

GOVANHILL NEWSLETTER



The Newsletter of Govanhill Housing Association

Summer 2024

First Tenants move into New Development on Butterbiggins Road

The development was built by Link Housing and was then purchased by the Association. It will be let in phases, the first tenants moved in from June this year. This will free up other properties to let to our waiting list and homeless applicants.

The properties have been finished to a high standard with balconies and lift access.



Stay Connected

Would you prefer a digital copy of this newsletter?
Would you rather receive communication by email than postal letters?

The Association is going to start offering digital communication as an option, if this is something you are interested in, please email contact@govanhillha.org with your name and address and 'contact details' in the subject line.

How to Contact the Association



Email: general enquiries can be sent to checkin@govanhillha.org. If you would like to contact a specific member of staff, email the above address with the staff member's name in the subject heading. Please use the staff member's email if you know it.



Phone: We can be contacted by phone on **0141 636 3636**



Our office at Samaritan House, 79 Coplaw Street is open between 9am and 5pm Monday to Friday and closed between 12:30pm and 1:30pm.



Our office at 53 Ashmore Road in Merrylee is open on Wednesdays, Thursdays and Fridays from 9:30am to 12:30pm.



More than 300 People Enjoy Community Garden Family Fun Day

On Saturday the 22nd of June the Community Garden Group supported by Govanhill Housing Association held their annual family fun day.

The sun was shining as children enjoyed face painting, balloon art and the ever popular 'hook a duck'.

The local ambulance service and fire brigade also attended, giving families an insight into their work (along with a good-natured siren competition).

Thank you to the Community Garden Group and everyone involved in organising the day.

Family of Debbie McInally Raise over £5000 for Govanhill Community Garden

We were devastated last year to learn of the sudden passing of our colleague Debbie McInally. Debbie was our Resident Engagement Assistant, passionate about community involvement, and particularly enjoyed her work with the Community Garden Group.

We are very appreciative that Debbie's family have fundraised for the Community Garden in her memory, raising £5510 by completing the Edinburgh Marathon this May.

Rosemary Kerr Scott from the Community Garden Group said

'We are blown away with the total amount that was raised and donated to the Govanhill Community Garden. We cannot begin to express how thankful we are to all that donated to achieve this fantastic amount.

Our first planned purchase is a new wheelchair accessible picnic bench for the Garden. We will be sure to update you all as we put this money to great use and "Let the good work continue"

XL Bully Dogs: What you Need to Know



Get up to date with the latest legislative changes

You may be aware that XL Bully dogs have recently been added to the list of 'prohibited' or 'banned' dogs under the 1991 Dangerous Dogs Act.

From 23 February 2024, it is an offence to:

- **Have an XL Bully in public without a lead and muzzle**
- **Breed or breed from an XL Bully**
- **Sell, give away or rehome an XL Bully**
- **Abandon an XL Bully or let it stray**

If you already own an XL Bully dog the following legislation applies in Scotland:

By the 31 July 2024 you must apply for a Certificate of Exemption to keep an XL Bully dog. Otherwise, you are committing a criminal offence.

- If you do not want to keep your dog after this date, compensation is available.
- Further information is available at [XL Bully dogs in Scotland - mygov.scot](https://mygov.scot)

If you break these rules, you may be fined up to £5,000, sent to prison for up to 6 months, or both.

XL Bully Dogs and your Tenancy Agreement

Govanhill Housing Association tenancy agreements contains the following clause relating to dogs banned under the Dangerous Dogs Act 1991.

KEEPING OF PETS

You are not permitted to keep a pet which is prohibited by the Dangerous Dogs Act (1991) or by any other law. You are responsible for the behaviour of any pets owned by you or anyone living with you. You must take all reasonable steps to supervise and keep such pets under control.

Although the XL Bully dog has been added to the list of designated dogs under the Dangerous Dogs Act 1991, any individual XL Bully dog will not be classed as prohibited where an owner of an XL Bully dog obtains a certificate of exemption which enables the owner to legally own the dog.

Please note failure to obtain a Certificate of Exemption to keep a XL Bully dog will be a breach of your tenancy agreement and may result in the Association raising legal proceedings against you.

Tenancy Services Performance Update to March 2024

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.

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 24%

- 275 offers made
- 68 refused

Lettings Performance

In 2023/24 we let 208 properties. Of these:



were let to those on our waiting list



were let to homeless applicants



were transfers from within the Association

Improving Anti - Social Behaviour

We received 139 Anti-social behaviour reports during this period, of these 93.5% were resolved within the agreed timescales.

Rent Arrears Performance

Our rent arrears during 2023/2024 were 2.34%. This means that 2.34% 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 financial year 2023/ 2024 we received 128 complaints.

Of these, 102 were Stage 1 complaints and 26 were Stage 2 complaints. The total number of complaints upheld was 57, which equates to 44.53%.

Stage 1 complaints are more straightforward and usually dealt with by the staff member

you first speak to, stage 2 complaints are more complex.

100% of all complaints were resolved in full and within the expected timescale.

Of these, approximately a quarter of complaints related to factoring primarily concerning repairs and factoring charges.

Approximately ¼ were directed at tenancy services, and concerned allocations, communication, Anti-Social Behaviour (ASB), the condition of shared areas and back courts.

Most complaints concerned repairs, in particular repair timescales.

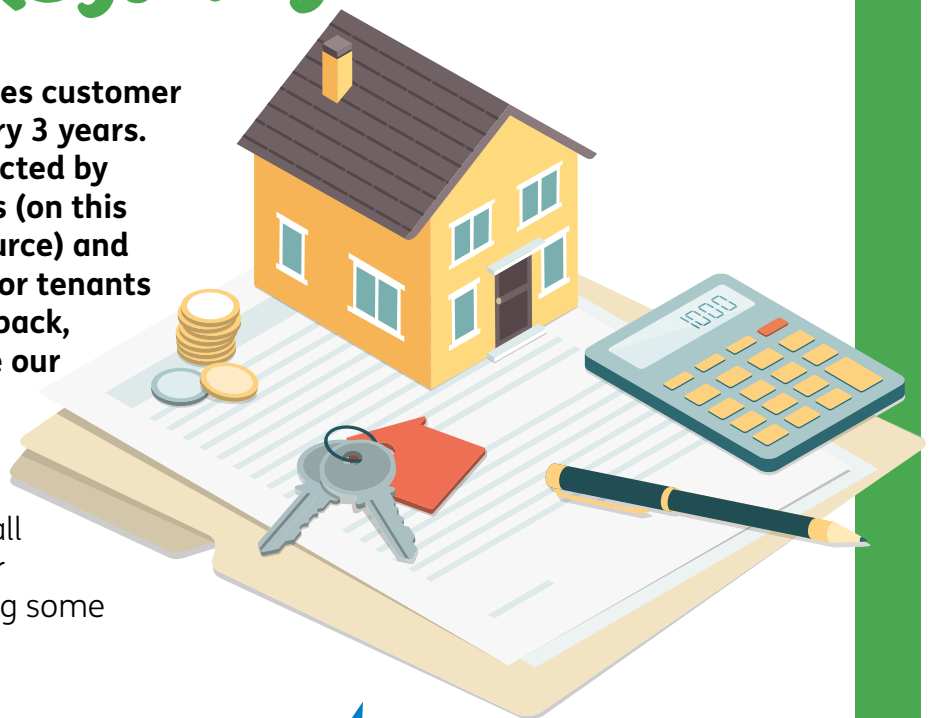
If you wish to make a complaint, please email complaints@govanhillha.org or speak to a member of staff.



Customer Satisfaction Survey: The Results are in!

The Association completes customer satisfaction surveys every 3 years. These surveys are conducted by independent researchers (on this occasion Research Resource) and provide an opportunity for tenants and owners to give feedback, which we use to improve our services.

The results show improvements in many areas such as overall satisfaction, and value for money, as well as showing some work to do in other areas.



What We Did

1120 tenant interviews between the 6th of February and 27th March 2024.

385 owner interviews were completed (233 with resident owners and 125 with non-resident owners).

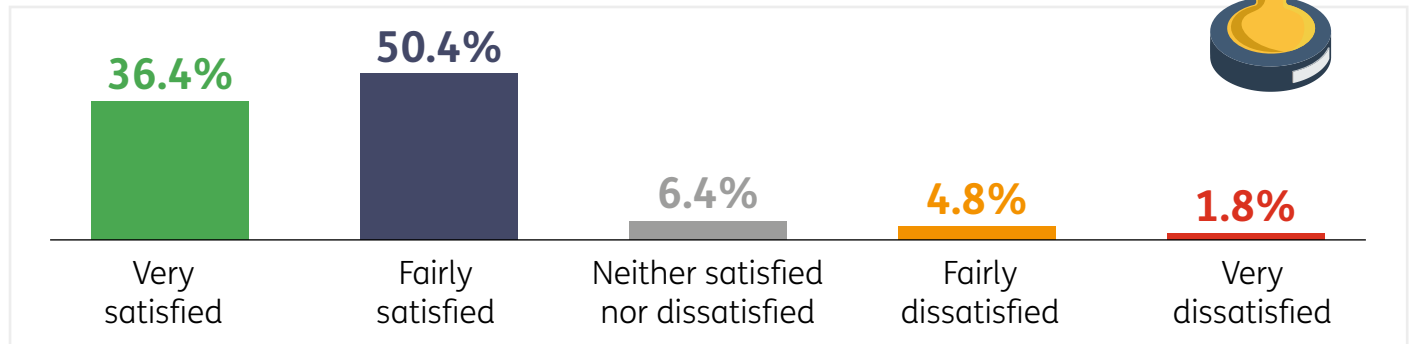
Resident owners were interviewed by telephone and absentee and commercial owners by post.

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Customer Satisfaction Survey: *The Results are in!*

What We Found

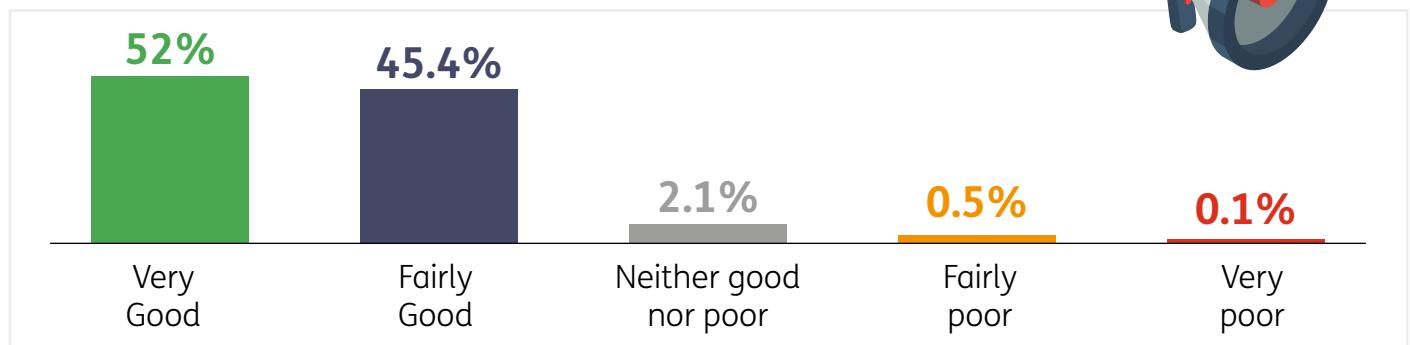
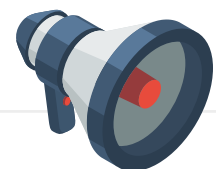
Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Govanhill Housing Association?



Total percentage of respondents satisfied with the service provided by the Association 87%

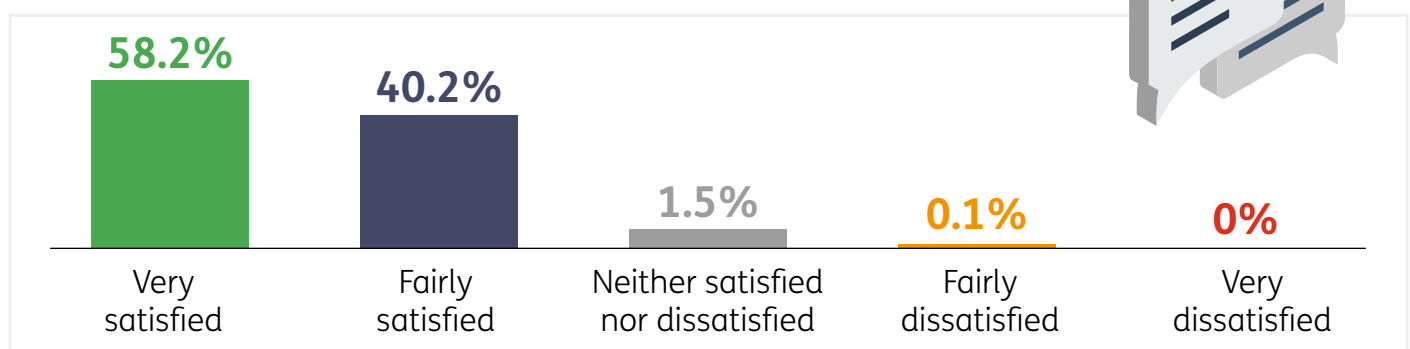
This is an improvement on our previous customer satisfaction survey which showed that 83% of tenants were satisfied with our services, and closer to our pre-pandemic 2018 survey that gave an overall satisfaction level of 90%.

How good or poor do you feel Govanhill HA is at keeping you informed about their services and decisions?



97% of respondents said that they felt we were either very, or fairly good at keeping them informed. This is an improvement on 2021's figure of 91% and the 2018 figure of 96%.

How satisfied or dissatisfied are you with the opportunities given to you to participate in Govanhill's decision-making process?

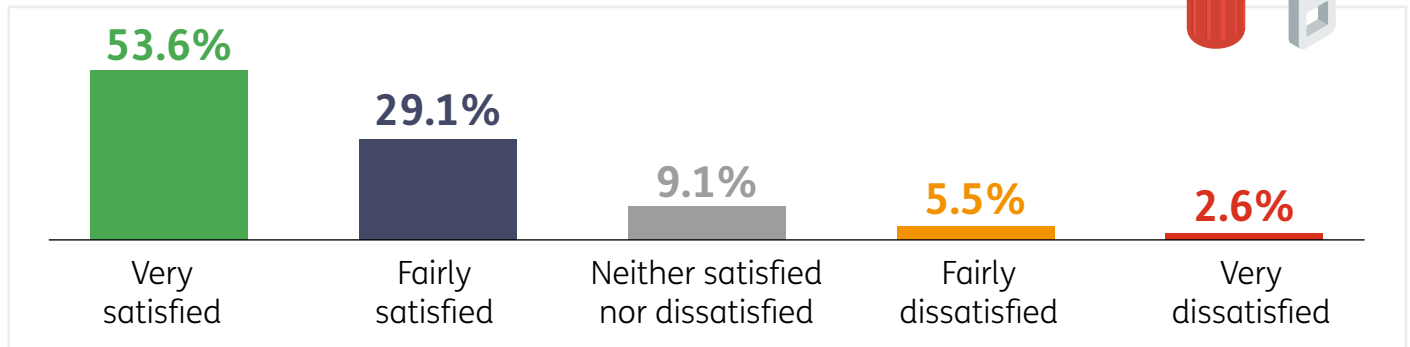
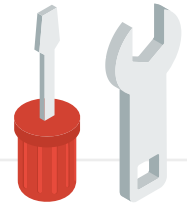


98% of respondents were satisfied with the opportunities given to participate, which is an improvement on 2018 and 2021 (both 95%).

Customer Satisfaction Survey: *The Results are in!*

Satisfaction with last repair

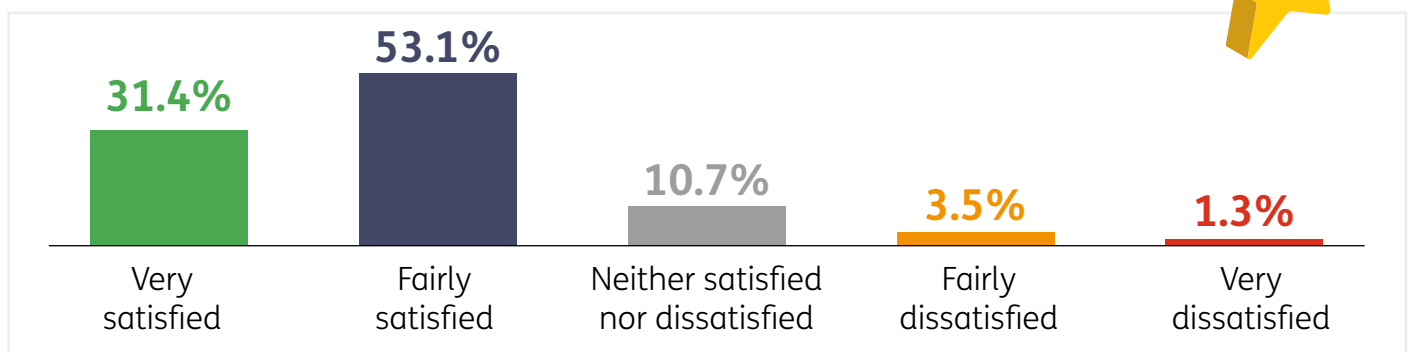
Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by Govanhill HA?



83% of respondents were satisfied with our repairs service. In 2021 this figure was 85% and in 2018 this figure was 90%.

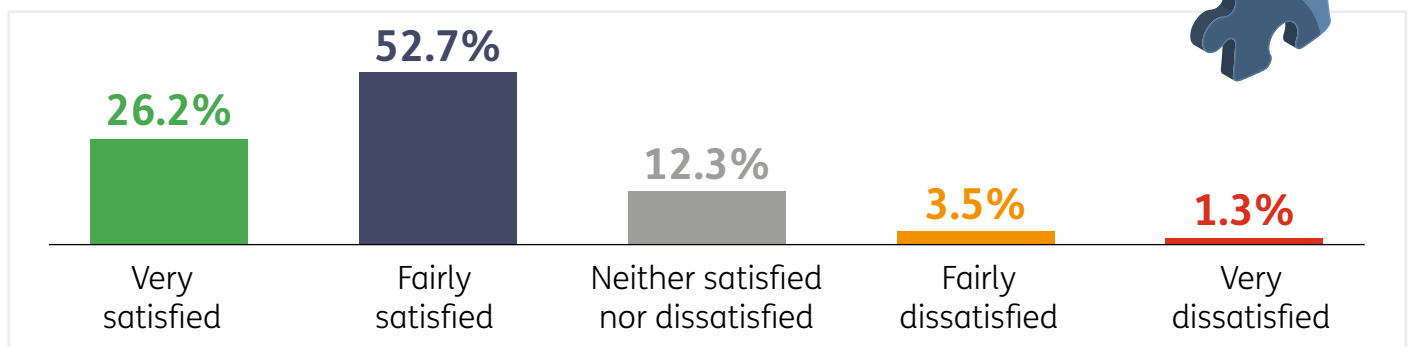
Quality of the home

Overall, how satisfied, or dissatisfied are you with the quality of your home?



85% of respondents said they were satisfied with the quality of their home. The figure in 2021 was 87% and in 2018 it was 92%.

Overall, how satisfied, or dissatisfied are you with Govanhill HA's contribution to the management of the neighbourhood you live in?

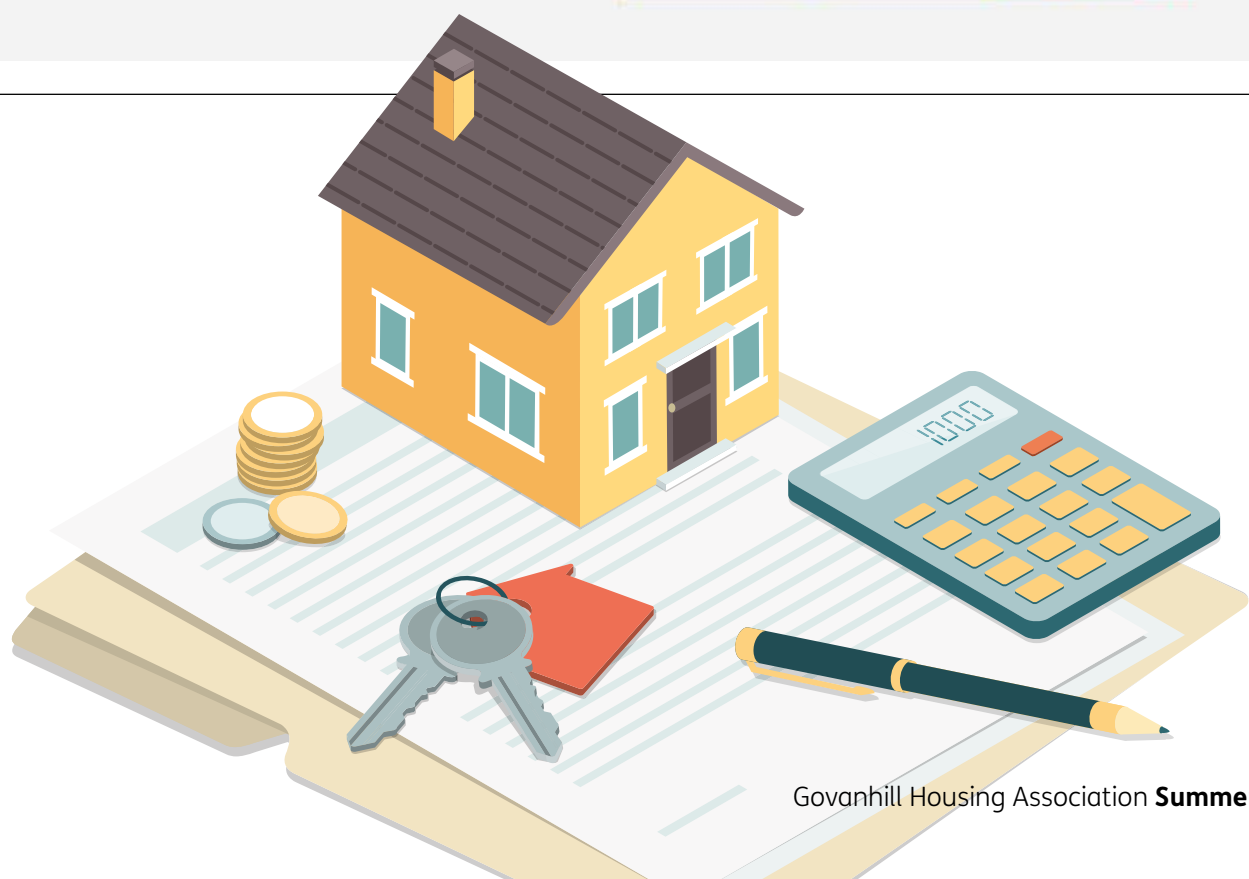
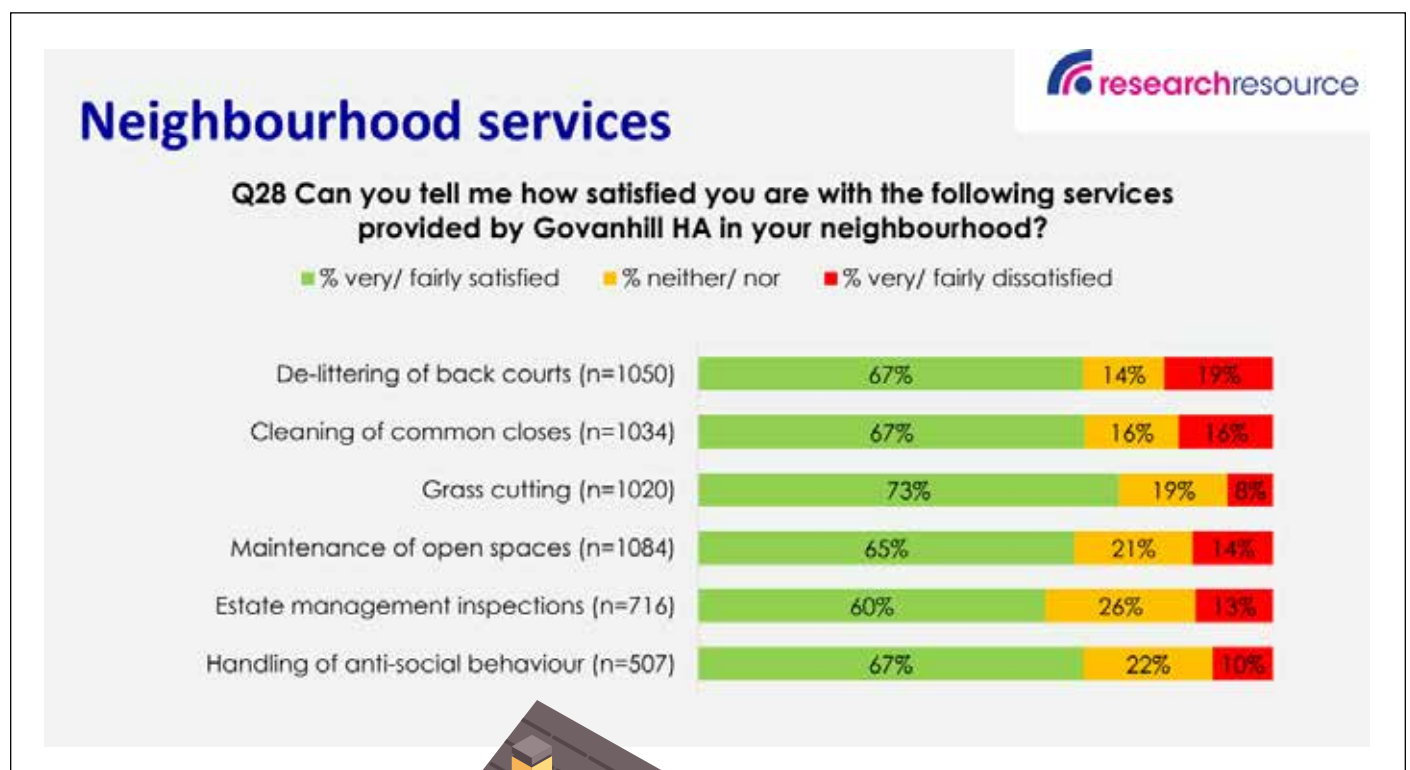
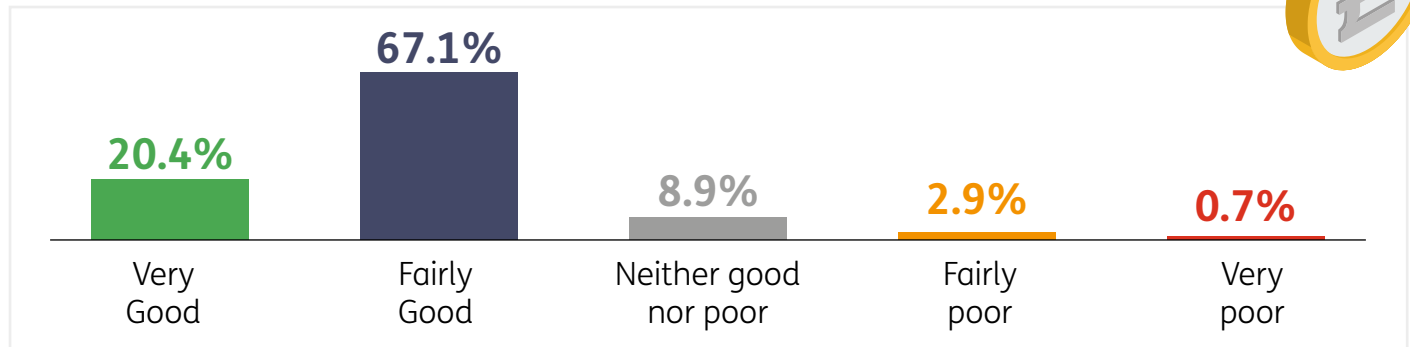


79% of respondents said they were satisfied with the contribution of Govanhill HA to managing the neighbourhood. In 2021 this figure was also 79%.

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Customer Satisfaction Survey: *The Results are in!*

Considering the accommodation and services Govanhill HA provides, to what extent do you think the rent for this property represents good or poor value for money? Is it...



Association Opens Applications for Education Bursary

We have opened applications for our Education Bursary, which is open to all tenants who are studying a course at College or University.

The grant can be used for anything that supports your course such as travelling, out of pocket expenses, books, materials (e.g., hairdressing course requires scissors etc.). Whatever will help you attend college or university. The grant can be used for anyone living in your household.

If you wish to apply, the form is available on our website at **www.govanhillha.org** or email **checkin@govanhillha.org** with the subject heading 'Education Bursary Form.'

Tenancy Services Offer Drop-in Surgeries for Welfare Rights and Housing List Applicants

As part of improving our services for tenants the Association has been offering drop-in surgeries, offering welfare rights advice, and information for housing list applicants.

If you wish to speak to someone about an issue with your benefits, then you can make an appointment by contacting **welfarerights@govanhillha.org** or by phoning **0141 636 3636** (press option 2). Surgeries will take place at the following times.

- Monday 1.30 pm to 5 pm
- Tuesday 9.00 am to 12.30 pm
- Wednesday 9.00 am to 12.30 pm
- Thursday 1.30 to 5 pm
- Friday 9.00 am to 12.30 pm

If you wish to speak to someone about your housing application, then you can make an appointment at reception phoning **0141 636 3636**. Appointments will take place on Mondays from 9am-12:30pm and Wednesdays from 9am – 12:30pm.



Association Supports Tenants with Cost-of-Living Crisis in Govanhill

If you are struggling with the ongoing excessive cost of living, please do not suffer in silence, speak to the Association, we may be able to access funds that could help you, we may also be able to help you with household items.

If you are finding it difficult to pay your rent please contact a member of our rents team as soon as possible.

Lesley McSkimming:
0141 636 3647

Lorraine Jennings:
0141 636 3672

Sandra Murray:
0141 433 2141

Tracy Doncaster:
0141 636 3662

Judith Christie:
0141 636 3624

Environmental Group Update

The Govanhill Environmental Group continues to meet regularly, so far, the group has had 5 meetings and involved 17 people.

The group has plans to do regular walkabouts, checking closes and backcourts, talking to shop owners, taking action on dog fouling, and coming up with ways to encourage recycling.

If you are interested in getting involved contact Cristina on cchirilov@govanhillha.org.

Environmental Group Holds Gardening Event for Green Fingered Tenants

We held a gardening event for tenants interested in Gardening, supported by our ground's maintenance contractors John O Connor and the Govanhill Community Garden.

Tenants were invited to come collect new plants and equipment and learn new gardening skills.



Save Money and the Environment by Recycling your Empty Bottles at Lidl

Recycle your rubbish at Lidl for a discount on your shopping.

If you shop at Lidl on Victoria Road, you will now be able to get money off your groceries when you bring back cans and bottles to be recycled. Lidl on Victoria Road has installed vending machines that will accept cans and single-use PET plastic, any size between 100ml and 3l. The machines will not accept packaging from dairy items, such as milk and yoghurt drinks.

You can find out more at www.lidl.co.uk/returnscheme.

YOU CAN HELP **STOP THE RATS**



Association urges behaviour change with new poster campaign

Along with many areas in Glasgow, Govanhill has an issue with rats, and, although pest control is a statutory responsibility of Glasgow City Council, we know that we all need to work together if we are going to solve this problem.

That is why the Association has developed a poster campaign that asks all residents to take the following steps.

- Ensure all bin bags are placed inside the bins, and lids closed. Leaving bags on the ground makes them an easy food source for rats
- Do not put food on the ground for birds, it is a food source for rats and other pests.
- Do not compost in the back court. We understand that composting food waste can be an environmentally friendly thing to do but unfortunately it provides an easy food source for rats and other vermin.



Merrylee Coffee Mornings to Restart After Summer Break

The Merrylee Coffee Mornings will be starting again in August at Cathcart Bowling Club.

Come along to meet your neighbours and get involved in a variety of different activities!

For more information contact Gillian at gscott@govanhillha.org.



Annual Rent Review Consultation to be Brought Forward

Every year the Association consults our tenants on the appropriate level of rent increase for the upcoming year. Usually, this consultation takes place in January which informs the February Management Committee meeting, where the level of increase is decided.

This year, the Association has decided to bring the consultation forward, and tenants will be consulted on

the proposed level of increase from October, to December, which will allow a decision to be made before the festive break.

The rent increase will be implemented in April, as usual, but the consultation and decision will take place earlier and it is hoped that more tenants will take the opportunity to share their views.



Association Launches Health and Safety Guide for Tenants

It is a top priority for GhHA to keep our tenants safe in their homes and neighborhoods. One of our key objectives is to ensure the trust and confidence of Tenants in the safety of their home.

That is why we have developed a health and safety guide, covering a broad range of health and safety concerns.

The guide makes it clear what aspects of health and safety are the responsibility of the Association, as well as what tenants can do to ensure that they remain safe and well in their homes.

All tenants will have received a copy of this guide along with this newsletter. If you require a copy of this handbook in



another language, please contact the Association.

Association Seeks Communications Volunteers

Do you have ideas, thoughts, or opinions on how the Association communicates with tenants? Would you like to have an input into this Newsletter, our website, or social media?

We are looking for tenant volunteers to help us in the development of a new website for the association, so that it can be the best resource possible.

If you would like to get involved, please contact lely@govanhillha.org.

Annual Home Visits: What you Need to Know!

The Tenancy Service team will be contacting all tenants to arrange a home visit.

WHEN WILL THE VISITS TAKE PLACE?

All tenants will be visited once per year. You will be contacted by your Housing Officer before the visit, who will arrange a suitable time.

WHAT IS THE PURPOSE OF THE VISIT?

- For you to update us on anything you need to tell us about your tenancy.
- For us to give you information on services or support you may be able to access through the Association.
- A chance for you to ask any questions you may have.

HOW LONG WILL THE VISIT TAKE?

The visit should take around 30 minutes of your time.

IS THE VISIT MANDATORY?

The annual visit is a requirement of your tenancy; however, it should not take long, and we will try to find a time that suits you.

WHAT DO I NEED TO DO?

When your housing officer contacts you, please arrange a suitable time for us to come to your home.



Zero Tolerance of Abuse towards Staff and Contractors

Unfortunately, there has been a rise in the incidents of abuse towards our staff, either on telephone calls, in our office or when we are carrying out our work in the community.

We appreciate that sometimes people find themselves in difficult personal circumstances, however this does not mean that staff and contractors should be subjected to verbal abuse while trying to offer a service to tenants.

We believe that our customers have a right to

be heard, understood, and respected. We work hard to be open and accessible to everyone. Occasionally, the behaviour or actions of individuals using our services makes it very difficult for us to deal with them and the issues they raise.

In a few cases, the actions of individuals become unacceptable because they involve abuse of our staff or our process. Any violence or abuse towards or harassment of staff will not be accepted.

Understanding Parking Restrictions in Glasgow

With new parking regulations coming into force from Glasgow City Council (GCC) and Police Scotland, it is important everyone knows where they can and can't park, and how to report any inconsiderate or dangerous parking.



Double Yellow Lines: Means no waiting at any time. Loading restrictions are dictated by kerb markings.

Report issues to: GCC Parking Attendants, please 'Report a Parking Problem' in your area at www.glasgow.gov.uk/parking



Single Yellow Lines: This means there is a waiting restriction, the times will be shown on the accompanying sign, on the nearby lighting column.

Report issues to: GCC Parking Attendants, please 'Report a Parking Problem' in your area at www.glasgow.gov.uk/parking



Yellow Zig Zag Lines: Only found outside schools, hospitals, or fire, police or ambulance stations indicate the length of road where stopping or waiting is strictly prohibited.

Report issues to: GCC Parking Attendants, please 'Report a Parking Problem' in your area at www.glasgow.gov.uk/parking



White Zig Zag Lines: Used around pedestrian crossings, drivers must not park or overtake in this area.

Report issues to: Police Scotland by phoning 101.



Pavement Parking: Transport (Scotland) Act 2019 has banned pavement parking across Scotland.

Report issues to: GCC, visit www.glasgow.gov.uk/parking for further details, Frequently Asked Questions (FAQs) and exemption information.



Parking Plates: Signage is installed to indicate restrictions for road users. Please ensure you check these before parking your vehicle.

Loading and unloading from commercial premises may be permitted, providing you can be seen doing so continuously - unless there are specific restrictions highlighted against it.



No Stopping: This indicates a clearway, which means no stopping at any time - not even to pick up or set down passengers.



Exceptions: Blue Badge holders: can park on single or double yellow lines for a maximum of three hours, providing there isn't signage to say otherwise, it is safe to do so and it is not causing an obstruction for other drivers.

Other commonly reported parking issues:

Vehicle Parked at a Dropped Kerb:

GCC now have the powers to enforce this. Check out the pavement parking prohibitions at www.glasgow.gov.uk/parking for further details on what we can enforce and what exemptions are allowed.

Double Parked Vehicles:

GCC now enforce this. Visit 'Pavement Parking Prohibitions' at www.glasgow.gov.uk/parking for further details on what GCC enforce.

Parking Outside Someone's House:

Parking is permitted on the roadway outside of someone's house, unless the vehicle is blocking the driveway.

Report issues to: Police Scotland by phoning 101 or contact us at <https://www.scotland.police.uk/contact-us/>

Is the Vehicle Causing an Obstruction Where There are no Parking Restrictions:

Report to Police Scotland on 101 or contact us at <https://www.scotland.police.uk/contact-us/> GCC only enforce where parking restrictions are in place.

Does a Vehicle Appear Abandoned?:

Report this to GCC via www.glasgow.gov.uk/parking

Vehicle Parked in a 'Loading Only' Bay or Bus Stop:

Report a Parking Problem to GCC Parking Wardens, via www.glasgow.gov.uk/parking

Issues With Work Being Carried Out on the Road or Pavement?:

Report to GCC Roadworks Control Team via the 'Report at Parking Problem' section at www.glasgow.gov.uk/parking

For more information on parking in Glasgow:

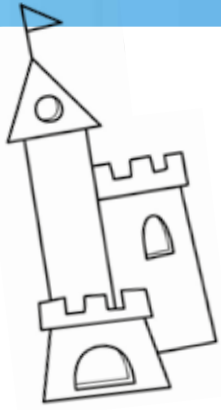
Controlled Parking Zones (CPZ), Restricted Parking Zones (RPZ) and Pedestrian Zones, visit www.glasgow.gov.uk/parking

GCC and Police Scotland will continue to work in partnership to help communities to tackle issues related to parking and obstructions.

Reports to Police Scotland can also be directed to: <https://www.scotland.police.uk/secureforms/contact/>

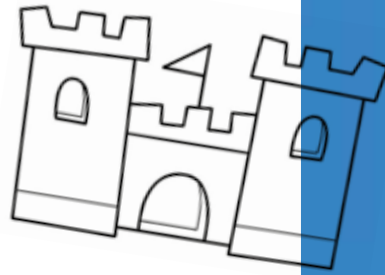
Contact Glasgow City Council: www.glasgow.gov.uk

CHILDREN'S **SUMMER** DRAWING COMPETITION!



Design your own Sandcastle!

This summer we are looking for the best sandcastle designs! Using your imagination, draw us a sandcastle fit for a queen or king.



Email your finished drawings to **checkin@govanhillha.org** and the best ones will be shared on the Govanhill Housing Association Facebook page!

Please Contact Us At: Freepost Better Living

General Enquiries: 0141 636 3636

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

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