

# GOVANHILL NEWSLETTER



The Newsletter of Govanhill Housing Association

Summer 2023



## Govanhill Community Garden Group Raise **£1150** after Fantastic Summer Fun Day!

On Saturday the 24th of June the Community Garden held their annual summer fun day. The event had a plant sale, hook a duck, the ever-popular tombola as well as sweet treats and a lot of fun and laughter.

Congratulations to the Garden Group for organising such a brilliant event, which left everyone looking forward to the next one.



As you may be aware, our colleague Debbie sadly passed away shortly after this event, that she had helped to organise. You can read our tribute to Debbie on page 7



# Thinking about moving?

## Have you considered a mutual exchange?

**Mutual exchange is when you 'swap' homes by finding another tenant who wants to exchange properties. The exchange must be with another home where the tenant holds a Scottish Secure Tenancy or an equivalent type of tenancy in the rest of the UK.**

The tenant you swap with can be from another Housing Association or Local Authority home anywhere in the UK. Both landlords must agree to the exchange for the swap to go ahead. Mutual Exchange is especially useful for tenants who are interested in moving to a new area, need a smaller or larger home, or want to avoid a lengthy wait for a transfer.

### **How do I go about finding an exchange?**

You can register on either **[www.homeswapper.co.uk](http://www.homeswapper.co.uk)** or **[www.houseexchange.org.uk/](http://www.houseexchange.org.uk/)** where you can list your property and browse other available homes elsewhere in the UK.



### **I am interested in an exchange, but I do not have access to the internet**

If you do not have access to the internet, but wish to be considered for a mutual exchange, please speak to your housing officer.

### **I have found a potential exchange, what do I do next?**

You need to get written permission from us, so please speak to your housing officer or send us an email. It is unlikely that we would refuse a house swap where the eligibility conditions are met.

The tenant you wish to swap with will also need to get written permission from their landlord.

### **Does this cost money?**

It is illegal for you or the other tenant to charge a fee as part of the tenancy exchange. You could be evicted if you charge or receive any money to swap your home.

If you have any other questions about mutual exchanges please contact your Housing Officer.



# Tenancy Services Performance Update April to June 2023 (Q1)

**As part of our work, we continually review our performance. This helps us to make sure we are meeting our targets and doing the best possible job.**

## Lettings Performance

In the first quarter of the financial year we let 65 properties. Of these:

**33** were let to those on our waiting list

**21** were let to homeless applicants

**11** were transfers from within the Association.

## Refusal Rate Performance

The refusal rate is an indicator of how many offers we made to tenants that were subsequently refused. A lower refusal rate shows that properties offered

are meeting the needs of prospective tenants.

Our refusal rate during this period was 19%

- 72 offers made
- 58 accepted
- 14 refused

## Improving Anti - Social Behaviour

We received 50 Anti-social behaviour reports during this period.

### 21 reports were category

**A**, these are very serious complaints such as hate crime, property damage or violence. Please note that any complaint subject to a court action may take longer to resolve.

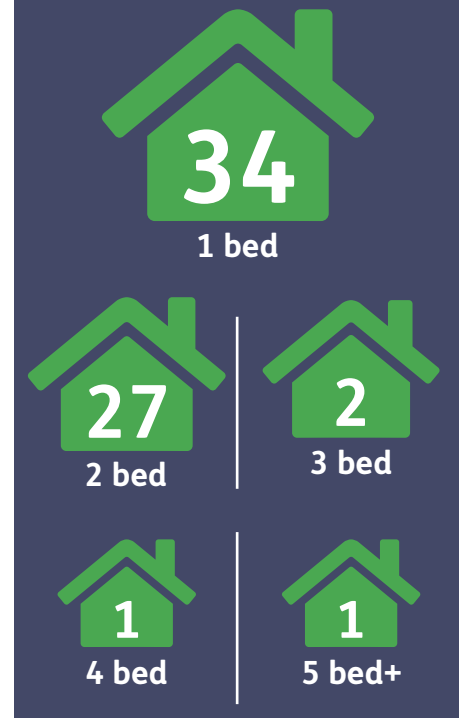
### 27 reports were category

**B**, these complaints include frequent disturbance, vandalism and graffiti.

### 2 reports were category

**C**, these include neighbour nuisance, noise, pet nuisance

size of properties let in Q1



and fly tipping.

## Rent Arrears Performance

Our rent arrears during Q1 were 3.12%. This means that 3.12% of all rent owed was in arrears during this period.

# COMPLAINTS UPDATE

**We aim to deliver a high-quality service, but if you are unhappy with any aspect of the service you receive from Govanhill Housing Association, we encourage you to use our complaints process.** This helps us to understand any issues and make any necessary changes to our service, to make sure that they do not re-occur.

In the first quarter of 2023 we

received 17 complaints.

Of these 12 were stage 1 complaints and 5 were stage 2 complaints.

Stage 1 complaints are more straightforward and usually dealt with by the staff member you first speak to, stage 2 are more complex. Of these 15 were resolved within the expected timescale. 2 complaints couldn't be addressed within the set time

due to their intricate nature. In these 2 cases extensions were agreed with the customers to allow for more time to properly handle and resolve these.

The most recent complaints included factoring, repairs, and the condition of communal areas and back courts.

If you wish to make a complaint, please email [complaints@govanhillha.org](mailto:complaints@govanhillha.org) or speak to a member of staff.

# Advice from Glasgow City Council



## Feeding Birds Without Encouraging Rodents and Other Pests

We are aware many people take great pleasure in feeding birds by placing food scraps on the ground, be it in a backcourt, garden, or a park.

This practice, however well intended, adds to the number of rats and mice in the area. This practice may affect the treatment of rats and mice as the bait will not be taken due to the food scraps on the ground.

As we enter the summer months there is more natural food available for wild birds, which is healthier for them and helps the environment.

We are asking you to limit bird feeding where possible, and follow the following advice:

- **Do not scatter food on the ground where it is an easy source of food for rodents.**
- **Bird tables are often easily accessible to mice, rats and squirrels: do not provide large quantities or unsuitable food.**

- **Use bird feeders with a catch tray to reduce debris falling on the ground.**
- **Choose the location of your bird feeders carefully.**
- **When using bird feeders, place a small quantity of feed daily so that it is not left overnight.**
- **Do not feed birds from your windows, or garden using unwanted food waste. This will attract rats and mice. All unwanted food scraps should be deposited in the refuse/food waste bin for removal.**

In general, we would advise against bird feeding, however, if you do wish to feed birds in your garden, please follow the advice above.



# New Properties Coming Winter 2024

## 60 NEW HOMES - LARKFIELD/ BUTTERBIGGINS ROAD



We are delighted to be working with Link Housing Association to acquire 60 new homes for the community for Govanhill.

Link Housing Association are building these properties and once completed we will purchase to add to our stock portfolio.

The properties will be made up of different types and sizes.

28	1 bed/2 person flats
5	2bed/3 person flat (wheelchair adaptable property)
23	2 bed/4 person flats
1	3 bed/4 person flats
3	3 bed/6 person flats

If you are interested in finding out more information about these properties please call into our office, call us on 0141 636 3636 or email [checkin@govanhillha.org](mailto:checkin@govanhillha.org)

If you would like to put your name forward as being interested in one of these properties, please email [lhiddleston@govanhillha.org](mailto:lhiddleston@govanhillha.org).

You do not require to complete a housing application form at this stage.

## Contacting the Association

Our offices at Samaritan House are open from 9am to 5pm Monday to Friday (closed 12:30pm-1:30pm). If you have made an appointment to see a member of staff please arrive no more than 5 minutes before your allocated appointment. Please also be aware that if you arrive at the office without an appointment it may not always be possible for you to see someone and you may be asked to come back.

There are several ways to contact the Association if you need to get in touch.

**Email:** [checkin@govanhillha.org](mailto:checkin@govanhillha.org) or visit the 'contact us' page on our website.

**General Phone Number:** 0141 636 3636

**Repairs:** 0141-636-3669 or 0141 636-3634 9am- 5pm Monday to Friday or visit [govanhillha.org/report-a-repair](http://govanhillha.org/report-a-repair)

**Welfare Rights Support for Tenants:** 0141 - 636 - 3651 • 141 - 636 - 3686 • 0141 - 636 - 3627 (Working days Tue. / Wed. / Thurs).

**Rent Team:** 0141 - 636 - 3624 • 0141 - 636 - 3662 • 0141-636- 3672 • 0141 - 433 - 2141 • 0141 - 636 - 3647



# How to Get Involved with Govanhill Housing Association

GET INVOLVED

There are many ways to get involved with Govanhill Housing Association, depending on the amount of time you have free or what you are interested in.

## Follow us on Facebook

You can follow the Association on Facebook to stay up to date with what is going on. Search 'Govanhill Housing Association' to like or follow us.



## Become a Member

As a member, you have the right to participate in the democratic processes of the Housing Association. You will receive a copy of our annual report, and an invitation to our annual general meeting where you can vote for our management committee.

## Join the Community Garden Group

If you are green-fingered or would simply like to meet people and spend more time outdoors, then why not get involved in the community garden group. You can follow them on Facebook or pop down to the garden on a Wednesday between 2-4pm to say hello and meet the group.

## Attend a Focus Group to contribute to Association Policy

From time to time the Association reviews aspects of our policy and practice. This might be how we allocate properties, or how we communicate with tenants. This is a great way to get involved with the Association on a one-off, or semi-regular basis.



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## Join Our Management Committee

Any member of the Association can make an application to join our management committee, which is the governing body of the Association, who meet regularly and have legal responsibility for our work.

There are currently 9 management committee meetings per year, as well as optional subcommittee meetings which cover various aspects of the business.

We are currently looking for new management committee members, and although this is a higher level of commitment, it is a terrific way to learn about how the Association works, meet new people, and have a significant impact on housing in your community.

To find out more about what is involved in being a management committee member, please contact Nicki Bruce or speak to your Housing Officer.



## Debbie McNally

**At the Association we were all devastated to learn of the sudden passing of our colleague, Debbie McNally.**

Debbie joined the Association in 2019 after working with us on a temporary basis and worked as a Housing Officer and more recently as Tenant Participation Worker, which she approached with her characteristic sense of humour and an infectious enthusiasm. In the short time she was in the role of Participation Worker she had a real impact on those she worked with, and was looking forward to developing more in the role.

Debbie had a massive impact on both the Association and the communities of Govanhill and Merrylee during her time working with us and she will be sorely missed.

**All our thoughts are prayers are with her family, friends and loved ones during this exceptionally difficult time.**





**Please do not feed the birds  
Excess food attracts rats!**



**Visit [glasgow.gov.uk/birdfeeding](https://glasgow.gov.uk/birdfeeding) or  
scan the QR code for more information**

