

# GOVANHILL NEWSLETTER



The Newsletter of Govanhill Housing Association in Govanhill and Merrylee

Winter 2024



## Christmas and New Year Opening Times

Our offices will be closed from **3pm on Tuesday the 24<sup>th</sup> of December** and will re-open at 9am on **Monday the 6<sup>th</sup> of January**.

If you require any support, please call one of the numbers below. We have split this into advice for tenants, and advice for factored owners.



### Essential Phone Numbers:

#### Housing Association Tenants

(if you are a Private Tenant, please contact your landlord)

##### WHEN THE OFFICE IS CLOSED

##### Emergency Heating Repairs:

City Technical Services on **0333 202 0708**

##### Health and Safety Emergency Internal Repairs:

MEARS on **0203 5893140**

##### Other Emergency Repairs:

Pointer Call Handling Service on **0141 552 8647**

##### WHEN THE OFFICE IS OPEN

For all general enquiries email **checkin@govanhillha.org** or phone **0141 636 3636**

**Repairs:** phone **0141 636 3669, 0141 636 3634** or **0141 636 3654**

#### Factored Owners

##### WHEN THE OFFICE IS CLOSED

Emergency Repairs: Pointer Call Handling Service on **0141 552 8647**

Please note, this is for **Emergency Common Repairs only** if this number is used for private issues a charge may apply.

##### WHEN THE OFFICE IS OPEN

Email **FactoringTeam@govanhillha.org**

Phone **0141 636 3666** or **0141 636 3657**



**Our on-line customer portal is now live!** This is one of the best ways to access our services and view your rent and repairs account. Registration is free and easy, if you are interested, please contact the office to get your account set up.

# Education Bursaries Announced to Support Tenants in Education

**Every year Govanhill Housing Association awards an education bursary to support our tenants with their education. The fund is open to anyone who is studying and is an Association Tenant (or member of the household of a Govanhill Housing Association Tenant).**

This year awards of between £70 and £179 were distributed to 16 tenants. Stuart Wallace is studying for a degree in Educational and Social Studies at the University of Strathclyde and received a grant of £140.

‘It was great to get this support from the Association, as going to University as a Mature Student can be difficult financially. There’s so much to pay for and I had to reduce my hours at work and go part time. This grant helped me pay for the books that I needed for my course and allowed me to put some of my own money towards a printer.’

Congratulations from the Association to all our bursary recipients, and all the best with your studies.



## Applications for Modern Apprenticeship with Tenancy Services to Open in the New Year

**Are you considering a career in housing? Looking for a new role, or career change? Are you interested in paid work where you can learn on the job? In the new year, Govanhill Housing Association will be recruiting a Modern Apprentice in our Tenancy Services department.**

If you are interested in applying for the role or have any questions about what is involved in a Modern Apprenticeship, please contact Claire McGraw at [Cmcgraw@govanhillha.org](mailto:Cmcgraw@govanhillha.org).



# Rent Increase Consultation: What You Need to Know!

**Please keep an eye out for a survey to gather your views.**

**It is the time of year when we start to consult on rent and service charges. We carry out this process every year and we really want to hear from you. Your feedback is important and will help us make a decision.**

Everyone in the country, including the Association, is dealing with increased costs and the cost-of-living crisis. We have reviewed our Business Plan and what money we need to ensure we are a viable organisation. We want to find the right balance between keeping our rents affordable, while still delivering key services and investing in our homes.






A report was taken to our Management

Committee on 28th October 2024 to discuss this matter. The Management Committee is acutely aware of the difficulty of increasing rents at a time when so many are facing financial hardship, and this was taken into account during discussions.

The Management Committee have made the decision to consult on a rent and service charge increase of 2.7%. This figure is in line with our Business Plan which states we would increase rent by CPI +1%.

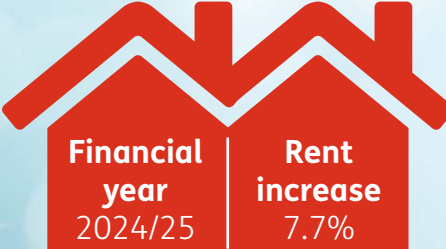


The table below provides more information on what a 2.7% increase will look like according to property size.

**Table 1: Weekly cost to tenant**

1 APT	2 APT	3 APT	4 APT	5 APT+
<b>2024/25 weekly rent charge</b> £83.33 <b>2.7% CPI + 1%</b> £85.58	<b>2024/25 weekly rent charge</b> £97.36 <b>2.7% CPI + 1%</b> £99.99	<b>2024/25 weekly rent charge</b> £105.11 <b>2.7% CPI + 1%</b> £107.95	<b>2024/25 weekly rent charge</b> £120.81 <b>2.7% CPI + 1%</b> £124.07	<b>2024/25 weekly rent charge</b> £141.76 <b>2.7% CPI + 1%</b> £145.59
 <b>£ increase</b> <b>£2.25</b>	 <b>£ increase</b> <b>£2.63</b>	 <b>£ increase</b> <b>£2.84</b>	 <b>£ increase</b> <b>£3.26</b>	 <b>£ increase</b> <b>£3.83</b>

The table below gives information on previous years rent increases.

**Table 2: Previous years increases**

 <b>Financial year</b> 2024/25 <b>Rent increase</b> 7.7%	 <b>Financial year</b> 2023/24 <b>Rent increase</b> 6.75%	 <b>Financial year</b> 2022/23 <b>Rent increase</b> 3.6%
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# Winter Wellbeing:

## Sources of support during the festive season

**Christmas and New Year can be a difficult time, financially and emotionally. Pressure to celebrate and spend money can be a struggle; not everyone has a family they are able to see or spend time with.**

This article lists a range of local charities and other agencies able to offer help throughout the festive period, whether that is by helping you save money or accessing support for your mental health.

## COST OF LIVING

### Food

#### Queens Park Govanhill Foodbank

**Qpfoodbank170@aol.com**  
**0141 423 3654**

170 Queen's Drive

Open Thursdays 10:30am – 12noon. No referral required.



#### Govanhill Food Not Bombs

Free, home cooked meals served on the corner of Dixon Avenue every Saturday at 1pm. Always vegan and Halal.



#### Glasgow South East Foodbank

**glasgows.foodbank.org.uk**  
**Admin@glasgowsoutheastfoodbank.org.uk**  
**0745686828**

A food bank operated by the Trussel trust. Referrals required, speak to your Housing Officer if you require a referral.



#### Food Train Glasgow

**Unit 11 Govanhill Workspace,**  
**69 Dixon Road. Glasgow@**  
**thefoodtrain.co.uk 01415518118**

Charity offering grocery shopping and delivery for elderly, disabled and vulnerable residents.



#### The People's Pantry

The People's Pantry is a membership-led shop providing access to affordable, nutritious, and culturally appropriate food, as well as household essentials.

If you are a member, you can do a weekly shop for £4. Non members are welcome to do a fresh fruit and veg shop for X, while they are on the waiting list.



### Children and Families

#### Merry Go Round and Apparel Exchange

Located on Nithsdale Road, both offer low-cost, preloved clothing for children and teenagers.



#### Daisy Chain Early Years Project

**<https://www.crossreach.org.uk/our-locations/daisy-chain-early-years-project>**

Come and play sessions, family support and more. Glasgow Elim Pentecostal Church  
42 Inglefield Street



## MENTAL HEALTH AND WELLBEING

### Hub of Hope

<https://hubofhope.co.uk/>

Hub of hope is a database of mental health services. You can search it to find something specific to your local area or issue.



### Samaritans

SAMARITANS

If you need someone to talk to, the Samaritans are available 24 hours a day, including Christmas and new year.

You can call **116** or email

[jo@samaritans.org](mailto:jo@samaritans.org).

### Dixon Community

**0141 423 2481**

Carers centre that supports carers, and day opportunities to reduce loneliness and isolation



### Mind the Men

Online mental health support group for men, every Monday 7-9pm. Email [mindthemen@gmail.com](mailto:mindthemen@gmail.com)



### Breathing Space

**0800 83 85 87**

Scottish run mental health support helpline open from 6pm-2am Monday to Thursday and from Friday at 6pm till Monday at 6am.



### Feel Good Women's Group

Govanhill Neighbourhood Centre, Daisy Street.

Fitness classes and more for women.



## ENVIRONMENTAL UPDATE

### Funding Success: The Association to Receive £19,960 to Tackle Fly Tipping

**We are pleased to announce that the Association has been successful in obtaining grant funding of nearly £20,000 to tackle fly tipping from the National Litter and Fly-tipping Strategy, Private Landowners Grant Fund.**

The money will be used to develop a former lane on Langside Road into a bicycle hub with secure storage for residents on that street. This will include installing a custom-made fence and gate, lighting and signage.

Funds will also be used to improve other lanes in Govanhill where fly tipping and anti-social behaviour has become a problem. The money will be spent on motion-triggered lighting, and signage, as

well as multilingual educational videos, and supporting residents to report illegal dumping when it occurs.

We want to work with residents as much as possible to identify how we can improve these spaces. If you would like to be involved in this process, please contact [cchirilov@govanhillha.org](mailto:cchirilov@govanhillha.org).



# Meet the Committee: Paul Callander

We spoke to new committee member Paul Callander about what motivated him to join the Govanhill Housing Association Management Committee and his hopes for Govanhill and Merrylee.

‘I was interested in doing some volunteering now that my daughter is a bit older, and I have a bit more time on my hands. I was previously a director of a factoring company it made sense to get involved with Govanhill Housing Association, both to share my experience and learn more about the business.

In my experience, working with people’s homes is one of the most important things you can do; it is vital that customers receive clear communication, and that any factoring business is transparent and open.

So far, my impression of Govanhill Housing Association has been very positive. All the staff have been very welcoming, and it has been great to learn more through meeting people and reading committee papers.

I am passionate about housing and believe that everyone should have a decent place to live, regardless of whether they can afford a mortgage. The Association has done some excellent work done in Govanhill and Merrylee over the years. I would be proud to be part of Govanhill Housing Association providing more homes for more people and look forward to doing what I can, in a governance role, to support residents.’



## MERRYLEE

### New Year, New Facebook Page for Merrylee!

The Housing Association has launched a Facebook page just for Merrylee. You can find it by searching ‘Govanhill Housing Association in Merrylee’.

We hope to use this page to share news, events and other information specific to tenants and residents in Merrylee.

If you are a tenant or resident in Merrylee, or if you are interested in the area, please give us a follow!



### Office Closures for Merrylee over Christmas

The Govanhill office at Merrylee is open **Wednesday – Friday** from **9am to 12:30pm**.

The office will close for the Christmas break at **12:30pm on Friday the 20<sup>th</sup> December**.

The Merrylee office will re-open on **Wednesday the 8<sup>th</sup> of January at 9am**.

**Govanhill Housing Association** closes at **3pm on Tuesday the 24<sup>th</sup> of December** and will reopen on **Monday the 6<sup>th</sup> of January**.

# Govanhill Workspaces: Meet our Tenant: Youth Community Support Agency (YCSA)



**YCSA (Youth Community Support Agency) has been a tenant at GCDT's Govanhill Workspace offices on Dixon Road since October 2023. A registered Scottish Charity, YCSA has been working in Govanhill for over 27 years to challenge discrimination and to influence policy and practice in relation to young BME (black minority ethnic), asylum and refugee young people aged 7 to 25.**

Through key services such as 1-to-1 support, counselling, social activities, study classes and art psychotherapy in local schools, YCSA provides invaluable support to young people to tackle loneliness, and embrace their potential to become active and valued members of our diverse society. YCSA also provides support to other family members.

YCSA recently held a successful Guy Fawkes Alternative Event in partnership with Govanhill Youth Club in Govanhill Park for young people and their families (including wall climbing, slides and face painting). They also ran a series of free job (CV



writing and job application) workshops for asylum seekers and refugees aged between 16 and 25 years old.

YCSA runs Beginners English and literacy (ESOL) classes at its Dixon Road base on Mondays and Thursdays from 11.30am to 1pm for BME, asylum and refugee young people aged 16 to 25.

Plans for a study group for Govanhill young people aged 12 to 16 (Tuesdays from 4pm to 6pm) will be announced soon.

If you would like to refer a young person to the service or would like further information about YCSA, please visit **[www.ycsa.org.uk](http://www.ycsa.org.uk)**

Instagram: **[ycsa\\_youth](https://www.instagram.com/ycsa_youth)**

Facebook:

**<https://www.facebook.com/YCSAGlasgow>**

Email: **[enquiries@ycsa.org.uk](mailto:enquiries@ycsa.org.uk)**

Phone: **07842792843**

**SAVE TIME  
GO ONLINE**  
[www.glasgow.gov.uk](http://www.glasgow.gov.uk)

# HELP TO KEEP YOUR COMMUNITY CLEAN!

## Don't accept dog fouling, fly-tipping **REPORT IT!**

Any waste left on the pavement or in your lane can cause a danger to the public and may result in enforcement action being taken against the offender.

### Save Time Go Online

Report any environmental issues that are affecting you in your local community through the Glasgow City Council website at [www.glasgow.gov.uk](http://www.glasgow.gov.uk) or use the MyGlasgow app (scan the QR code below).

Bulk items can be disposed of **FREE** of charge at your local recycling centre located at:

South East: Polmadie Recycling Centre  
428 Polmadie Road, G42 0PJ



**Save Time Go Online**

## It's Christmas! What does this mean for my Bin Collection?

Find out on the Glasgow City Council Website!

It can be hard to keep track of when waste is going to be collected over the Christmas and new year period. To find out when your bin is due to be collected visit **[glasgow.gov.uk/Collectiondays](http://glasgow.gov.uk/Collectiondays)**

If you visit this link, you can enter your postcode and find out exactly when your bins will be collected.

If you think your collection has been missed, please report it to Glasgow City Council using their app.

