

GOVANHILL NEWSLETTER



The Newsletter of Govanhill Housing Association

Winter 2022

*Festive Greetings to All in Govanhill and Merrylee
from Govanhill Housing Association*

Greetings From the Chair

Dear Everyone

On behalf of Govanhill Housing Association and Govanhill Community Development Trust, I would like to wish you all a happy festive and holiday period.

This year fortunately is a bit more relaxed than the last couple of years when we were still in the midst of the Covid Pandemic and it allows us greater opportunity to meet up with relatives and friends and I hope you get the chance to do that.

I recognise also that this is a challenging time for us all, especially with the cost of living increases which will affect us more

than they have done before. However, we pride ourselves in our community spirit and our ability to look out for one another when anyone is in need, and I am sure this Christmas it will be the same.

I wish you all a Happy festive season, and I am sure like you, I look forward to a New Year when hopefully we see peaceful solutions in our world, and more stability.

Yours

John McLardie

Chair
Govanhill Housing Association

**Our offices will be closed from 4pm on Friday 23rd December,
and will reopen at 9.00am on Thursday 5th January.**

The emergency out of hours services will be available throughout that whole period - here are the numbers you need:

Tenant Health and Safety Emergency
Internal Repairs - call MEARS on **02035893140**

Tenant Central
Heating or Hot Water Breakdowns - call City Technical Services **0333 202 0708** (24 hr)

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

Other Useful Numbers

Gas Emergency - **0800 111 999**
(for total loss of gas)

Electrical Emergency - **0800 092 9290**
(for total loss of power)

Scottish Water Emergency - **0800 0778 778**

Pest Control - **0141 287 1059** - (GCC)

Close/Stair Lighting Faults -
0800 595 595 - (GCC)

Govanhill Community Development Trust Update



Happy festive season to our Commercial Tenants THANK YOU TO OUR COMMERCIAL TENANTS

Thank you to tenants across all our commercial properties for your continued loyalty this year. We wish you a very happy and peaceful festive season from everyone at GCDT!

Our existing tenants:

- AAA Freight Services Ltd
- MK MacGregor Dental Lab
- Abacus Modelmakers Music Broth
- Active Life Club Pure Potential Scotland Ltd
- Bikini Lists Ltd SP Social Care Ltd
- CM Framing & Partitions Ltd Studio South
- Glasgow City Council (Social work) The Food Train Ltd

- Govanhill Housing Association
- Turning Point Scotland
- Govanhill Law Centre
- Unity Books
- Lifestyle Bathrooms & Kitchens Ltd
- Victoria Road Carpets

We were also delighted to welcome the following new tenants this year

- Women on Wheels
- Lifestyle Kitchens and Bathrooms
- Unity Books and Pure Potential Scotland Ltd at Govanhill Workspace
- Olivia Taylor & Studio South at Victoria Court and
- Glasgow City Council (Social Work) to Samaritan House.

Govanhill Recognised as a 'Great Neighbourhood' by Academy of Urbanism

On Wednesday the 23rd of November the area of Govanhill was awarded 'Best Neighbourhood' by the Academy of Urbanism – an organisation which supports people and organisations to sustain and deliver great towns and cities.

At the Association we are delighted that the area in which we are based has been recognised in this way. Like any area, Govanhill has its share of challenges, however we are pleased that the many positive aspects of our neighbourhood – our rich cultural heritage, many voluntary organisations, thriving independent businesses, and good transport links have been commended.



A special thank you to the brilliant Big Noise Govanhill after almost 10 years at Forsyth House and to Elaine & NST Welding after 24 years at Govanhill Workspace as they moved on to new premises this year - we wish them all the very best for the future!

For more information on offices and workspaces to rent in Govanhill, please call Marie McBeth, GCDT Marketing & Partnership Worker, on **07741 893 008** or email **mmcbeth@govanhillha.org**



Thriving Govanhill Funding

Those awarded grants from the recent Thriving Govanhill Fund have been busy spending their awards.

The Govanhill Community Garden group have organised a fantastic festive fun day on December 13th, with a grotto, reindeers, lots of fun activities and an appearance from Santa himself! The group have already put their grant to good use, with the garden polytunnel getting a new cover in time for the winter and a series of wellbeing activities being delivered in the garden.

GCDT tenant Women on Wheels have been able to launch their bike loan scheme with funding. The first loanee was only 2 years old. Harris improved on the bike quickly and loved the bike so much that his family went on to buy his own balance bike. This is a great example of how a bike library can encourage cycling and give people an opportunity to try something



new without having to make a purchase.

6 women's bikes, 3 children's bikes, baby seats and a children's bike trailer are now available for short term loan. Women on Wheels also have bike accessories such as waterproofs, panniers, helmets, locks and pumps so that people loaning the bikes can be fully kitted out for the weather and can use the bike for a variety of uses.

If you're a local woman

interested in a bike loan or want to learn how to cycle and maintain a bike, you can contact Women on Wheels via Facebook, their website at **www.womenonwheels.org.uk** or on **07927 357140**.

We are so grateful to the Glasgow South Health and Social Care Partnership who provided funding to enable the Thriving Govanhill Fund this year. We are hopeful that we will reopen the fund in the year ahead.

NEWS FROM TENANCY SERVICES

New Year Changes to Patches

Your housing officer is the person to contact with any issues in relation to your tenancy whether that's a housing transfer request, anti-social behaviour concerns or issues connected to estate management such as close cleaning or backcourt maintenance.

As a result of changes within our team, you may have a new Housing Officer and Housing Assistant.

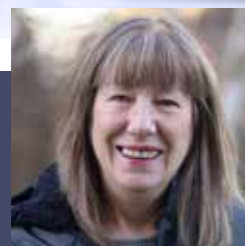
All the addresses for the relevant Housing Officers, along with their contact details are included below.



Housing Officer:
Phillip Smith



Housing Assistant:
Mandy Devlin



Aikenhead Road: 268, 274, 280, 360, 366, 372, 378, 384

Allison Street: 299, 309, 317, 323, 329, 353, 361, 362, 366, 369, 372, 377, 378, 381, 384, 390, 396, 402, 408, 414, 422, 424

Bankhall Street: 4, 12, 18, 22, 28, 32, 52, 58, 64, 72, 80, 88, 96

Boyd Street: 6, 9, 15, 16, 21, 22, 27, 30, 33, 36, 39, 42, 45, 50, 51, 56, 57, 59, 62, 64

Calder Street: 339, 345, 351, 357, 363, 369, 375, 381, 387

Cathcart Road: 574, 582, 587, 595, 603, 613, 634, 637, 645, 665

Daisy Street: 27, 65

Dixon Avenue: 83, 87, 91

Dixon Road: 3, 9, 15, 21, 27, 35, 37, 39

Govanhill Street: 73, 79, 81, 85, 89, 93, 97, 348, 356, 364, 372, 380

Hickman Street: 51, 57, 63, 81, 87, 102, 114, 120, 126, 132, 138, 144

Hollybrook Street: 201, 207, 213, 219, 225, 231, 232, 237, 238, 243, 244, 249, 252, 258

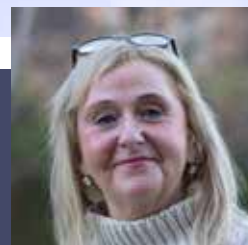
Riccarton Street: 8, 12, 16, 19, 20, 23, 26, 30, 31, 35

Seath Street: 8, 12, 16, 20, 24, 28

Housing Officer:
Debbie McNally



Housing Assistant:
Patricia Moran



Allison Street: 141, 243, 249, 255, 272, 273, 281, 286, 289

Annandale Street: 5, 10, 11, 12, 17, 18, 22, 23

Annette Street: 1, 3, 5, 29, 43

Ardbeg Street: 2, 4, 6, 8, 11, 12, 13, 15, 16

Ascog Street: 1, 2, 4, 5, 6, 7, 11, 15

Bowman Street: 99, 119

Butterbiggins Road: 100, 102, 104, 106, 108, 142, 146, 150, 154, 158, 160, 162, 164, 165, 166, 170

Calder Street: 198, 206, 214, 224

Coplaw Court: 4, 8

Coplaw Street: 76, 81, 82, 89, 91, 93, 95, 119, 127, 133, 141

Cuthbertson Street: 77, 83, 178

Daisy Street: 30, 32, 34, 40

Dixon Avenue: 9, 57, 75

Garturk Street: 4, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 21, 36, 38, 39, 42, 43

Govanhill Street: 60

Inglefield Street: 48, 54, 60, 74, 78, 80, 82, 114, 118, 120, 122, 124

Kingarth Street: 179

Langside Road: 7, 8, 11, 12, 15, 16, 17, 18, 28, 32, 36, 40, 50, 62, 68, 72

South Annandale Street: 20

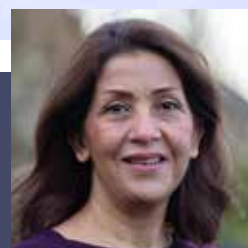
Victoria Road: 201, 203, 205, 207, 209, 211, 213, 221, 223, 227

Westmoreland Street: 14, 40

Housing Officer:
David Sherwood



Housing Assistant:
Sima Moradi



Aikenhead Road: 232, 236, 240, 248, 252, 260, 420, 432, 434

Allison Street: 46, 417, 423, 435, 439, 443, 447, 455, 457, 459, 461, 465, 481, 487, 489, 491

Bankhall Street: 3, 11, 41

Batson Street: 15, 19, 23, 76, 78, 80, 82, 84, 86, 88, 90, 92, 94, 96, 98, 100, 102, 104

Bennan Square: 5, 18, 24, 25, 32, 41, 42, 43, 49, 51, 52, 57, 58, 59, 78

Brereton Street: 2, 5, 6, 9, 13, 18, 19, 22, 24

Butterbiggins Road: 180, 190, 200

Calder Street: 6, 248, 256, 265, 352, 366, 372, 374, 386, 390, 398, 406

Carfin Street: 3, 9, 11, 13, 15, 17

Cathcart Road: 382, 401, 409, 412, 438, 448, 458, 466, 474, 482, 492, 502, 524, 534, 541, 542, 550, 564

Coplaw Street: 142, 143, 145, 146, 150, 152

Daisy Street: 5, 7, 17 **Dixon Avenue:** 16, 20

Govanhill Street: 9, 13, 15, 59, 63, 66, 72, 78, 84, 90, 96

Hickman Street: 2, 4, 6, 8, 10, 15, 17, 19, 21, 33, 39, 44, 45, 48, 52, 56, 101, 107, 111, 121,

133, 135

Hickman Terrace: 1, 3, 5, 7, 9

Hollybrook Street: 1, 3, 5, 7, 9, 11, 14, 15, 17, 18, 19, 21, 22, 55, 59, 63, 67

Inglefield Street: 65, 67, 71, 73, 79, 81, 83, 85, 93, 95, 111, 113

Jamieson Court: 1, 5, 6

Jamieson Path: 1

Jamieson Street: 4, 8, 95, 97, 99, 111, 115, 117, 119, 121, 123, 126, 132, 146, 149, 150, 151, 154, 156

Nursery Street: 5 **Preston**

Street: 8, 9, 14, 15, 20, 21, 25, 26, 35

Seath Street: 7, 11, 15, 19, 21

NEWS FROM TENANCY SERVICES

New Year Changes to Patches

Housing Officer:
Katy Bridgestock



Housing Assistant:
Tracy Doncaster
(works Monday –
Wednesday)



Housing Assistant:
Tahira Naveed
(works Thursday
& Friday)



Albert Road: 61, 127, 129

Allison Street: 173, 178, 181, 186, 191, 208, 218, 221

Annette Street: 8, 10, 12, 14, 16, 18, 20, 22, 26, 30, 31, 32, 34, 36, 40, 44

Ardbeg Street: 17, 18, 21, 22 **Ascog Street:** 8, 12, 16

Ashmore Crescent: 2, 3, 5, 7, 8, 9, 10, 11, 12, 14, 15, 16, 17, 18, 19, 20, 21, 22, 24, 26, 28, 30, 32, 34, 38, 40, 42

Ashmore Road: 5, 6, 11, 18, 20, 27, 28, 30, 31, 32, 35, 36, 37, 38, 39, 45, 46, 59

Batson Street: 73, 79, 85, 91, 97, 107, 117, 121

Burrelton Road: 11, 26, 30, 38, 40, 47, 49, 57, 92, 94, 102, 103

Calder Street: 130, 132, 138, 146, 152, 165, 168, 169, 173, 174, 181, 182

Cherrybank Road: 5, 6, 7, 10, 11, 15, 33, 38, 40, 41, 44, 47, 48, 49, 50, 54, 55, 61, 69, 71

Dixon Avenue: 29, 31, 45, 53

Friarton Road: 25, 33, 41, 43, 47, 57, 59, 61, 71, 75, 77, 79

Glasserton Place: 6 **Glasserton Road:** 19, 29, 37

Govanhill Street: 4, 10, 16, 22, 28, 42, 186, 192, 198, 204

Hollybrook Street: 112, 118, 124, 130, 132, 134

Langside Road: 100, 141, 167, 175, 176, 178, 181, 182, 188, 189, 196, 197, 204, 205, 212, 213, 220, 221, 231, 236, 239, 247, 252, 255, 260, 263, 268, 271, 276, 279

Merrylee Road: 87 **Muirsketh Crescent:** 7, 11

Newlands Road: 116

South Annandale Street: 8, 14, 16, 18, 22, 30

Victoria Road: 235, 243

Westmoreland Street: 3, 9, 15, 21, 27, 35, 51, 61, 67, 73, 77, 97



Rent Increase Consultation and Rent Restructure Information Coming in New Year

Every year the Association consults tenants on the level of rent increase being considered for the forthcoming financial year. Usually, this consultation would take place before Christmas, however, because of the Scottish Government's Cost of Living (Tenant Protection) (Scotland) Bill 2022 we will now be going out to consultation in January when we hope there will be more clarity from the Scottish Government around what Housing Associations are able to consult on.

Everyone in the country, the Association included, is dealing with high inflation and other cost of living pressures brought about by the current economic crisis. The Management Committee is acutely aware of the difficulty of increasing rents at a time when so many are facing financial hardship and this will be reflected in the consultation. At the same time it is important to highlight that the Association is facing increases in a number of key areas and we need to consider how we best cover these.

The Management Committee will meet before Christmas to agree how we plan to consult on the annual rent increase and on what percentage we will consult on.

Rent Restructure

The Association has been working on a rent restructure, which will be implemented in 2023. The consultation process and the work was completed on this just before the covid pandemic, however it was felt that it would be best to implement it during the first financial year after that period was over, which will be from 1 April 2023.

70% of tenants will benefit from the restructure. The main purpose of the restructure is to provide consistency and fairness in rents for all our tenants.

Local community Police top tips for protecting what's yours.



You work hard for your property so let's protect it.

Home Security

- Secure windows and doors when leaving the property.
- Don't leave keys on the inside of door locks, under mats or anywhere else they can be easily found.
- Don't leave keys or valuables near to open windows where thieves can reach in.
- Record and register details of your valuables, serial numbers and any features or marks on devices on the national mobile property register on the immobilise website - this includes mobile phones, cameras, laptops and tablets.



Common Close Issues

- If you live in a property with a common close, do not buzz anyone in that you don't know.
- Don't leave valuable items such as bikes and prams in the common close.
- Don't let anyone you don't know follow you through a controlled entry door.
- If you are concerned about people loitering in the common close contact Police by dialling 101.

Vehicle security

- Always lock and secure your vehicle when parking.
- Park near to a street light, and not in dark areas where criminals won't be disturbed.
- Lock all items out of sight.
- If you have an alarm use it.

Rogue Traders – Just say no

- Always ask for identification.
- Never feel pressured into making a decision on the spot.
- Never agree to a trader starting work straight away.
- Never hand over money without seeing proper paper work.

We believe everyone has the right to feel safe from crime, wherever they live.

Community Officers recommend reporting anything that you feel doesn't look right, trust your instincts and call:

- For non-emergency's Call **101**
- In an emergency Call **999**
- Report online at **Scotland.police.uk**

If you wish to call remember you can remain anonymous.

Alternatively contact:

- Crime Stoppers on **0800 555 111** or **crimestoppers-uk.org**

The Scottish Fire and Rescue Service: Fire Safety Advice



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

Fire safety

The Scottish Fire and Rescue Service urges people in communities to stay fire safe as the weather turns colder and households look to keep warm and cut energy bills.

Rising costs could encourage people to look at alternative ways of heating and lighting their homes. Some alternatives may result in accidental fires and fatal carbon monoxide poisoning.

Safety warnings include:

- **Never use camping stoves and barbeques indoors**
- **If you have a woodburning stove or open fire make sure you are using the correct fuel**
- **Do not use a chimney that has not been checked for blockages**
- **Use candles safely or ideally use LED lights/torches instead**
- **If you are using an old or unfamiliar heater, get it checked for safety first**

Please also be aware of the dangers of carbon monoxide poisoning. This invisible odourless gas can be fatal. Know the symptoms which include tiredness, confusion, nausea, dizziness, stomach pain, shortness of breath, difficulty breathing and unconsciousness. If you feel you are being affected, leave the building you are in, get to fresh air, seek medical attention and don't return to the building until you have sought advice.

The Scottish Fire and Rescue Service (SFRS) also reminds you of their Make the Call campaign and to look out for others. If you know



someone who is over 50 and smokes, and who has either mobility issues or uses medical oxygen or lives alone, please arrange a Home Fire Safety Visit on their behalf.

If you know of someone who needs a Home Fire Safety Visit get in touch by calling **0800 0731 999**. Or text FIRE to **80800**. Help to support those who are most at risk of fire.

And please keep reading the safety advice on the SFRS website.

SFRS want to ensure people are aware of potential dangers and keep themselves and their loved ones safe at home.

Also, please make sure you test your smoke alarm. We recommend you test it weekly.

Further advice on fire safety can be sought from the fire service.

Merrylee Registered Tenant Organisation (RTO) needs you!



**Do you live in the Merrylee area?
Do you care about the area & want to make a difference?**

Merrylee RTO is a group made up of local residents who are passionate about the area and improving the conditions, facilities and services for all. The group provides a collective voice for everyone living in Merrylee.

If you are interested in joining, please get in contact with Claire McGraw, Head of Tenancy Services (cmcgraw@govanhillha.org or phone **0141 636 3636**) for a chat and she can put you in touch with Merrylee RTO members.

This is an especially important time for Merrylee since it now celebrates its 70th Anniversary as a housing development, something the community is extremely proud of.

The Association is planning to celebrate this very special occasion in the new year.....so watch this space.

Butcan we make a request.....Do you have any photos of your time in

Merrylee and photos that can show the great place it is and has been through the ages?

If you do, can you drop them into the Merrylee office where they will be collated and looked after, and with your permission can be used in any future celebrations of the last 70 years.

The Merrylee Office is open Wednesday, Thursday & Friday morning every week.

Are you having problems with Anti Social Behaviour?



Anti-social behaviour can affect anyone at anytime. It can include noisy neighbours, vandalism, excessively loud music, drinking alcohol in the street or back court and damage to your property or home. If you are experiencing these issues, you might think that there is no escape and no one to listen to you, but help is available.

We want all our tenants to enjoy living in their home and this wonderful part of the city. If you are in this position, we would encourage you to contact your Housing Officer and discuss the matter.

If you find yourself in a position where you feel the issue is serious, you can contact the Police on 101 for all non-emergencies. But if you believe that you need immediate assistance, please call 999. We encourage all complainers to report and log issues with the Police as well as reporting to us.

We recently reviewed our Anti-social behaviour policy & a copy can be found on our website.

Our new targets for dealing with cases reported as below:

Category (all targets are based on working days)	New Target Contact Complainant	New Target Case closed/ Resolved	Previous Target Contact Complainant	Previous Target Case close/ Resolved
A	1 (no change)	3 (reduction of 17 days)	1	20
B	2 (reduction of 1 day)	4 (reduction of 16 days)	3	20
C	3 (reduction of 2 days)	5 (reduction of 15 days)	5	20

By way of a guide, anti-social behaviour should be considered as falling into three types:-

Category A Complaints

- these are very serious complaints e.g., hate crimes, serious harassment, damage to our property, threats of violence etc (Please note if the complaint is subject to court action – then the legal process may dictate the timescale to fully resolve the complaints.)

Category B Complaints

Frequent disturbance, vandalism, graffiti to property, verbal harassment,

Category C Complaints These are more neighbour nuisance complaints, infrequent disturbance, noise complaints, behaviour of visitors or children, pet nuisance, family dispute affecting neighbours, fly tipping, persistent littering

By working together to tackle antisocial behaviour, we will make sure that Govanhill and Merrylee continue to be places that people want to live and feel safe!

Allocation Policy Review 2023

Our Allocation Policy sets out the rules that we follow when letting our properties and how we award points to housing applications. In 2023 we plan to review this Policy and we would like to form a short life group to help us with this.

If this is something you are interested in taking part in please contact Claire McGraw, Head of Tenancy.



Download the MyGlasgow App

Don't accept litter or flytipping - report it via the MyGlasgow App.

You can also report bulk uplifts via the App.

Make a report, request and apply for a service, or make a payment to us, online 24/7 using this App.

