Grounds Maintenance Ltd. The service is provided throughout the year with both a Summer and Winter service and ongoing estate services carried out as required to our stock.**

Full details of what is included can be found on our website.

### **Some examples of what is included**

**Weekly:** Removal of litter/debris from bin areas. Cleaning bin stores.

Removals of bulky items from the backcourt.

Garden maintenance from **April to October**, including removing weeds from paths and garden areas, trimming grass including borders, hand weeding shrub beds, hedge maintenance,

Moss removal, bush and tree maintenance from **November to March** which includes inspecting all trees, re-firming loose trees and removing weed growth.

### **FAQs**

#### **The bulk has been taken, but not the Fridge?**

Fridges require separate uplift from other bulk, so they may not be taken at the same time.

#### **Why did my flowers get cut?**

It can be difficult for our busy contractors to differentiate between weeds and deliberately planted flowers. If you have any garden area you would like to protect, please make it obvious either with stones, fencing or a sign of some kind. If you would like help with this email [cchrilov@govanhillha.org](mailto:cchrilov@govanhillha.org).



#### **How clean should my Close be?**

A weekly close clean is not a deep clean, it involves brushing and mopping and rubbish removal only. Other areas of the close, such as bannisters and windows, are cleaned monthly.

## Cleaning up after your Dog? It's in the Bag!

You may have noticed refillable containers for dog waste bags popping up around the area to reduce dog fouling on our streets around Govanhill.

We are looking for volunteers to help keep these restocked, if you would be interested in helping out, please contact Cristina [cchrilov@govanhillha.org](mailto:cchrilov@govanhillha.org).



## Ardbeg Lane: A Fly Tipping Success Story

Lanes in Govanhill are notorious for attracting fly tipping, often, although not always, from out with the area. Ardbeg Lane was a hot spot for illegal tipping, until the Association took steps to deter the dumpers.



By installing lighting to increase visibility, and posters to remind people that they can be seen, there has been a drastic reduction in fly tipping in the lane.

Based on this success we hope to extend this to other lanes in Govanhill.

## Have your say on Bicycle Storage

The Association can offer internal storage solutions for bicycles free of charge for tenants looking to store their bike indoors. For more information, or to request internal storage contact Cristina at [cchirilov@govanhillha.org](mailto:cchirilov@govanhillha.org)



We know that for many people outdoor bicycle storage is preferable to keeping your bike indoors, particularly in tenemental flats. We are currently looking at options for external bike storage in selected back courts.

If you would like bike storage to be fitted in your backcourt, please contact Cristina. This will help us to see where there is the most demand for bicycle storage. The decision about where to place bicycle storage will be made based upon demand, but also feasibility.

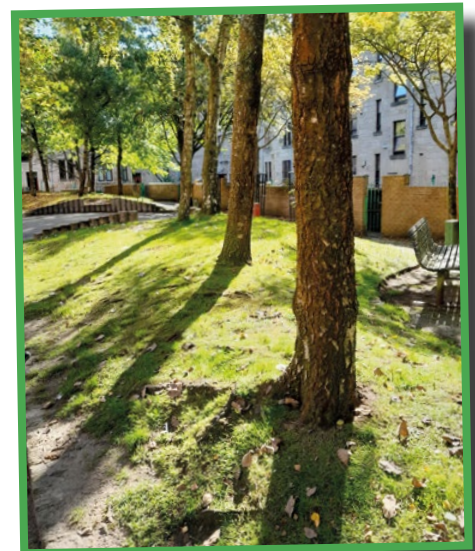
## Tree Removal: Taking Necessary Steps for Health and Safety

The Association has completed a survey to evaluate the condition of trees in back courts. Although some of the trees are in good condition, others are in a bad state and need to be removed for health and safety reasons.

This may be because tree roots are causing damage to property, it could be because the tree itself is in poor health, or it could be due to the risk of a tree falling should we experience high winds.

We understand that many of our tenants enjoy having trees in back courts; we will only remove trees where it is necessary, but safety must be our main priority.

If a tree in your back court is going to be removed, you will be notified. Some trees will be removed, others will undergo intensive work. Trees that are unsafe will be dealt with first.





# New energy advice partnership with South Seeds



Govanhill Housing Association is pleased to introduce a new **Energy Advice Service** in partnership with **South Seeds**. As winter approaches, this service is here to help tenants reduce gas and electricity bills, improve home energy efficiency and stay warm through the colder months.

## What support is available?

- Expert gas and electricity saving tips to lower your consumption
- Help with understanding and managing gas and electricity bills
- Advice on switching energy suppliers
- Assistance registering an account when moving home
- Support for prepayment meter customers
- And anything else energy related!

## How to access the service:

- Available on Mondays and Tuesdays by appointment at Samaritan House.
- Call South Seeds on **0141 636 3959** to book your appointment.



## 'Winter ready' tips to stay warm and save energy:

- **Check your eligibility for the £150 Warm Home Discount.** This is a one-off payment to help with the cost of energy during the winter. Residents in Scotland need to apply each year to be in with a chance of receiving the payment. We can help you check your eligibility and support you to apply.
- **Draught proof your home.** Stop heat from escaping by sealing gaps around windows and doors. Drawing curtains or blinds can also help trap warmth inside.

- **Heat yourself, not just your home.** Layer up with extra clothing and use electric blankets or hot water bottles to stay cosy when its cold outside.
- **Get to know your heating system.** Adjust thermostats, set timers for when you are home, and ensure radiators are not blocked by furniture. Bleed your radiators to keep them efficient and use the valves to control the heat. If you want to know how to do this, please book an appointment with our energy advice service. We can make home visits too.

This project has been enabled by Glasgow South East Foodbank and is support by the Trussell Trust.



# Development Update

**Our Development & Property Services teams continue to be busy with lots of projects on site. This includes our Asset and Factoring Teams who are delivering essential common repairs as part of our ongoing work in the South-West area of Govanhill to complete the refurbishment and improvement of properties acquired for social rent.**

The Asset team are also expecting the final phase of the new build properties in the former Larkfield Bus Garage Site to be handed over at the start of November, and work continues to fully refurbish 21 flats on Cathcart Road, including energy improvements, which we expect to complete for letting early in 2025.

Progress continues with other projects to renew kitchens, bathrooms, windows and heating systems. In addition we are completing vital health and safety works, and medical adaptations, which help tenants continue to live in their homes should their health deteriorate.

The Association is also happy to confirm that after lengthy statutory delays, our proposed new build development of 24 flats at 159 Butterbiggins Road went start on site at the beginning of October. This should be completed by late 2025, delivering more much needed properties for Social Rent in Govanhill.

Our Property Maintenance Team are also dealing with high volumes of work to ensure properties in Merrylee



and Govanhill are brought to an acceptable letting standard including renewal of kitchens & bathrooms prior to reletting, together with managing reactive repairs and ensuring gas and electrical safety checks are completed on time. Please provide access to our contractors when requested for these important checks to keep everyone safe.

The Association completed its review of our Asset Strategy at the start of the summer with work now progressing to programme, procure and arrange funding for large scale kitchen and bathroom renewals in both Govanhill & Merrylee, which we hope will start on site next summer. Further information on this project will be included in future newsletters.



# Cannabis Cultivation: Report it to Crimestoppers

**‘Cannabis cultivation’ refers to the practice and process of producing cannabis flowers. Cannabis farms are very dangerous places and pose a serious risk of fire. Often the electricity meter has been bypassed and overloaded electrical circuits run close to water-filled pipes. Plants grown upstairs in a building can also cause floorboards to rot, presenting the danger of collapse.**

**Learn the signs to spot, and tell us what you know...**

- A powerful distinctive sweet, sickly aroma
- Frequent visitors throughout the day and night
- Blacked out windows, or vents sealed/blocked to prevent the heat and smell of cannabis from inside the property escaping
- Chinks of bright light throughout the night
- Birds gathering on the roof, particularly in cold weather
- High levels of condensation on windows
- Noise from fans
- Large amounts of rubbish, including compost bags

If you suspect cannabis cultivation in your close, you can report it anonymously to Crimestoppers at the number below.

**CrimeStoppers.**  
**0800 555 111**  
100% anonymous. Always.

## Demand is high for Welfare Rights Drop-In

**Earlier this year we launched a drop-in service for tenants to access welfare rights advice and support, which has proved extremely popular and busy.**

The drop-in is very busy, and each session has only 6 places available, so if you wish to be seen it is important to arrive towards the start of the session to secure a place.

The drop in takes place at the following times, please arrive early to ensure you get a slot.

- Monday 1:30pm to be seen in the afternoon.
- Tuesday 9.00am to be seen in the morning.
- Wednesday 9.00am to be seen in the morning.
- Thursday 1.30pm to be seen in the afternoon.
- Friday 9.00am to be seen in the morning.

If you come to a drop-in and are unable to be seen, we will take your contact details, and a member of staff will get in touch with you.

If you are struggling with the cost of living and require welfare rights support, you can contact a member of our team and arrange an appointment outside of the drop-in times.

Get in touch at **welfarerights@govanhillha.org** or using one of the numbers below.

**Shaneela Afzal**, Financial Wellbeing Co-ordinator: **0141 636 3651**

**Lorraine Wallace**, Financial Wellbeing Officer: **0141 636 3686**

**Shamim Ahmad**, Welfare Rights Assistant: **0141 636 3627**

**Caroline Kurlender**, Welfare Rights Assistant: **0141 433 2158**



# Have your Say in our Rent Consultation

**In our last newsletter, we told you that we would begin the process of consulting with tenants on the rent for April 2025 during October to December 2024.**

Our rent increases are based on CPI at September and this figure will be released and considered by Committee at its meetings in October and November.

CPI was in 2% in June, 2.2% in July and 2.2% in August.

In 2023 the CPI figures were 7.9% June 2023, 6.8% July and 6.7% in August and September 2023. We consulted with tenants last year on a range of options between 6.7% and 8.7% and settled on 7.7% increase that was applied on 1 April 2024.

This year, we will ask tenants about the value of providing options in our consultation and many other issues that are important to you. We will be holding some open meetings and encourage you to come along to the meetings or to contact us to give us your views.

We want to spend time with tenants going through the various elements of our rent structure, what rent pays for, what we plan to do in the future and how we budget for everything. We also want to look at Value for Money and Affordability.

Please contact Gillian at **[gscott@govanhillha.org](mailto:gscott@govanhillha.org)** to register your interest in being involved in this important aspect of your tenancy.



## Keep up to date with our policies

**Since the beginning of the year, we have reviewed and updated a few of our service policies including:**

- Maintenance Policy
- Tenant Recharge Policy
- Allocations Policy
- Resident Engagement Policy
- Abandonment Policy

All our policies are held on our website or available on request from the office.



# GCDT Welcomes New Staff and Increased Capacity to Support Local People

**The Association's subsidiary company, Govanhill Community Development Trust, is delighted to welcome several new staff to the team.**

Cynthia Ubong-Umoren has joined GCDT as our Employability Support Worker and is on hand to support residents to access opportunities for jobs, training, volunteering and work placements. Cynthia can be contacted at **cubong-umoren@govanhillha.org** or on **07769 808545**. She works on Mondays and Thursdays. GCDT is recruiting a full time Employability Support Worker to work alongside Cynthia and should have someone in post by November.

Danielle Keenan and Lily Panych have also joined the team as Household Income Workers. Their role will be to support local

people to increase their household income, reduce household costs and develop better budgeting and management skills. We will be sharing new resources to assist with these areas in due course. Contact information for both is below:

- **Danielle Keenan (Mon-Thurs)**  
**dkeenan@govanhillha.org /**  
**07901 220512**
- **Lily Panych (Mon, Tues, Friday)** **lpanych@govanhillha.org /**  
**07901 202509**

L-R – Danielle Keenan, Cynthia Ubong-Umoren and Lily Panych



## City Change Makers

Working with Association colleagues, tenants, factoring customers and colleagues, GCDT was delighted to take part in the first ever round of the City Change Makers programme. The programme looks at how local communities can make practical responses to climate change. Working with the council's Centre for Civic Innovation, we were delighted to be chosen from a range of projects submitted across the city.



The focus in Govanhill was on how backcourts and bin stores can be repurposed as new on-street bin hubs are planned for much of the area over the coming year. The group looked at how to support the transition to the new arrangement in a community with challenges around language, literacy and digital connectivity. We also explored how backcourts could be better used for gardening, bike and pram storage, composting and socialising. Finally, we explored how to support residents who want to get involved in environmental volunteering.

If you would like to get involved with ongoing work to improve the environment in Govanhill, the Association is looking for more people to join their Environmental Residents Group. If you would like to join, or would like more information, contact Cristina by email at **cchirilov@govanhillha.org**.

## English classes for residents

In partnership with ESOL Scotland, GCDT has started a new English class – our first English class since our ESOL programme ended last year. The class is for beginners and - if it is not suitable for your level - we will be happy to signpost you to other services in the area. If you are interested in accessing ESOL classes, please contact us at **cubong-umoren@govanhillha.org** or on **07769 808545**.

# Intentional Overcrowding: A Strain on all Residents

**When we allocate a tenancy, the property will be deemed to suit the household needs at the time of signing for the tenancy, however, we know that families grow when children are born, and this may lead to overcrowding if there is no bedroom for the child. Sometimes family members join a household, which is allowed if there is a bedroom available.**

However, if the property does not have room for others to join the household, this can lead to **intentionally overcrowding** of the property.

A household is overcrowded if there are more people living in it than there are rooms.

When we allocate a one bed flat, this is for either 1 person or 2 people living as a couple. There should be no more people living in the property. This causes problems for tenants, the property and the community.

Glasgow is experiencing a Housing Emergency, and we are aware that many households may be experiencing overcrowding unintentionally. However, it is not permitted to intentionally overcrowd a property by allowing others to live in the flat when there is no additional space.

If your family has grown, we encourage you to apply for rehousing.

## Negative Impacts of Overcrowding

- Lack of privacy, which is particularly challenging for teenagers.
- Lack of space for children to play and study, which can affect their development and education.
- Children are exposed to risks and hazards in the home due to lack of space.
- Tension and conflict within the household and with neighbours.
- Negative impacts on mental and physical health, including spreading contagious disease.
- Strain on the property, including increased wear and tear, and a need for more frequent repairs.

We know there is no easy solution to overcrowding as there is a shortage of housing, however, we would remind tenants of the impacts of intentionally overcrowding has on the household, the property and the community. Please contact us if you need any advice on your housing.



# Community Comes out for Merrylee Litter Pick

On the 17<sup>th</sup> of October tenants and residents in Merrylee joined forces for a community litter pick.

If you would like to get involved in any community activity in Merrylee, please contact Gillian at [gscott@govanhillha.org](mailto:gscott@govanhillha.org).



## Merrylee Average Monthly Rents



# COFFEE MORNING at Cathcart Bowling Club

Featuring  
**YOGA &  
BINGO**

**10-12 Every Tuesday**

**Everyone  
Welcome!**



# Minuteman Press Glasgow

## Your Local Printing Business Celebrating Over 50 Years in the Printing Industry



Minuteman Press has been serving the business community for over 50 years since it was founded back in 1973 in Plainview, New York, now expanded to over 1000 locations worldwide, including 66 print shops across the UK. Minuteman Press Glasgow has in fact been trading for over 25 years and has been one of GCDT's commercial tenants since 2019, based at our Victoria Court workspaces, Hollybrook Place.

Headed up by manager Chimezie Umeh, **Minuteman Press Glasgow** has gone from strength to strength to become a leading, supplier of quality **printing, design and marketing services** not only to many Govanhill businesses and individuals, but also across Glasgow South and the west of Scotland.

Minuteman Press Glasgow Offers Design, Printing, Copying, Signs, Banners and Promotional Products for the Local Business Community & Individuals

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