

GOVANHILL NEWSLETTER



The Newsletter of Govanhill Housing Association

Winter 2020

Chair Letter

Dear all,

It goes without saying that we are coming to the end of a very difficult year. The implications of COVID-19 have presented the Association with one of the biggest challenges in its 46 year history. Tenants, staff, and Committee members have all had to rapidly adjust to new ways of working in order to rally around and support our community and each other.

Although we are about to celebrate what may be an unusual and difficult festive season, there is a light at the end of the tunnel. As this newsletter was going to press the first doses of the vaccine were arriving in Scotland. With Brexit on the horizon, 2021 will pose new challenges, but we look forward to life getting back to something more like normal, the Association offices being allowed to open again and, of course, spending precious time with the family, friends, and loved ones we have all been missing.

This newsletter contains important details about how to contact the Association during the holiday period, information about financial support available, as well as other updates on our performance, including this year's Charter Report.

I would like to thank everyone for all their hard work this year: my fellow committee members, our staff, and all those in the local community who have come together during this time.

Best wishes to you all for the coming year.

Annie

Contacting the Association During the Festive Period

Between the 24th of December and 6th of January the Association Offices will be closed. We will of course have an emergency service in place.

For support during this time please phone the following numbers:

- Tenant Emergency Heating Repairs – City Technical Services on 0333 202 0708
- Tenants Health and Safety Emergency Internal Repairs – call MEARS on 02035893140
- Other Emergency Repairs – Pointer Call Handling Service, 0141 552 8647

For all other Emergencies call the emergency services:

Police, fire, ambulance 999
Police (non-emergency) 101
NHS 24 helpline 111

For local sources of non-emergency support the Govanhill Service Directory is available online at www.govanhill.info/directory-of-services-delivered-to-all-homes-in-govanhill

Contacting the Association During the Festive Period



Bytove družstvo bude zatvorene medzi 24. decembrom a 6. Januárom. K dispozicii bude system pre nudzove opravy.

Pre asistenciu volajte jedno z nasledujucich cisel:

- Opravy vykurovania – City Technical Service 0333 202 0708
- Nudzove opravy mimo uradnych hodin v bytovych priestoroch – volajte MEARS na cisle 02035893140

- Vsetky ostatne nevyhnutne opravy mimo uradnych hodin – volajte ustrednu na 0141 552 8647

Pre vsetky ostatne nudzove zasahy:

Policia / Poziarna sluzba / Rychla zdravotna pomoc..... 999

Policia (pre situacie nevyzadujuce si nudzovy zasah)..... 101

Linka zdravotnej pomoci NHS24111

Zoznam miestnych podpornych organizacii najdete v *Govanhill Service Directory*, ktorý je k dispozicii na stránke govanhill.info/directory-of-services-delivered-to-all-homes-in-govanhill/.



În perioada 24 decembrie și 6 ianuarie Asociația va fi închisă cu siguranță vom avea un serviciu de urgență disponibil

Pentru a primi suport în această perioadă, vă rugăm să telefonați la următoarele numere:

- Reparații de urgență la sistemul de încălzire - apelați City Technical Services la numărul 0333 202 0708
- Reparații interne de urgență care privesc sănătatea și siguranța (în afara orelor de program) - apelați MEARS la numărul 02035893140
- Alte reparații de urgență în afara orelor de

program - Serviciul de gestionare apeluri de tip pointer apelați la numărul 0141 552 8647

Pentru toate celelalte situații de urgență, apelați serviciile de urgență:

Poliție, pompieri, ambulan999

Poliție (pentru situații care nu sunt urgente)101

Linia de suport NHS 24111

Pentru sprijin local în situații care nu sunt urgente, găsiți disponibil Registrul de Servicii Govanhill în variantă online la www.govanhill.info/directory-of-services-delivered-to-all-homes-in-govanhill/.

اوقات کار کے علاوہ باقی ہنگامی مرمت کے لئے

پوائنٹر کال ہنڈ لنگ سروس کو اس نمبر پر رابطہ کریں۔ 01415528647۔

باقی سب ہنگامی حالات میں، ہنگامی ادارے، پولیس، فائر، ایمبولینس کو 999 پر رابطہ کریں۔

غیر ہنگامی صورت حال میں پولیس سے 101 پر رابطہ کریں۔

این اینج اینس 24 گھنٹے مدد کی لائن 111 پر رابطہ کریں۔

مقامی ذرائع کے غیر ہنگامی امداد کے لئے گون ہل سروس ڈائریکٹری آن لائن دستیاب ہے

www.govanhill.info/directory-of-services-delivered-to-all-homes-in-govanhill/.

: برائے رابطہ ادارہ دورانے تہوار

ادارے کا 24 سے 6 جنوری تک ادارہ بند رہے گا۔ عملہ اس وقت کے دوران دستیاب نہیں ہو گا۔

اوقات کار کے علاوہ مدد کے لئے براہ کرم درج ذیل نمبروں پر رابطہ کریں۔

ہیٹنگ کی ہنگامی مرمت کے لئے سٹی ٹیکنیکل سروسز کے درج ذیل نمبر پر رابطہ کریں۔ 03332020708

اوقات کار کے علاوہ ہنگامی صحت عامہ (ہلتھ و سیٹھی) اور اندرونی مرمت کے لئے منیجر سے اس نمبر پر رابطہ کریں۔ 02035893140

Staying Warm: Help is out there to Keep your Fuel Bills Down!



With winter here and covid making all of us stay at home much more, it is worth checking what help there is out there to keep fuel bills down.

If you are

- on a low-income benefit
- over 66 years of age
- have a disabled child

cash payments and discounts on your bills may be available.

Our Welfare Rights Officer David Kelly can help you identify how to access this support. He can be reached on 0141 433 2154 dkelly@govanhillha.org.

Locally based South Seeds are also available to help you with your energy bills and other aspects of keeping your home warm. Call Paul 07548334147 (usually Tuesday, Thursday and Friday) or Jola 07752727457 (usually Monday, Wednesday and Thursday).

Scottish Child Payment: New Weekly Payment for Parents from February

The Scottish Child Payment is a new benefit which helps towards the costs of supporting your family. It's a weekly payment of £10 that you can get for every child you look after who's under 6 years of age. The payment is available to anyone claiming benefits such as Universal Credit or Child Tax Credits, whether you are in work or not.

You can apply for this benefit online at <https://www.mygov.scot/scottish-child-payment>.

Our welfare rights team can help you with this application, or help you identify other payments you may be eligible for. You can contact them on 0141 636 3686.



Govanhill Housing Association

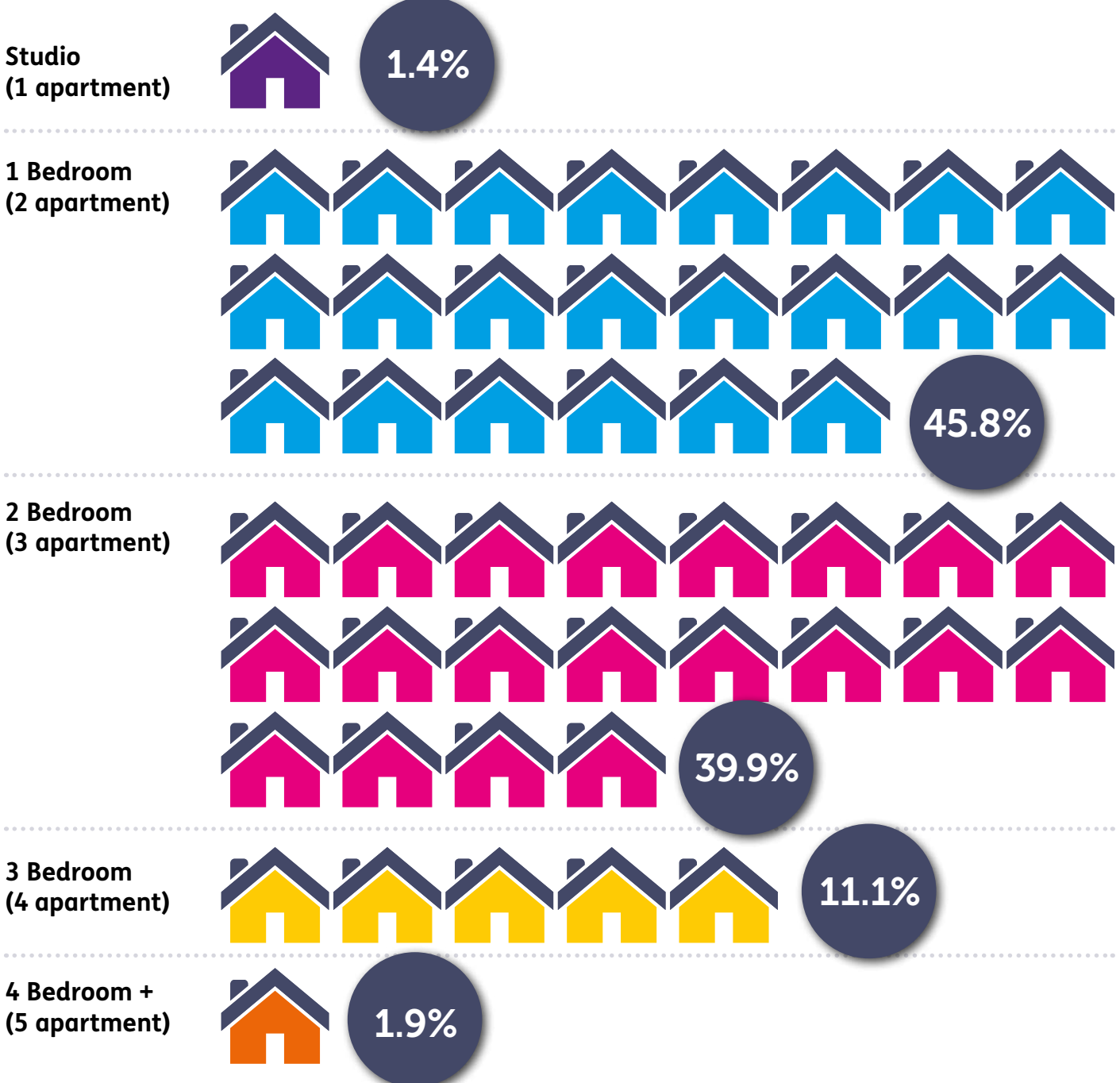
Our Homes

As of March 2020, we owned and managed 2752 self-contained properties. Of these 2460 are currently occupied, the remaining either in the process of being let or else having major works done to them. Our average weekly rent in 2020 was £87.34 which is slightly higher than the Scottish Average of £81.13.

On average our rent increased by 2.2% which is below the Scottish average of 2.5%.

In 2018/19 this figure was 2.4%

Property Size



Our Rents

Average Weekly Rent (including service charges)

Size of Property	Govanhill HA	Southside HA	Cathcart and District HA	New Gorbals HA	Glasgow HA	Scottish Average
1 Apartment	£71.60	£65.70	£60.38	£57.97	£70.10	£73.47
2 Apartment	£84.31	£85.55	£64.15	£72.56	£79.33	£78.02
3 Apartment	£92.62	£94.91	£78.83	£83.53	£84.57	£80.10
4 Apartment	£109.22	£104.11	£89.74	£94.65	£98.88	£87.08
5 Apartment or larger	£122.19	£105.00	£92.13	£107.75	£108.24	£96.18

Rent Collection

We work hard to support tenants who have difficulty paying their rent. Through the Govanhill Welfare and Financial Literacy Hub in Samaritan House, our staff helped 542 tenants and other residents access an estimated additional £1.75million in annual income through benefits and tax credits.

Of the rent due 4.83% of this rent was in arrears in March 2020. This is an improvement in 2019 where this figure was 4.98%. This is slightly higher than the national average of 4.4%.

Customer satisfaction

Our last large-scale Customer Satisfaction Survey took place in early 2018. We surveyed 1050 of our tenants and asked for feedback on the quality of our homes and services. The results were positive and showed consistent improvements on previous years.

The table below shows our most recent results as well as the results from comparable neighbouring Associations. Our next large-scale survey is currently taking place and the results will be included in the 2021 Charter Report.

Tenant satisfaction with	overall service provided	opportunities given to participate in landlord decision making	quality of home	repairs service	landlord contribution to management of neighbourhood
Govanhill HA	90.4%	95.1%	91.9%	99.3%	85.8%
Southside HA	94.5%	100%	96%	90.6%	92.7%
Cathcart & District HA	94.6%	92.8%	93.6%	88%	90.8%
Glasgow HA	87.6%	80.1%	87.0%	94.3%	82.0%
New Gorbals HA	90.3%	93%	87.2%	99.1%	87.5%

Anti-Social Behaviour

In 2019/20 we had 171 reports of anti-social behaviour. In 2018/19 this figure was 158.

Percentage of Anti-Social Behaviour Cases Resolved

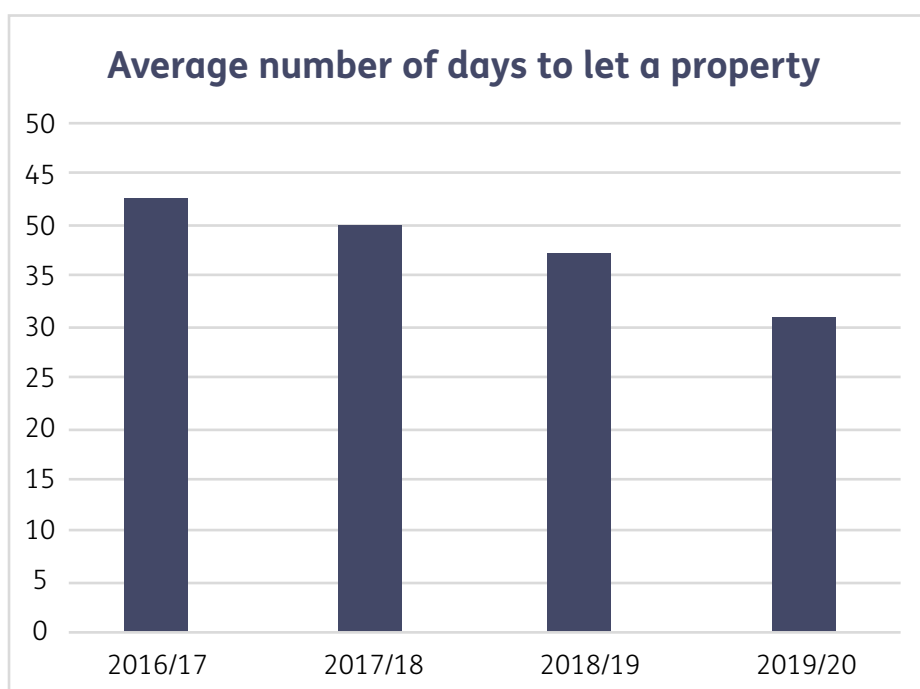
Landlord Name	Govanhill HA	Southside HA	Cathcart and District HA	New Gorbals HA	Glasgow HA	Scottish Average
Percentage of Antisocial Behaviour Cases Resolved	80.1%	97.8%	100%	83.1%	100%	99.3%

Empty Homes

During the last year we let 334 properties to a mixture of waiting list tenants, homeless referrals and existing tenants looking for a transfer.

We work hard to minimise rent lost through homes being empty, rent lost last year was 1.03%, an improvement on the previous year's figure of 1.47%. It is also close to the Scottish average of 0.9%.

The length of time a property was empty was 31.34 days, which is an improvement on last year when the average time was 37.4 days. It is also closer to the Scottish average of 25.7 days. Despite being higher than the Scottish average, this figure has been consistently decreasing as shown by the graph below.



Comparison with other Housing Associations performance on rent lost because of empty properties

Landlord Name	Govanhill HA	Southside HA	Cathcart and District HA	New Gorbals HA	Glasgow HA	Scottish Average
Average Days to Re-Let a property	31.3	12.2	5	18.7	15.4	25.7
Rent Lost	1.03%	0.3%	0.4%	0.4%	0.4%	0.9%

Repairs and Maintenance

During 2019/20 the Association carried out 5675 reactive repairs.

The average time taken for non-emergency repairs increased from 4.3 to 5 days, this remains better than the Scottish average of 5.7 days.

On average we completed 3.62 repairs per occupied property. During 2019/20 the average time taken to complete an emergency repair went from 1.99 to 1.77 hours much better than the target response time of four hours for this category.

Average time to Complete an Emergency Repair

Govanhill Housing Association
1.77 hours



Scottish Average
2.7 hours



Repairs completed right first time

Landlord Name	Govanhill HA	Southside HA	Cathcart and District HA	New Gorbals HA	Glasgow HA	Scottish Average
Percentage of repairs completed right first time	96.2%	<u>91.1%</u>	92.6%	97.5%	96.3%	99.3%

Repairs satisfaction

In our last tenant satisfaction survey 98.8% of respondents said they were satisfied with the way the Association deals with repairs and maintenance.

Gas safety checks

One of the most important maintenance visits we make to our tenants' homes is to carry out an annual gas central heating and gas safety check. We continue to work with tenants to make sure that these vital checks take place – last year only one of our gas safety checks did not take place within the legal timescales.

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 it is possible to do so.

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

Landlord Name	Govanhill HA	Southside HA	Cathcart and District HA	New Gorbals HA	Glasgow HA	Scottish Average
Number of Properties Meeting the SHQS	75.8%	81.4%	95.3%	90.1%	100%	99.3%

Your Association and the Environment: The Energy Efficiency Standard for Social Housing

The Energy Efficiency Standard for Social Housing (EESHS) aims to improve the energy efficiency of social housing in Scotland. It will help to reduce energy consumption, fuel poverty and the emission of greenhouse gases.

We are working towards meeting this standard.

In 2019/2020 we brought 254 properties up

to the EESHS standard. This included 109 boiler replacements and new central heating systems. The remaining 145 properties relate to property upgrades/improvements resulting from the Acquisition and Repair Programme in South West Govanhill.

In 2019/2020 55.3% of our properties met the Energy Efficiency Standard for Social Housing.

Complaints Figures : Helping us get it Right

The Association works hard to provide the best possible service, but we don't always get it right. Our complaints process allows you to ensure that we are notified when things have not worked the way they should.

In 2019/20 there were 58 complaints, 47 of these were stage 1 the rest were stage 2. Most complaints were about factoring or repairs. Of those complaints received 53% were upheld or partially upheld.

Lessons Learned

Analysing complaints offers us a valuable opportunity to improve our services.

For example, in response to complaints about factoring, the factoring team have improved their processes to ensure clarity around close repairs and invoicing.

Freedom of Information

Freedom of Information legislation was extended to Housing Associations in November 2019 and to the end of the financial year 19/20 we had received and responded to one such request.



Noise Annoys: Living Noise vs Excessive Noise

Tenement living at a time when many of us are at home for long periods means it can be easy to get frustrated with the amount of noise coming from other flats.

This noise can vary from 'Living Noise' to 'Excessive Noise' and it is important to tell the difference between the normal sound of tenement living, and what ought to be reported to Glasgow City Council or the Police.

Examples of Living Noise include:

- Babies crying or children playing.
- doors closing, or footsteps on the floor.
- DIY noise that is taking place at reasonable hours (9am to 9pm)
- Conversational level voices.

Examples of excessive noise include:

- Shouting and screaming.
- Use of outdoor toys such as tricycles on laminate flooring.
- Very loud music/TV or DIY noise after 9pm.

What can you do?

Be a considerate neighbour, be proactive in reducing noise coming from your own home. Remember your floor may be another person's ceiling. If you are experiencing issues, talk to your neighbours in an open friendly manner. If you continue to experience problems, speak to your housing officer. They will ask you to keep a diary noting the incidents and any reports made to the noise team.

Where noise is anti-social excessively loud late at night or early morning 9pm – 9am, then you should report this to Glasgow City Council Noise Team and /or the Police. You can report it to the Noise Team using their online form here <https://www.glasgow.gov.uk/reportnoise>

You can register a complaint at any time on 0141 287 6688 and Noise Officers will respond as soon as they're on duty.

Improving Access to Technology During COVID-19

Organisations across Govanhill and the Gorbals are making sure people have better access to information, education, and work during the pandemic by providing families with IT devices such as chromebooks and tablets.

Scottish Government funding has covered a limited number of devices and connectivity packages which are being allocated according to need although demand for devices is likely to be much higher than funding allows.

For more information about this project please contact Dave Zabiega on dzabiega@govanhillha.org.

Govanhill Residents Team up with Local Organisations to offer Language Support

A new project that aims to support organisations to produce accessible information has been launched in Govanhill.

Govanhill Community Development Trust (GCDT) put out a call for multilingual volunteers to translate short pieces of text for local organisations. Days after releasing the call for volunteers, the project team have been inundated with offers of support from residents looking to share their language skills and give back to the community.

While this is a long-term initiative to encourage multilingual people to get involved in their community, it is especially timely in the face of rapidly changing lockdown restrictions, as it will help to ensure that everyone has equal access to key information.

The need for accessible information in multiple languages was highlighted during community consultations held in Govanhill under the

Thriving Places strategy to inform the Locality Plan for the area.

More information about this project and a sign up sheet can be found online at <https://www.smartsurvey.co.uk/s/VolunteerTranslators/>



Spotlight on GCDT's Workspace Tenants: Abacus Models Complete Kingston Bridge Model

Recognise this bridge? Abacus Modelmakers, who are tenants in our workspaces have just completed this fabulously detailed model of the Kingston Bridge, commissioned by Transport Scotland to celebrate the bridge's 50th anniversary this year.

Abacus Modelmakers is an architectural modelmaking company based at Victoria Court, GCDT's workspace development at Hollybrook Place, Govanhill. Other past commissions include St Paul's Cathedral, Strathclyde University, King's Theatre and Dundee football

stadium. For more information visit: <http://www.abacusmodelmakers.co.uk/> <https://www.facebook.com/Abacus-Modelmakers-164706216951270>

Victoria Court workspaces are modern open-plan units set around a secure courtyard, ideal for commercial or light industrial businesses, social enterprises or charities, with the added benefit of networking and community & business support from GCDT.

For more information contact Marie McBeth, Marketing & Partnership Worker on 07741 893008 or email mmcbeth@govanhillha.org



19 Garturk Street Development Nominated for Architecture Award

The Alexander 'Greek' Thompson building, which was opened in February this year has been nominated for a prestigious award from the Glasgow Institute of Architecture. The building, which was transformed by the South West Govanhill Team and our contractors, was opened formally in February this year.



Although the Gannochy Trust were the winners of the Large Residential Category, the Association is nonetheless delighted that the hard work of our staff and contractors has been recognised in this way.

More information about the awards, and other properties nominated can be found online at <https://gia.org.uk>





More Properties Transformed by South West Govanhill Team

Two more closes have been brought into the social rented sector, and the properties have become high quality family homes after being purchased through the Scottish Government and Glasgow City Council's South West Govanhill Property Repair and Acquisition Scheme.

Properties on 119 Bowman Street and 14 Westmoreland Street have been completely refurbished and let for social rent.

Renovation works were extensive and included a new roof, eradication of rot and damp, new kitchens and bathrooms and internal wall insulation.

The properties were due to be handed back in March, unfortunately this was delayed as



a result of the COVID-19 crisis. However, all the properties have now been allocated or returned to tenants who have been able to move into their new homes.



Help is out there: stay Debt Free this Festive Season

With more people feeling the pinch, it is increasingly difficult to stay debt free over the festive period.

If you are struggling with finances and are worried about being able to pay your rent, please contact our Rent Management Team on 0141 636 3624. They can support you to make

affordable payments and offer confidential support.

You can pay your rent by downloading the Allpay app to your phone or you can pay online at Allpay.net

If you would like to discuss what benefits you are entitled to then you can contact our Welfare Rights Team on 0141 636 3686.

BREXIT: Get your Status Sorted

At the time of writing we still have very little information about the likely impact of Brexit on the UK. From the 1st of January 2021 the transition phase for Britain leaving the EU will end.

If you are an EU Citizen it is important that you apply for settled status, regardless of whether you have indefinite leave to remain.

You can do this yourself online here <https://www.gov.uk/settled-status-eu-citizens-families>

If you need help applying for settled status you can contact Community Renewal on 07935 073035 or The Well on 0141 424 4523.



YOUR BULK WASTE REMOVAL SERVICE IS CHANGING



From the 10th of December no bulk items should be placed in backcourts without prior arrangement with Glasgow City Council for their collection. Please read this update from Glasgow City Council or consult their website glasgow.gov.uk/bulkywaste for full details.

Important Information from Glasgow City Council

We are pleased to announce that from 10 December we will operate a by-request-only service for bulk uplifts from residents in flats and main door properties.

A request-only service means the council will no longer be collecting bulky waste from designated pick-up points on 'bulk day'.

Residents can place a request for a maximum of 10 items on MyGlasgow App or by using our online form (from 10 December).

You will receive an email acknowledgement

and once your request has been processed you will receive a further email with your Collection Date.

Please only present your bulky waste on the day before your Collection Date.

Place it within the grounds of your property (e.g. a backcourt or garden) and ensure it does not obstruct bins or common pathways. Just leaving items on the street or in a back lane will be regarded as fly-tipping and the people responsible will be open to enforcement action.

Your Local Elected Representatives

Councillor Alexander Belic

Phone:	0141 287 4610
Mobile:	07747 118 407
E-Mail:	alexander.belic@glasgow.gov.uk

Councillor Mhairi Hunter (City Convener for Health and Social Care Integration)

Phone:	0141 287 5372
Mobile:	07881 282 669
E-Mail:	mhairi.hunter@glasgow.gov.uk

Bailie James Scanlon

Phone:	0141 287 7034
Mobile:	07729 299 906
E-Mail:	james.scanlon@glasgow.gov.uk

Bailie Soryia Siddique

Phone:	0141 287 5625
Mobile:	07881 282 640
E-Mail:	soryia.siddique@glasgow.gov.uk

GOT BULKY WASTE?



ELECTRICAL



FURNITURE



WOOD



SCRAP METAL



MATTRESSES



CARDBOARD



CARPETS

PLEASE DO NOT PLACE BULK ITEMS ON THE PAVEMENT OR LANE

TO REQUEST A BULKY WASTE COLLECTION
use the **MyGlasgow App** or visit our web page
www.glasgow.gov.uk/bulkywaste

RECYCLE IT – Your local household waste recycling centres are:

North West:

Dawsholm Recycling Centre
75 Dawsholm Road
G20 0TB

East:

Easter Queenslie
Recycling Centre
90 Easter Queenslie Road
G33 4UL

South:

Polmadie Recycling Centre
425 Polmadie Road
G42 0PJ

South West:

Shieldhall Recycling Centre
Renfrew Road
G51

OLD BULK INFORMATION – Please disregard any bulk posters that may still be placed
inside the close entrance of your property.

**BULK WASTE LEFT ON THE PAVEMENT OR IN YOUR LANE CAN CAUSE
DANGER TO THE PUBLIC AND MAY RESULT IN ENFORCEMENT ACTION
BEING TAKEN AGAINST THE OWNERS.**

December 2020

 **recycle for Scotland**

