



SOUTHSIDER

newsletter

Autumn 2020

Covid-19 Update

We are monitoring the Covid-19 situation daily to ensure that we are in the best position to manage what is happening as effectively as possible and to keep our tenants, customers and staff safe.



Thank you for your patience as we continue to operate in line with the latest Scottish Government guidance and amend our services accordingly.

Our offices remain closed and the majority of staff are working from home. We aim to continue providing our key services with as little disruption as possible. Please read inside for further details.

You can still call us on  **0141 422 1112**

 **enquiries@southside-ha.co.uk**

We must all work together in order to try to prevent the spread of coronavirus and protect our family, friends and communities.

Please do not visit the office unless you have an appointment.

Did You Know, Since Lockdown We Have:

Received over
5,000 
requests for support
and food parcels

96.00% 
Positive Feedback on
Quality of the Homes


Restarted
Development Work


Had our **1st**
Virtual AGM





Head Office

Southside House
 135 Fifty Pitches Road, Glasgow, G51 4EB
 ☎ 0141 422 1112 Fax: 0141 424 3327
 ✉ enquiries@southside-ha.co.uk
 🌐 www.southside-ha.org

Office Closures Due To Public Holidays

We would like you to note that our offices will be closed for the following public holidays:

Christmas

Friday 25th December 2020
 Monday 28th December 2020
 Tuesday 29th December 2020

New Year

Friday 1st January 2021
 Monday 4th January 2021
 Tuesday 5th January 2021

Southside Housing Association: registered under the Co-operative and Community Benefit Societies Act 2014 No. 1694R(S); recognised by HM Revenue and Customs as a Scottish Charity No. SC036009; registered social landlord No. 186 with the Scottish Housing Regulator under the Housing (Scotland) Act 2010.
 VAT No. 886 7830 59

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Gold
Until 2020



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Condolences



James McGilligan



It is with great sadness that we report, following a sudden illness, James McGilligan passed away in June 2020. James joined Southside Housing Association in 2013 working as a sessional worker, Mobile Facilities Team Member before joining the Concierge Team at St Andrews Drive.

James was well liked and respected by everyone who knew him and he will be sorely missed. Our heartfelt condolences go to his friends and family.

Alan Ferguson



Everyone at Southside Housing Association was sorry to hear of the death of Alan Ferguson after a short illness. Alan was a Management Committee volunteer at Southside for 9 years, retiring last year. He also chaired the Board of our subsidiary company SFARS Ltd.

While Alan's contributions to Southside reflected the importance and value he placed on community involvement, in a wider context he made an immense contribution to Scottish housing over many decades.

We send our deepest sympathy to his wife Jenny and his wider family.

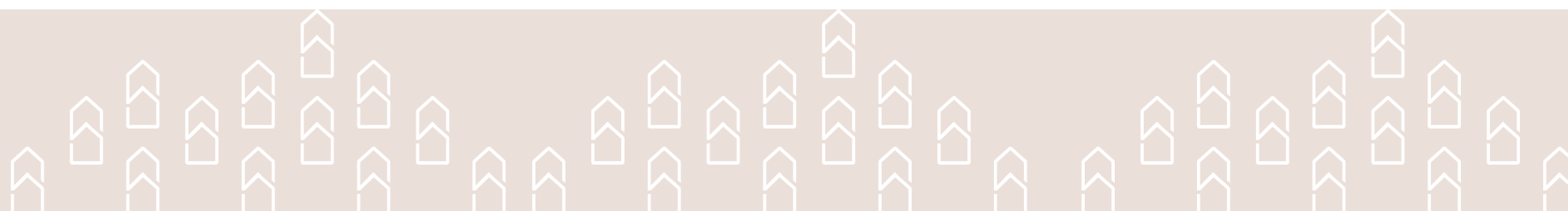
Jimmy Hobbin



The Association and the wider Cardonald community have lost a great friend with the passing of Jimmy Hobbin from Berryknowes Avenue. Jimmy was a true community activist, who gave his time unselfishly for the greater good, fighting for the community's interest on local housing issues over the past 20 years.

On behalf of everyone at Southside Housing Association, the staff, the Committee, fellow residents and the wider community, we offer our sincere condolences to Rea and his family but hope they will take some comfort from the fondness and respect that he evoked in those who knew him. For all his unselfish work on behalf of the community we say "Ta Ta" Jimmy.

Please visit <https://southside-ha.org/jimmy-hobbin/> to read comments from our Housing Officers.



Virtual Annual General Meeting (AGM)

49 Years Of Success!



We would like to offer a huge thanks to everyone who joined us remotely on the 17th September 2020 for our 49th AGM. Thank you for your patience while we adapt to social restrictions and learn new ways of communicating!

The AGM was preceded by a Special General Meeting which approved a new set of rules in line with the recommended standards from the Scottish Housing Regulator. The Special General Meeting was followed by the Annual General Meeting chaired by Margaret McIntyre.

Members considered the annual accounts of the Association and heard from the Association's Auditors, Alexander Sloan, who were happy to reassure members on the financial health of the Association. Alexander Sloan were confirmed as auditors for the coming year.

Our Management Committee for 2020/21

Our Management Committee for 2020/21 was appointed at the AGM and we are delighted to advise that the Associations Management Committee members for this year are:

Chairperson Mrs Margaret McIntyre
Vice Chairperson Mr Alex Cameron
Secretary Mr Jonah Chireka

Committee Member Mr Iain Dyer
Committee Member Mrs Betty Mac Neill
Committee Member Mr Surjit Chowdhary
Committee Member Mr Munir Choudry
Committee Member Ms Alison Devlin
Committee Member Ms Ruth McCluskey

We currently have some vacancies on the Management Committee and particularly welcome interest in joining the Committee from tenants and factored owners. We have an induction process for new members and can provide training tailored to suit your needs. The position is voluntary and requires a commitment of a few hours each month. We would love to hear from you, why not start with an initial informal chat?

Please contact Patrick McGrath on 0141 433 4057 or email pmcgrath@southside-ha.co.uk

Kenneth Ross is stepping down from our Management Committee after 22 years of service



After more than two decades on Southside Housing Associations Management Committee, Kenneth officially stepped down at the annual general meeting on September 17th 2020.

Patrick McGrath, Southside Housing Association Director, said: "We are grateful for his valuable input and insights, his compassion and genuine desire to provide quality affordable housing and improve the lives of people within our community. I'd like to extend my personal thanks to Kenneth for his help and dedicated service to the association and our tenants."



Supporting Our Tenants Through Difficult Times

In response to Covid-19, we adapted several of our services at short notice to ensure we could continue to safely support our tenants and staff. This included:

Carrying out emergency repairs and delivering essential gas servicing while following strict Scottish Government safety guidelines



Replacing home visits with telephone welfare checks



Delivering food parcels to tenants self-isolating



Providing our advice services over the phone



Diverting all calls to our staff at home



Stepping in for Glasgow City Councils withdrawn bulk uplift service



Focusing communal cleaning on high contact areas such as door handles, handrails and lifts



Now, following updated Scottish Government restrictions, we have important updates on our services. We continue to help and support our residents safely in any way we can at this difficult time.

Did You Know, Since Lock Down We Have:

Made over

1,200



welfare calls to tenants

Let

54



homes during lockdown to people in housing need

Responded to

2,783

emergency repairs



Awarded

£23,730

from Cash for Kids Covid-19 Crisis Fund benefiting **678** children in our community

Received over

5,000



requests for support and food parcels

Successfully completed

466



gas services

Resumed our repairs service to action the backlog of

1,800

non-emergency repairs



Community Groups Make a Difference!

When we became aware Covid-19 was going to have a major impact on our tenants, we were concerned about what this would mean for those with no family or friends to assist them with simple everyday tasks such as getting a food shop.

- To date, we have provided over 5,000 emergency food packages.
- We have been supporting the South West Foodbank's venues at Cardonald, Mosspark and Ibrox with food and personal protective equipment (PPE).
- We have been working with volunteers from Pollokshields Mutual Aid to deliver a community food point from Shields Road. During the height of the crisis this Food Point operated seven days a week and was supported almost entirely through voluntary effort with support from the Association and other community groups in Pollokshields. It not only distributed emergency food aid to households in Pollokshields but also delivered to isolated households in Cardonald as well.
- Almost 70 children participated in outdoor activity sessions led by Urban Roots and West End Adventure in both Cardonald and Pollokshields.
- We distributed 230 children's activity packs created by Make Do & Grow across Cardonald and Pollokshields.

There are also many other charities, community groups and local hubs that have supported our tenants during the pandemic and would like to recognise the difference they have made to our tenants.

Thank you!



Cash for Kids

Thank you to The Cash for Kids Covid-19 Crisis Fund who awarded a total of £23,730, benefiting 678 children in the community.

Southside Housing Association's Advice Team, in partnership with Cathcart District Housing Association, Craighdale Housing Association, The Well Multicultural Centre and South East Carer's Centre, successfully applied to The Cash for Kids Covid-19 Crisis fund. Families were awarded £35.00 per child, to assist with the drop in income or increased costs the lockdown caused.



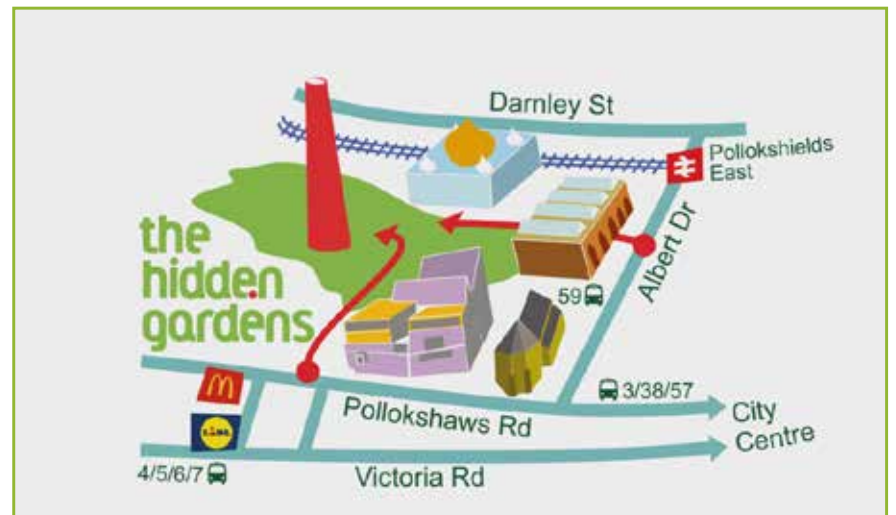
Opening Times

The Hidden Gardens reopened on Thursday 16 July. Your safety, and that of our staff, is our highest priority. Please keep a safe social distance during your visit.

From 1 September you can come and go as you please; there is no longer a need to pre-book your visit.

Garden Opening Hours in October - December

Tuesday	1.00pm	– 4pm
Wednesday	1.00pm	– 4pm
Thursday	1.00pm	– 4pm
Friday	1.00pm	– 4pm
Saturday	11.00am	– 4pm
Sunday	1.00pm	– 4pm



Southside Donate

Southside Housing Association were delighted to donate bricks from the demolition of St Andrews Drive to create a pathway and quiet seating area in a corner of the garden.

“Really appreciate Pauline accommodating our random request for bricks, it’s helped create a lovely new space and it’s nice that we could recycle a little bit of the neighbourhood in such a way. Thanks!”



What’s on at the Hidden Gardens

Tai Chi on the Lawn

Tai Chi on the Lawn is an outdoor exercise class for all abilities. Come relax your body and mind in a friendly atmosphere and tranquil gardens.

If you have any questions please contact Grace, Community Programme Manager:
grace@thehiddengardens.org.uk



NOW OPEN!

Our plant kiosk is now open during the Gardens opening times. There’ll be an honesty box for donations and contactless payments via our donations page are also accepted. All donations help us to nurture the gardens.



Supporting You When You Need Us The Most

We provide free benefit, debt and money advice, so if you've lost income, worried about money or need assistance with benefits please contact us as soon as possible.

☎ 0141 422 1112 (option 4)

✉ advice@southside-ha.co.uk



Do You Need Advice About Benefits?

Welfare Rights can help you to:

- Choose the right benefit or grant.
- Check you get the maximum correct award.
- Fill in benefit claim forms.
- Deal with letters about benefits.
- Appeal against benefit decisions, and represent you at hearings.

We give assistance with all benefits including; Universal Credit; Employment and Support Allowance; Personal Independence Payments; Disability Living Allowance; Attendance Allowance; Tax Credits; Housing Benefit; Council Tax Reduction and discounts; Best Start Grants; Funeral Payments; Carer's Allowance and many more.



Are You Worried About Debt?

Our Money Advice Service offers free, confidential, impartial and independent debt advice.

We can review your finances, prioritise your debts and complete a financial statement which includes details of your income and expenditure. We will then give you advice on what options are suitable for you and provide you with necessary information to help you make an informed decision. We will contact your creditors and negotiate with them on your behalf.

We can also assist with accessing cheaper fuel tariffs and can liaise with your utility provider to resolve disputes about your bills.



Tenant Case Study

A tenant was referred to us by his Housing Officer. The tenant had been furloughed in April due to Covid-19 and had undergone major surgery in June. His employer asked him to return to work at the beginning of August, but he was not fit to do so as his condition will be long term. As his job is physical, his employer asked him to resign.

He had submitted a Personal Independence Payment (PIP) claim 3 months ago, but has not been assessed. He had also submitted a Universal Credit (UC) claim in March but, due to his furlough income, no payments had been made for several months. His last pay was taken by his direct debits, leaving him with no income for food or utilities and he would not receive a Universal Credit payment for 4 weeks.

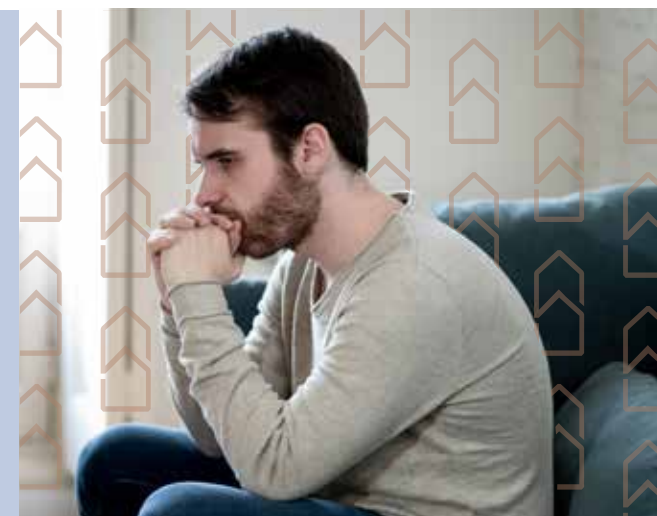
- We advised him to retract his resignation as he had an entitlement to Statutory Sick Pay. He did this successfully.
- We applied to the Scottish Welfare Fund for a crisis grant. He was awarded £197.
- We applied for a fuel voucher for his pre-payment meter. He was awarded £25 top up.
- We applied for a council tax reduction.
- We applied for a discretionary housing payment to mitigate the bedroom tax, as he has an extra bedroom.
- We arranged for a food parcel to be delivered to his home, as he is currently unable to go out independently.

We submitted a complaint to the DWP regarding the delay in processing his Personal Independence Payments claim highlighting the hardship caused, this put pressure on the DWP to process the claim as a matter of urgency. He was assessed the following week and was successful with an award.

Our Money Adviser is currently assisting by negotiating with his creditors for a payment break until his benefits are in place.

We advised him to report the change of circumstances on his Universal Credit claim and to check his journal daily to ensure the claim was not closed, as no payments were due for the last few months.

We will continue to provide support until all benefits are received.



Scottish Government Announce Help to Support Tenants



New measures to help with housing costs during the pandemic.

A new £10 million fund will be part of a package to support people struggling to pay their rent due to financial difficulty associated with the COVID-19 pandemic.

The Tenant Hardship Loan Fund will open later in the Autumn and offer interest-free loans to those unable to access other forms of support for their housing costs.

The Discretionary Housing Payment (DHP) fund which helps tenants in receipt of benefits will increase by £3 million, bringing the total to £19 million. This is in addition to the £60 million DHP budget already being used to fully mitigate the bedroom tax.

If you require help to apply for a Discretionary Housing Payment please contact our Advice Team

☎ 0141 422 1112 (option 4) ✉ advice@southside-ha.co.uk

Further information can be found at: www.gov.scot/news/supporting-tenants/



New Job Support Scheme

A new UK Government Job Support Scheme has been announced, with the intention of protecting jobs in businesses facing lower demand over the winter months because of Covid-19. The scheme will open on 1 November 2020 and run for 6 months, ending in May 2021.

To be eligible, an employee must work at least a third of their normal hours, paid for by their employer. The hours not worked will be subsidised by the government and the employer, each paying a third of the remaining hours. The amount the government will pay is subject to a cap of £679.92 per employee each month. Employees do not need to have been part of the Job Retention Scheme which is due to end on 31 October to be eligible.

It is important to note that employees cannot be made redundant or put on notice of redundancy during the period in which their employer is accessing the Job Support Scheme.

Businesses can still receive the Job Retention Bonus (£1,000 paid to employers for every furloughed employee brought back to work and continuously employed from 1 November 2020 and 31 January 2021) alongside the Job Support Scheme, as long as they meet all eligibility criteria.

Full details can be found on the GOV.UK website. www.gov.scot



New Self-Isolation Support Grant



The Scottish Government has this week announced a new grant for people on low incomes if they are asked to self-isolate. The grant of £500 aims to provide support for people who would face financial hardship or lose income if self-isolating, for example, if they cannot carry out their work from home.

The fund will mainly be aimed at providing support for people in receipt of Universal Credit or legacy benefits, although there will be some discretion to make awards to others experiencing financial hardship.

Applications are due to open on 12 October and will be delivered through the Scottish Welfare Fund which is administered by local authorities.

See the Scottish Government website for more information.

www.gov.scot/news/new-grant-for-those-self-isolating/



**The Scottish
WELFARE FUND**



Don't Miss Out - Warm Home Discount

Good news! The UK Government's Warm Home Discount scheme has opened, which means you could benefit from a one-off discount from your energy supplier of up to £140.

It is usually paid directly to your energy supplier which will then apply the discount to your bill.

If you have a pre-payment meter, you'll be sent a £140 voucher that you can use to top up your account.

The discount applies between September and March and can also be used towards a gas bill if you have the same supplier for both gas and electricity.

There are two ways you can be eligible for the payment:

- If you get the guarantee credit element of pension credit you'll be in what's called the core group.
- If you're on a low income and meet your supplier's criteria you'll be in what's referred to as the broader group.

All of the big six energy suppliers have recently opened their applications for winter 2020/2021. You can apply online using the following web addresses.



www.britishgaswarmhomediscount.com

www.scottishpower.co.uk/whd

www.npower.com/help-and-support/extra-support/warm-home-discount/

www.eonenergy.com/warm-home-discount

www.edfenergy.com/for-home/help-support/warm-home-discount

www.sse.co.uk/whdonline



Stay Cosy This Winter – top tips

Winter is fast approaching, which means higher fuel bills, so our Advice Team has put together some information to help you reduce higher winter fuel bills.

We hope you find it find useful and remember if you are struggling to heat your home or are worried about utility bills we can help. Please call us on

☎ 0141 422 1112 (option 4) ✉ advice@southside-ha.co.uk

- 1 Set your heating controls to manage the temperature of your home. Remember to use the weekday and weekend settings.
- 2 By regularly bleeding your radiators you will avoid cold spots and get the most out of your heating system.
- 3 Keep your radiators clear and avoid putting furniture against them. Drying your washing on the radiator can make your house colder and can also encourage condensation and mould growth.
- 4 Your room thermostat should be set to the lowest comfortable temperature (typically between 18°C and 21°C) Turning down the room thermostat by one degree can save up to £80 a year.
- 5 A quick shower uses less water and energy than taking a bath. For every minute you shave off your daily shower, you'll save £7 a year on your energy bills.
- 6 Use heavier curtains during the winter months and make sure you close them when it gets dark to keep the heat in and the cold out.

Are You Entitled to a Best Start Grant or Best Start Foods?

Best Start Grant

This is a package of 3 payments providing extra money to parents and carers during the early years of a child's life.

1. Pregnancy and Baby Payment

£600 for a first child and £300 for other children. There will be an extra £300 if you have a multiple birth. It will help with expenses in pregnancy or having a new child, for example maternity clothes, a pram or additional heating.

2. Early Learning Payment

£250 payment for eligible families on certain benefits or tax credits who have a child between the ages of two and three years old and six months. This is to help with the costs of early learning around the time your child might start nursery.

3. School Age Payment

£250 payment made around the time a child normally starts Primary 1 to help with the costs of a child starting school.



Best Start Foods

This replaces UK Government's Healthy Start Vouchers in Scotland. Replaces the paper vouchers with a new payment card, giving you more flexibility in how you use it.

You get £17 every four weeks during pregnancy and for any children between one and three years old, this payment increases to £34 for any child under one.



You may be entitled to a Best Start Grant or Best Start Foods if:

- You live in Scotland.
- Get certain benefits or tax credits, unless you are under 18.
- If you are pregnant.
- If you are a parent or carer of a child.

You can apply directly to Social Security Scotland by calling their Freephone helpline 0800 182 2222. For assistance to apply contact our advice service on advice@southside-ha.co.uk.

Council Tax Reduction

If your income has reduced, you can apply for a Council Tax Reduction.

If you already receive some reduction, make sure you report your lower income and provide proof of this to Glasgow City Council.

You can report a change or apply for a Council Tax reduction online at www.glasgow.gov.uk/counciltax



Repairs Update

In line with the Scottish Governments guidelines, we are now able to carry out non-emergency repairs.

If you have reported non-emergency repairs, a member of our Repairs Team will contact you in the coming weeks to arrange an appointment. As you can anticipate, due to a backlog of work, this is going to take some time and we thank you for your patience and understanding.

If you, or anyone in your household, is self-isolating or showing symptoms of Covid-19, you must tell us by calling

 **0141 422 1112 (option 1)**

before staff come to carry out your repair. This is to protect you and staff from the spread of the virus.

To help maintain social distancing, it is important you stay in another room while our staff are working in your home.

Our teams have been trained in effective health and safety practices, hand hygiene and the use of PPE, including wearing masks and/or other appropriate protective clothing. They will maintain a safe distance and clean down any areas they have been working in when their task is complete.

To report a repair or for more information please call our Repairs Team on

 **0141 422 1112 (option 1)**

To report an emergency repair when our offices are closed please call City Building

 **0800 595 595**

Keeping you safe!



Gas Servicing

By law, we are required to provide an annual gas safety check for all tenants living within a property with a gas boiler. Since the start of lockdown in March, we've carried out 466 successful gas services. Thank you to everyone who has helped by allowing City Building engineers access to their homes during this time.

To keep you, your family and our staff safe during these visits, we've introduced a new procedure which covers the use of personal protective equipment amongst other safety measures including:

- City Building operatives using hand sanitiser before entering any property.
- Tenants being in another room when the engineer is working on the boiler.
- Touched surfaces wiped with an antibacterial wipe once work is completed.

If you are due an annual gas safety check and have any questions about how this will be carried out, please contact repairs @

www.southside-ha.co.uk  **0141 422 1112 (option 1)**



Planned Investment Update

Investment in your homes postponed in March 2020 due of Covid-19 restrictions will be rescheduled as soon as we return to normal working.

If you are one of those affected, please be reassured that your replacement kitchen, bathroom or heating system will be rescheduled as soon as we and our appointed contractors are able to return to normal working.

Please also accept our sincere apologies for the delay and any inconvenience caused by unforeseen circumstances. Thank you for your continued patience during this unprecedented period.

We will be in touch just as soon as we're able to confirm a new installation date for any of the planned improvement work. If you require any further information at this stage, please do not hesitate to contact our Asset Management Team on

☎ 0141 422 1112 (option 1)

✉ email assets@southside-ha.co.uk



New Bathroom Update!

We are looking forward to installing new bathrooms for our tenants at Midlock Street, Ibrox Street and Govan Road.

Our staff and surveyors have been visiting tenants to measure up and begin installations throughout October 2020.



New Homes Update

Southside Housing Association have officially restarted work at Allison Street and at our major development at St Andrews Drive after several months delay due to Covid-19 restrictions.

We are pleased to report that things are moving again on vital new housing developments for our community. At all times the health and safety of our staff, clients and the communities in which we operate remains our number one priority.

Allison Street

Work began in November 2019 to deliver 49 new homes at the corner of Niddrie Road and Allison Street with the hope to complete the development in Spring 2022.

St Andrews Drive (Phase 2 and 3)

Phase 2 and 3 of our major development at St Andrews Drive will create 120 new homes for the community of Pollokshields. A number of the new homes will be available to purchase via New Supplied Shared Equity. Works are projected to start on site in October of this year and will be complete in phases over the next 2 years.





SOUTHSIDE
residential

We provide a property management service to properties on the southside of Glasgow

Contact Us

Southside House 135 Fifty Pitches Road, Glasgow G52 4EB

0141 422 1112 (option 3) factoring@southside-ha.co.uk

Property Factored Registered No: PF000323. Private Letting Registration Number: LARN1906047

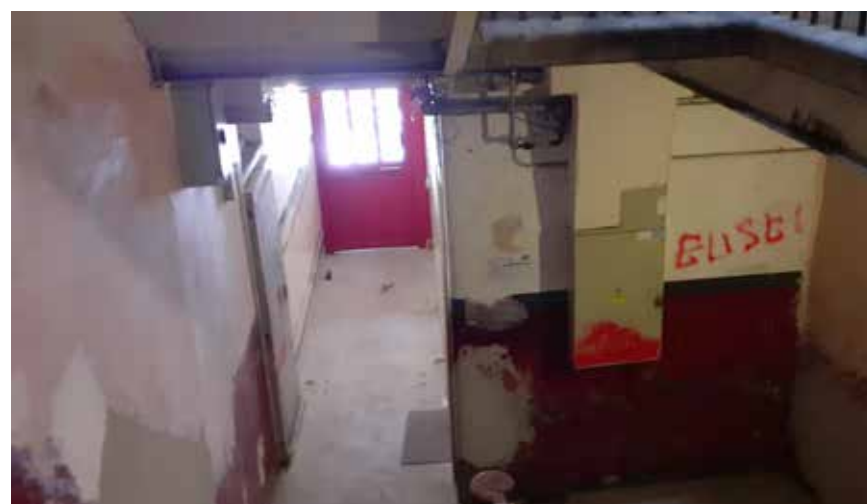
Improvements at 105 Allison Street



Before

We have been working with owners to carry out improvement and repair work to the building at 105 Allison Street. This involved improving security with a new door entry system and repairing and painting the close.

Well done to the contractors involved and thank you to all the owners who have contributed to this success. Glasgow City Council has provided funding for a project to improve the back court that will be starting soon.



After

There are four Mid-Market Rental flats available to let within the building.

Visit southside-ha.org/letting/ or contact Midmarketrent@southside-ha.co.uk for further information

Close Representatives

It has always been important to have a close representative in your building to improve and make communication more effective.

If you have not done so already it would be great if buildings could nominate an owner occupier and advise one of the team members by phone or email.

Payment References!

Please remember to include your factoring reference when making payments towards your factoring and cyclical invoices. Please check the details on your invoice before making a payment.

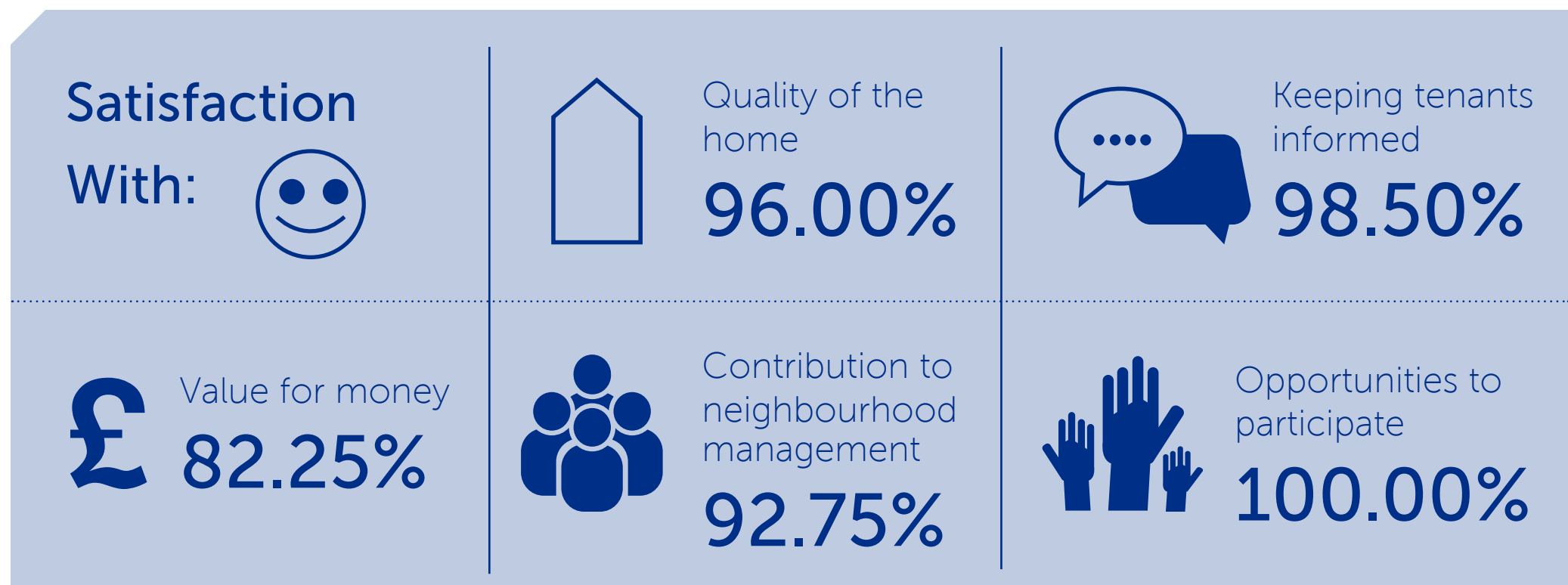


We Value Your Feedback

The results of our latest tenant satisfaction survey are in, and we're looking at how the feedback you gave can help us understand your priorities and drive service improvements.

Independent research company, Research Resource, spoke to 400 tenants in May/June 2020 to ask a range of satisfaction and feedback questions.

These are a selection of the results:



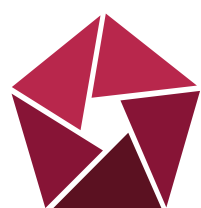
Head of Housing Services, Allan Forfar, said

"I am pleased we have delivered high satisfaction levels and many of our tenants feel positive about the services they receive from Southside Housing Association."

"Our action plan will consider all the results and we will use tenant experiences and feedback to make further improvements. Feedback from tenants receiving services from Southside is a vital part of our improvement journey."

Annual Return on the Charter (ARC)

The Scottish Government introduced the Scottish Social Housing Charter on 1st April 2012 with a view to improving the quality and value of the services that social landlords provide. All Scottish housing associations are required to report on their performance against the Charter each year to the Scottish Housing Regulator.



**Scottish Housing
Regulator**

Annual Charter Report

The report sets out how we are performing against the Scottish Social Housing Charter in the areas which matter most to tenants and includes homes and rents, quality and maintenance, neighbourhoods, tenants satisfaction and value for money.

Look out for your Annual Charter Report later in the year!



How we calculate your rent

Each year we carry out a rent setting consultation based on how much income we think we need to provide services for the following year.

This year we will take into account our existing services, repairs and maintenance, home improvements and new build developments along with new services, such as bulk uplift and community support which have been necessary for the Association to provide during the ongoing Covid-19 pandemic.



Value for Money

One of the most important considerations for us is that we provide services that offer value for money to our tenants. We believe that Value for Money is:

- Managing our resources to provide quality services and homes to meet the needs of tenants and the local community.
- Delivering the right service at the right time at the right cost.
- Planning for and delivering year on year improvements on our services based on tenant's priorities.
- Getting the most out of our assets and staff by operating efficiently and effectively.

We aim to keep our rents affordable while managing and maintaining your homes and common areas to an excellent standard.

What You Said

Tenants were asked in May/June 2020 by Research Resource if they were aware of a series of reviews and services which revealed the following:

54% of tenants were aware we recently completed a rent review where 73% of household rents were reduced

56% were aware that we can provide some advice or assistance regarding financial help available to help with fuel costs

78% were aware that we provide Welfare Advice and Money Advice Services to our tenants to assist with benefits and debt problems

Just under **4 in 10** tenants (38%) stated they have used our Welfare Advice and Money Advice Services. Of these tenants, **99%** were very or fairly satisfied with the service when they last used it.

Just over **8 in 10** tenants (82%) were of the opinion their rent represents very or fairly good value for money.

Rent Setting Consultation

We will provide you with information about our next rent setting proposals in the next two months. If supported by tenants and approved by our Management Committee rent changes will be effective from 1 April 2021.



Anti-Social Complaints

The Association is aware that this is a difficult time and that residents and families have to stay at home.

We ask residents to be considerate of each other at this difficult time but are aware that residents may be experiencing anti-social behaviour and our Estate Management Team will still endeavour to deal with any complaints you have.

We will make every effort possible to advise and assist you if you are experiencing problems with a neighbour. All complaints received will be dealt with in a confidential manner.

If you are experiencing any problems with an antisocial neighbour you can contact the Association by telephone or by email

☎ 0141 422 1112 (option 2) ✉ estates@southside-ha.co.uk

For information the following agencies may also be able to assist if you are experiencing any anti-social behaviour.



Non Emergency 101
Emergency 999
www.scotland.police.uk

CrimeStoppers.
Speak up. Stay safe.

To report crime information anonymously you can contact CrimeStoppers by telephoning 0800 555 111
www.crimestoppers-uk.org
CrimeStoppers are an independent charity.



Noise Nuisance

At present, due to Covid-19 restrictions, Glasgow City Council Noise Team can only provide advice over the telephone. The Noise Team have advised no Officers are currently available to carry out visits to properties.

Glasgow City Council Noise Team can be contacted on

☎ 0141 287 6688

You can also get further information regarding this on www.glasgow.gov.uk/reportnoise

'At Home' Shouldn't Mean 'At Risk'

- If you are experiencing domestic abuse, help is still available.
- During the current coronavirus situation, you are not alone.
- Don't delay in seeking help during the current situation.
- Call the 24-hour Domestic Abuse Helpline in confidence on

☎ 0800 027 1234 or visit Safer.Scot

Message for Friends, Family and Neighbours

If you know someone who is experiencing domestic abuse, don't delay in seeking help.

Call the 24-hour Domestic Abuse Helpline in confidence on

☎ 0800 027 1234 or visit Safer.Scot



Bulk refuse uplifts in Glasgow have been suspended

In order to protect essential services during the Coronavirus outbreak Glasgow City Council took the decision to suspend all bulk collection. The bulk uplift service was suspended on Monday 23 March 2020 until further notice.

Please do not leave any items on the street as these won't be collected.

Please leave items in your own property if you can until the bulk service resumes. If you can't leave items in your own home you can place them in your back court away from bins and the building and remain mindful of any fire risk.

Our Mobile Facilities team have stepped in to remove discarded bulk items from back courts until the Glasgow City Council service resumes. The team are limited to how many workers they can have in their vans given the social distancing measures required to safely carry out their duties. We also have limited access to Glasgow City Council depots, and therefore any bulk items left may take a while to be uplifted.

We hope that Tenants will understand that we are all working hard to keep services in place, however we must work together to avoid deterioration in our areas and follow official safety advice and guidance.

Further information and updates [Glasgow.gov.uk/coronavirus](https://glasgow.gov.uk/coronavirus)



Items Thrown From High Rise

We have recently had disturbing reports of items being thrown from windows and balconies at our high rise and multi storey blocks.

Dropping items from height is dangerous and irresponsible and could result in serious injury.

This is unacceptable behaviour and is being fully investigated by our Estate Management Team who are working in partnership with the Police and Glasgow City Council Anti-Social Behaviour Team.

Bridget McGuire, Housing Officer for the Cardonald area commented

"Thankfully these incidents are rare, and it's a relief that nobody has been hurt. I ask any resident who witnesses such reckless behaviour to report it immediately to the Police and the Association. Any tenant found responsible will be dealt with severely.."





Colouring Competition. Please enter your details below and return to Southside Housing.

Name: Age: Address:

**WE WANT
YOUR
FEEDBACK**



We would appreciate it if you would fill in your comments on any of the issues covered in this newsletter on the enclosed card.
Postage is free.

MEMBERSHIP



ARE you interested in becoming more involved?

Membership of the Association:

If you want more details on becoming a member of the Association, please fill in your name and address in the space below, and hand it in to the Association's Office, or post it to :-

The Secretary, Southside Housing Association Ltd.,
135 Fifty Pitches Road, Glasgow G51 4EB.

Alternatively drop the form into the local office in Pollokshields, or your local concierge office.

FULL NAME:

ADDRESS:

DATE:

We will send you out an application form and more information on how to join and make your voice heard.

Note: This is not an application for the Association's Housing List. If you wish to apply for housing, please contact the Association's Office for an application form.

