

GOVANHILL NEWSLETTER



The Newsletter of Govanhill Housing Association

Winter 2018

Remembering Ann Scott:

Founder member of Govanhill Housing Association and Committee member for over 40 years.

The Association is sad to announce the death of Ann Scott who passed away on the third of November after a short illness.

Ann's membership number of the Association was number 9, and she was a reliable presence on the management committee for over 40 years - always acting in the best interests of the Association, with a forthright enthusiasm and a keen eye for detail. She was infamous for her adherence to the rules of grammar and punctuation. Ann scrutinised every paper she received with a trademark rigour, no doubt developed throughout her career working in administration for the Police, Glasgow City Council and what was then the Glasgow Health Board.

In her later years Ann lived in the Association's Jamieson Court sheltered housing complex, which she first visited in 1985 before it opened. Like many others she jokingly picked out her future flat - not knowing that one day she would be living there and be secretary of the residents' group.

In 2015 Ann shared her memories on the 30th anniversary of Jamieson Court, including her thoughts on the changing nature of the area:

'Govanhill has always had a changing population with, initially, Highlanders speaking Gaelic, Irish people speaking their own Gaelic, and Jewish people speaking Yiddish. Then Asians settled in the 1950s and 60s and now we have Eastern Europeans moving into the area.



07/06/1934 - 03/11/2018

They will soon integrate into the community as have those coming before them. I am proud to say I'm from Govanhill!

Ann was a steadfast, reliable, principled lady who gave countless hours of her time and energy to the community in which she lived. She will be greatly missed.

Festive opening hours

The Association offices will close for the festive period at 2pm on Monday the 24th of December, and re-open at 9am on Friday the 28th of December.

The offices will be closed for New Year at 2pm on the 31st of December, and will re-open at 9am on the 4th of January.

For repairs during the office closures please call 0370 191 0006 for internal repairs except heating and hot water.

For out of hours central heating and hot water repairs including roofing problems and leaks please call 0141 552 8647 for assistance.

Universal Credit: Computers available at Govanhill Library and in the Association Reception

On the 26th of September, Universal Credit arrived in the Govanhill and Merrylee areas. One of the major changes to the way that this benefit is administered is that all claims must be made online.



If you do not have access to the internet at home, or need help and support to fill out your claim form, you can use the computers at Govanhill Library. A room has also been set aside in the Association reception and computers have been made available.

Govanhill Library has computers available during their opening hours. The library offers specific support for Universal Credit claimants on Wednesdays and Fridays.

Govanhill library opening hours

Mon 10:00am - 5:00pm

Tue 10:00am - 8:00pm

Wed 10:00am - 5:00pm

Thu 10:00am - 8:00pm

Fri 10:00am - 5:00pm

Sat 10:00am - 5:00pm

Sun Closed

What is Universal Credit?

Universal Credit is a means-tested benefit which will replace the following six existing benefits • Income-related Employment and Support Allowance • Income-based Jobseekers Allowance • Income Support • Working Tax Credits • Child Tax Credits • Housing Benefit

We are here to help

If you are concerned that Universal Credit may have an impact on you, please get in touch. To access our advice service phone 0141 636 3636 and ask to speak to our Welfare Rights or Rents teams who will arrange an appointment.

Revamped Govanhill.Info site seeks volunteers

The Govanhill.info site is back online with a new improved design. The new site features local information and news stories on the front page, as well as an events calendar covering events from the Association, Govanhill Community Development Trust and the wider local community.

In order to keep the site as up to date as possible, Govanhill Community Development Trust is looking for volunteers to cover local events, and contribute articles or pictures to the site.

If you are interested in being involved, or have an idea for the site please contact Liz by emailing lely@govanhillha.org.



Improved repairs service starts December 2018

The Association is delighted to introduce our new responsive repair and void repair contractor, Mears Ltd.

Mears has been successful in winning this contract which will run for an initial period of three years with an option to extend it for a further two years thereafter. Views expressed by our tenants who participated in our Tenant Conference in late 2016 suggested that tenants wanted the Association to set quicker response times for emergencies and move to a full appointment system for standard repairs. This contract includes these services.

Through this new contract, emergencies will be responded to within two hours of reporting a problem and small repairs/make safe actions will be completed within four hours. This is an improvement on our current response time

of four hours after reporting an emergency.

We were also asked to streamline the reporting of out of hours emergency repair responses and increase the number of time slots for non-emergency repairs, particularly for those in work.

Appointments will now be offered for urgent and routine repairs, and initial visits will be offered to tenants within three working days after the day the repair is issued.

Appointments will be available in the following slots, as opposed to the current am/pm access.

Monday to Friday
08:00 – 12:00, 09:30 – 14:30,
12:30 – 17:00

Tuesday evening*
17:00 – 20:00

Saturday morning*
09:00 – 12:00

MEARS

*Out-with the 3-day response target

Customer satisfaction will be monitored through the contractor, our Maintenance Inspectors and telephone surveys carried out by our agents from time to time.

Barry Duncan, Managing Director of Mears Scotland said, "We are delighted to have been awarded the contract with Govanhill Housing Association and we are eager to begin our journey working in partnership over the next three years. This is a fantastic opportunity for Mears and we are committed to delivering an excellent service to the residents of Govanhill and look forward to making a positive impact on the community."

New repairs contract brings benefits to the community

Mears have committed to a number of projects during the 3-year contract. They are keen to help people learn key life skills that can help them maintain their homes and find employment. Mears will recruit from the local area and employ a trade apprentice in year 1 for the duration of the contract. This process will likely begin around Spring 2019 with the aim to having a suitable candidate recruited in time for college intake in September 2019.

Mears have committed to working with Govanhill Community Development Trust and will undertake one project each year for the Trust.

Mears will work with key people within the Association to deliver resident training and Trade Taster Programmes that will give candidates a practical understanding covering basics such as painting & decorating, tiling and basic DIY.

To report a repair during office hours please call the Association on 0141 636 3669, call into our reception or email



(non-emergency) repairs to checkin@govanhillha.org

Out of hours internal repairs (except for heating and hot water) should be phoned directly to MEARS on FREEPHONE 0370 191 0006.

For out of hours Central Heating and Hot Water Repairs and Roofing Problems/Leaks please call our Out of Hours Service on 0141 552 8647 for assistance.

New grounds maintenance contractor working to a higher specification

The Association's ground maintenance service is now being carried out by John O'Conner Ltd. The initial contract will run until August 2021 with an option to extend it for a further two years. The contractor is busy bringing our backcourts and other areas covered by the contract up to the new higher contract specification.

Following issues being raised by tenants and owners, the Association has increased the number of visits to tidy bin stores, and move bulk refuse forward to the curb for Glasgow City Council to collect. We have also extended the cutting season for grass and specified it be cut shorter. The new contract places more emphasis on keeping shrubs and hedges pruned, as well as keeping paths and hard standings free of moss and weeds.

If you have any questions or concerns regarding the Backcourt/Ground



Maintenance Service please do not hesitate to contact your Housing Officer or Factoring Officer for assistance. We will be monitoring how well the contract meets these new specifications.

New Grounds Maintenance Specifications are:

- **Bin Stores tidied weekly**
- **Bulk moved forward for City Council to Collect weekly***
- **Grass cut twice a month April to October inclusive**

*Excluding Public Holiday Weeks

STAY WARM AND WELL THIS WINTER



Tips from NHS Scotland



When the temperature drops, this can increase the risk of health problems - particularly for people 65 or older, people on low incomes or with long term health conditions. NHS Scotland has some valuable tips for staying warm and well this winter.

Tips for staying well

- If you're not very mobile, are 65 or over, or have a health condition, such as heart or lung disease, heat your home to at least 18C (65F)
- keep your bedroom at 18C all night if you can – and keep the bedroom window closed
- during the day you may prefer your living room to be slightly warmer than 18C
- Babies should sleep in rooms heated to between 16C and 20C
- Keep your curtains closed at night, and insulate
- get your heating system checked regularly by a qualified professional

Protect your health in the cold

If you start to feel unwell, even if it's a cough or cold, don't wait until it gets more serious, visit your local pharmacist for advice.

- Get the flu jab – If you have a health condition, are aged 65 or over, pregnant, working in health care or an unpaid carer this is available for free on the NHS.
- Wear several layers of clothing, rather than one thick layer.
- Use a hot water bottle or electric blanket to keep warm in bed (make sure you don't use both at the same time)
- Eat at least 1 hot meal a day, and drink plenty of hot drinks.

- Try not to sit still for too long, even moderate exercise can help you stay warm.
- If you have heart or breathing problems, stay inside when it is very cold.

Struggling with your energy bills? Visit South Seeds for confidential advice.

Heating your home can be expensive, but help is at hand. South Seeds can support you to find the best deal from energy suppliers as well as giving you other advice on how to make your home warmer and save money on your bills.



If you find yourself struggling with energy debt, help is available. Regardless of how the debt came about, South Seeds offer a confidential, non-judgemental service. However complicated the problem seems, South Seeds energy advisors will help you find a solution.

Anyone who lives in the Govanhill area can access support from South Seeds. Visit their office at 514 Victoria Road, call 0141 636 3959 or speak to your housing officer for more information.



SPOTLIGHT ON: THE GOVANHILL COMMUNITY SUPPORT CENTRE

We interviewed Sorana and Martina about their work as a Community Development Workers in the Community Support Centre on Allison Street.

Sorana says: A range of GCDT staff provided support for the community through the week. My day is Wednesday, where I am available from 10-4pm along with other staff members and volunteers. On a typical day I will see over 50 individuals or families – our recent record was 72 people in one day!

My job involves supporting Romanian clients to help them understand anything from work contracts and tenancy agreements to school reports, doctor letters and welfare forms. I will help people with information when I can or I refer people to other

organisations who are better placed to help.

Sorana Says:

One of the best parts of my job is when young Roma people come in to enquire about education and employment support. Having both a Volunteer Coordinator and an Employment Officer working within the Trust, I am able to immediately help them access opportunities they might not otherwise have heard of. Several young people this year started off as volunteers in order to improve their English and are now either in employment or enrolled in college courses. I love going home knowing I



might have helped that happen in some small way!

Martina Says: While people are waiting to access support they often meet friends and have the opportunity to connect with each other, I enjoy it when people drop in to say hi. It is also fantastic to see so many clients getting involved with Association events such as Community Conversations and the recent litter picks.

Youth funding boost as Govanhill is named Glasgow's 10th Thriving Place

'Thriving Places' is a Glasgow City Council initiative to improve a local area by bringing people together and making stronger links between different community groups, services and organisations. Each Thriving Place has a community anchor organisation with good connections to local people. The role of an anchor organisation is to support connections between communities and organisations. Glasgow City Council has announced that Govanhill Housing Association will lead on this work as the anchor organisation for Govanhill, with support from Govanhill Community Development Trust.

As part of the wider Thriving Places work, funding has been allocated to Govanhill Housing

Association to support local youth activities. Organisations who are working with local young people have been invited to submit applications for small grants to deliver youth engagement work in the Govanhill area. These applications are currently being considered and more information on the successful applications will be provided in the next newsletter.

As a wider part of this initiative, the Association will be bringing local youth providers together to develop a new youth strategy for Govanhill and is seeking to establish a youth steering group for the area. For more information please contact Dave Zabiega on 0141 636 6365 or at dzabiega@govanhillha.org.

Meet the Govanhill Workspace tenants: Playlist for Life

Playlist for Life is a charity founded by writer and broadcaster Sally Magnusson in memory of her mother, Mamie. When Mamie developed dementia, Sally discovered that meaningful music helped improve Mamie's life with the disease more than anything else.

Playlist for Life supports people to use music to improve the lives of people with dementia by helping them put together personal playlists based on meaningful music. This helps dementia sufferers reconnect with lost aspects of themselves, as well as helping family and carers connect with their loved ones. The charity does this in a variety of ways - from training care workers to setting up help points with the support of volunteers.

Playlist for Life are based at the Govanhill Workspaces at 69 Dixon Street. They are delighted with their unique space complete with mezzanine, and are looking to expand into another of the spaces in the new-year.

We asked Playlist for Life for top tips on how to find songs to connect with your loved ones.

1: Look for 'The Memory Bump'

People make more memories between the ages of 10 and 30 than at any other point during their lives. Think about what songs they enjoyed in their younger years. Playlist for Life has a list of songs from different time periods to help you find the right tune.



2: Find an Inheritance Track

Try to find songs which connect the person to their loved ones. What lullabies were sung to them when they were children? What music did they enjoy with their friends? Were there songs that their children played repeatedly?

3: Go for a Heritage tune

Think about songs and music which connect people to their heritage. Where does the person come from? If their childhood was in India, Scottish lullaby 'ally bally bae' will not necessarily be meaningful to them. Did they go to church? Are there songs from particular hobbies, television shows or films which might be meaningful?

To find out more about the work of Playlist for Life you can find them online at playlistforlife.org.uk, or give them a call on 0141 404 0683.

GCDT work wins CEMVO Ethnic Minority Impact Award

Govanhill Community Development Trust were delighted to recently receive an Ethnic Minority Impact Award. CEMVO, the Council of Ethnic Minority Voluntary Sector Organisations, honoured GCDT with the award at a ceremony on the 23rd of November. The team were nominated for their 'Tremendous commitment to fighting the daily challenges that they face

and the will to spread equality for all'. This work concentrated on the team's support for the Govanhill Roma community as well as GCDT's ESOL teaching and support to bring the community together through community conversations and other activities.



Tenant involvement:

Tenant involvement is a key part of what Govanhill Housing Association is about. The views and experience of tenants are vital to ensure that the Association continues to provide high-level services. Participating in the work we do is also a great way to meet your neighbours, have fun and contribute to the community.

The MERGE group (Minority ethnic residents group) enjoyed a day trip to Rothesay in October with their families. They also held a session on the Housing Association's allocation policy to help their members understand how their housing application is assessed. Their annual general meeting was on 6th December. Look out for regular coffee mornings starting up in the New Year!

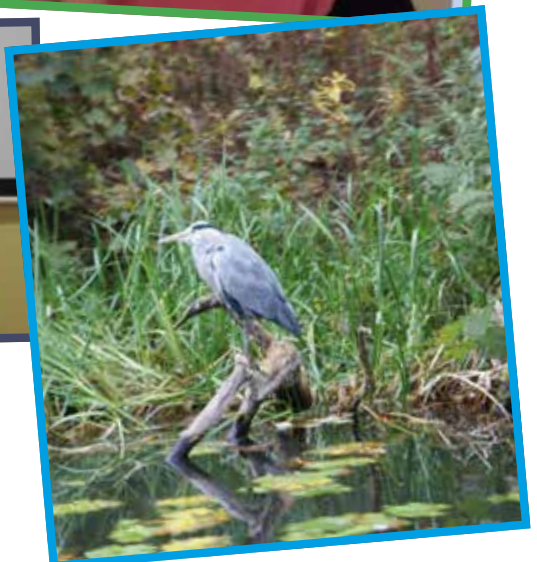
The Jamieson Court residents group submitted a successful grant application to Age Scotland for a Christmas party for older residents which took place in the Larkfield Centre on 10th December. The group also had an Annual General Meeting, lunch in Ayr as well as (going on) a barge trip in the summer.

The group was sad to lose Secretary Ann Scott who passed away on the 3rd of November.

We held a **'meet the neighbours'** brunch for tenants of the new build development in Inglefield



Street. It was great to hear how much residents feel they are benefiting from their new homes.



2018 Highlights

In the summer we held a **tenants drop in event** where tenants and residents had the opportunity to get to know one another and find out more about the Association and other local groups. Prizes were also awarded for the best garden.

The **Annual General Meeting** was held in September. All share members were invited to participate and elect the new Management Committee.



Monthly tenant drop-ins took place throughout the year on the third Tuesday of every month. These meetings are an opportunity to meet your neighbours, have a cup of tea and connect with the Association. The November monthly tenants' drop-in was dedicated to the new tenancy changes being introduced by the Scottish government. The event on the 18th of December will cover the upcoming rent consultation.



Govanhill Community Garden Residents & Tenants Association are learning how to set up and manage a small orchard in the garden at Samaritan House. If you are interested in getting involved in the garden please drop in on a Wednesday afternoon (enter via the Law Centre path).

Merrylee Registered Tenants Organisation welcomed 2 new committee members at their AGM in October and currently working on intergenerational activities. The Merrylee Open Day in September was well attended, and fun for all the family.

We marked **International Men's Day** on 19 November with a small event involving tai chi, woodwork, and the opportunity to share music.



Get involved in 2019!

There are many ways to be involved in the Association, from following us on Facebook, attending events, coming along to a drop in and giving vital feedback on tenant consultations.

Upcoming tenant consultations include the

rent review, and our next new build project, which will take place in the New Year.

If you are interested in getting involved in any of the above please contact Jennifer Ferguson 0141 636 3668 jferguson@govanhillha.org

Researcher investigates intricate tenement cornices of Govanhill

Glasgow resident Martin is on a mission to photograph and document cornice work found in tenement flats. The majority of the flats owned by the Association are tenements, many of which have intricate ceiling cornices. Martin first became interested in the subject when he noticed the cornice work in his own flat differed from that of his friends, but found that there was very little information out there about cornices. He is now building a map of the different areas of the city, which includes Govanhill.

The Association welcomed Martin into a few of our properties in Southwest Govanhill and he was kind enough to share these photographs with us.



Annual rent review: have your say

The Association will be consulting on its rent review in early 2019. All tenants will receive a letter in the first week of January which will outline the process for the consultation, and how you can get involved. It is important that you respond to this letter to have your voice heard. Our consultation document takes account of the views expressed last year

and hopefully answers some of your questions.

The consultation will be open and online between the 4th and 25th of January, there will also be the opportunity to feedback in writing.

During the week beginning the 14th of January we will hold a number of consultation events with registered tenant organisations as well as one to

one surgeries where you will have the opportunity to ask questions and give feedback.

This feedback will be taken to the management committee, who will make the final decision in early March.

More information about this consultation and the above events will be available on our website, and in writing in the New Year.

First tenants move into Victoria Road development

Mr & Mrs. Rana and their five boys are delighted to have been able to move into a five bedroom flat on Victoria Road. The boys were very excited to get their own rooms, as well as a small patch of garden at the front of the house. Mr Rana says he finds the area safe, and the noise of the traffic and increased footfall adds to feelings of security.

Jade was living in a 1 bedroom flat on Inglefield Street with her son Thomas and has now moved into a 2 bedroom flat on Victoria Road giving her boy his own room. Jade works as a chef, and is looking forward to some of the new restaurants opening up opposite. 'It's getting a West End feel to it' she says.

'I am really happy with the flat, everything is a standard size so it's easier to get



things in and out, and it's much warmer. I do think that Govanhill Housing Association are a good Association, when you ring up – they come out, or send someone out straight away. There's no messing about'.

Tenants are currently moving in to the Victoria Road Development which will be formally opened early 2019.



More information about this will be found in the spring newsletter.

Complaints: Latest Figures

A total of 37 complaints were received and processed by the Association between April and September of this year. This included 2 carried forward from the previous year.

Of these complaints responded to by the period end, all except one (a stage 2 complaint which was one day late) were responded to on time. Stage 1 complaints

are relatively straightforward while stage 2 complaints involve more complex issues.

Of the total complaints received in this period, 49% were upheld (46% at stage 1 and 45% at stage 2) which represents an increase on the 32% for last year. Most complaints received are about reactive repairs or major repairs.

Association seeks descendants of WW1 Veterans for Armistice centenary

Govanhill Housing Association is on the lookout for descendants of World War 1 veterans named in a memorial which sits behind the reception desk of the GCDT workspace at 69 Dixon Road, a B listed building which was formerly the

New Bridgegate Church. The memorial features the names of over 100 men who served in the Great War who were members of the parish at the time.

John McLardie says 'Although we were aware of the

presence of the memorial, we have very little idea about the lives of the men named, who their families were or where they eventually ended up. We are keen for anyone who thinks they might have a connection to anyone listed to get in touch'

Are your family members among those named in the memorial which sits inside 69 Dixon Street?

Adams, John
Aikman, A.
Aitken, John.
Alexander, H.B.
Allison, James.
Allison, William.
Allison, W.L.
Anderson, J.W.
Bairden, A, H.
Bennie, John.
Beveridge, M.
Brown, George.
Bryce, David.
Burns, W.R.
Cameron, Archbald.
Cameron, Dugald.
Cameron, John.
Campbell, A.D
Clark, John.
Cowan, Joseph Jnr.
Cowan, R. M.
Crawford, WM.
Cruickshank, J.
Currie, John.
Cuthbertson, J.
Cuthbertson, T.C.
Davidson, J.
Davidson, Thomas.
Dickie, George C.
Dingwall, M. Jr.
Dunbar, George.
Dunbar, J.B.
Duncan, C. W.
Dunlop, William.
Easson, Alex, McA.

Easson, David.
Easson, Peter.
Edgar, James.
Edgar, John.
Edgar, William.
Ewines, Wm.
Ferguson, Robert.
Ferguson, Wm.
Ford, William W.
Forgie, Geo. C.
Forgie, Wm.
Forsyth, C.
Frew, William
Gardner, John.
Gilfillan, John.
Gillespie, R. H
Graeme, Charles.
Graeme, Gordon.
Gray, James.
Hannah, J.
Harvey, F. J.
Hastie, J. H
Hay, John P.
Henderson, G. R.
Henderson, W.
Horswell, R.
Houston, B.
Hutton, Alex.
Hutton, David.
Johnson, Ronald.
Laidlaw, R.E.
Lappin, John.
Lawson, T.
Lithgow, Wm.
Loudon, Dugald.

Loudon, James.
Loudon, John.
Love, Allan, H.
Love, Gavin.
McArthur, J.
McArthur, R.
McAulay, B.
McAulay, J.
McAulay, Wm.
McCracken, T.
McIndoe, Thomas.
McIntyre, R.
McKenzie, Alex.
McLarkin, D.
McLarkin, J.
McLeod, John.
McLeod, M.
McMath, John.
McMillen, J.
Mc Morrow, R. S.
Mc Morrow, W. G.
Mc Neil. G. M.
Mc Neil, Peter.
McPherson, J.
Mackie, Hugh.
Mackie, James A.
Mackie, John B.
Marks, James.
Matheson, Alex.
Matheson, Donald.
Matheson, John.
Millar, James.
Miller, Thomas.
Moore, George.
Morrison, James. Jnr

Noddings, Alex.
Paterson, R. E.
Pixie, John.
Ramsay, David.
Reid, D.M.
Riddle, R.
Robertson, David.
Robertson. R. F.
Rodger, Alex. S.
Rodger, Robert.
Sawers, R. K
Smellie, Robert.
Smith, F. G.
Smith, Sidney.
Smith, W.
Stanbury, G. R.
Stewart, R, Jnr.
Stewart, R. B.
Sturidge, J.
Taylor, Andrew.
Thomson, R.
Thomson, W. McL
Todd, John.
Tosh, Henry, Jnr.
Walker, Jonathon.
Walker, R.
Wallace, Alex
Watson, John Jr.
Wilson Robert
Wright, Arthur.
Wyllie, J.M.
Wyllie, R. L
Young, Peter.

Please Contact Us At: Freepost Better Living

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