# Southsider



Newsletter



# SEASON'S GREETINGS















#### **Contact Us**

Southside House, 135 Fifty Pitches Road, Glasgow, G51 4EB 0141 422 1112

csd@southside-ha.co.uk

For out of hours emergency repairs contact City Building on Freephone 0800 595 595

For out of hours emergency heating repairs at Herriet Court and Auldburn Place, contact Neat Heat on 07515 050 368

#### **Festive Opening Hours**

Our offices will close at 2.00pm on Friday 23<sup>rd</sup> December and reopen at 9.00am on Thursday 5<sup>th</sup> January 2023.

#### **Office Opening Hours**

Main Office

Monday – Friday (excluding Wednesday) 9:00am – 16:00pm

Shields Road Office Wednesday 9:00am – 14:00pm



Register for our customer digital self-service platform 'MySouthside'

MySouthside will allow you to:

- Access our services
- Manage your account online 24/7
- Stay updated on our latest news & events In the very near future you will also be able

to request repairs to your home via our interactive diagnostic tool.

To sign up to MySouthside please follow the link: https://bit.ly/MySouthside

or scan the QR code.



# Welcome to the Southsider Contents:

Welcome introduction	page 3
Welfare Rights	page 5
Food Costs	page 8
Debt Advice	page 9
Help for Families	. page 10
New Scottish Social Security Benefits .	. page 12
Health and Wellbeing	. page 13
Development Updates	. page 14
Community Activities	nage 16

#### Committee Members



Alex Cameron (Chairperson)



Margaret McIntyre (Vice Chairperson)



Jonah Chireka (Secretary)

Betty MacNeil lain Dyer Surjit Singh Chowdhary Munir Choudry Alison Devlin Ruth McCluskey Shirley Robison Liz Ely Elisa Campanaro

#### CEO's Welcome



Thank you for all the good wishes received from many residents in our communities since my arrival at Southside in September. I will work hard to ensure that we deliver excellent services for our customers in the months and years ahead, by continuing to deliver a community focused offer to people, but also looking to significantly improve our customer response, which in many ways, and for many reasons, has fallen short in some areas.

For those of you who don't remember Patrick Mc Grath's closing newsletter messages – it was pretty gloomy!! He referred to the current cost of living crisis facing many communities and many businesses, as well as issues with the construction and maintenance industry and general supplies. Sadly, since he left, things have continued in the same vein, and in many ways have deteriorated further.

Most of this newsletter is focused on helping customers accessing assistance for food, fuel or benefits and grants. However, the reality is that pressures are also facing businesses and Southside HA is no different. As Patrick alluded to we are facing not only the inflationary increases of over 10%, but maintenance increases anywhere between 15-80% and a hike in our utility costs of between 200-400%.

The majority of the Association's income is from rents – which is closely aligned to inflationary increases or thereabouts. We have been in a period where rent increases have been "frozen" following Scottish Government legislation, however we have been advised that this has been relaxed for increases in April 2023. That said, we do not intend to put an inflationary increase on our rents, even if this was permitted, as this would be a significant cost concern for many of our tenants.

The Management Committee are having a special meeting in January to review our Business Plan taking into account the current financial crisis, prior to making a decision on the figure we will consult upon. Regardless of whether this figure was 5%, 7% or 10%, this would still not be sufficient to continue to carry out all of the work and services outlined in our Business Plan, in the timescales we envisaged. Difficult decisions will be required in terms of our development and maintenance plans, as we look to identify further savings or delays which will accompany the savings and efficiencies we have already been making and continue to make in our day to day management of the business.

The rent consultation, which is a legal requirement, will start in the latter part of January 2023. Your responses and comments will be appreciated.

Another area where I have concerns and I know many of you do too, is our customer responsiveness and also our repairs service. I can assure you we are putting steps in place to improve both areas and I expect that these will be evident in the months ahead – particularly with the former – the latter is more dependent on the contractors we use



and we will be doubling our efforts to make sure that the service is improved across the board. I would just ask that while I understand people are rightly "brassed off" with the service they have received in some cases, or indeed, that we have taken too long to respond, or even that life is getting them down, that you try and remember our staff are doing their best, and are trying to help. Sometimes we don't do as well as we should, but we will try and be better, and I only ask that you are patient with us.

And you thought Patrick had a gloomy outlook!!!

I am excited about the journey ahead which is about doing things well and where things are maybe not working the way they should, putting in place processes to sort them. There is a lot of work to do, particularly in light of the current climate we are all working and living in, but I am delighted to be at Southside doing just that.

There are good news stories in the newsletter about our Development and Investment Works which are improving or creating homes for people which should enhance their quality of life. We have been successful in applying for grants and funding to help people in our communities and this should really help households during the winter months.

One of the aspects of working here that I have been really impressed with is the sense of belonging and community spirit. All areas have challenges but the commitment to improving lives and communities is really evident from the people I've spoken to, and this can be seen in the number of charities and community groups established. As you will go onto read, staff from Southside engaged with others to have meetings about the Cost of Living Crisis and what could be done to help with warm spaces, food, fuel vouchers, advice etc. This has been a really positive piece of work and will help hundreds of people in the months ahead.

I hope you enjoy the winter newsletter, and would like to wish you and your families all the very best over the festive season and into the New Year.

Paul McVey
Chief Executive



#### Welfare Rights and Money Advice Team: Cost of Living Support Food & Fuel

For further information on the below contact the team on 0141 422 1112 or advice@southside-ha.co.uk

Please note, you do not have to be on benefits to qualify for assistance from any of our cost of living support projects.

#### **Fuel Support**

#### **Pre-Payment Meter Vouchers**

SHA has access to new funding from the Scottish Government's Social Housing Fuel Support fund for fuel vouchers, to assist tenants with pre-payment meters (smart or standard), struggling to heat their homes. This is not linked to previous funding, so if you have had 3 previously you will still be eligible.

#### Scottish Government Home Heating Grants- Dry meters & Pre-Payment meters

If you are in debt to your energy supplier or rationing your heating due to inability to meet the costs, the Advice Team can apply to the Scottish Government Home Heating Grants for assistance on your behalf. We will require your account number, latest bill or details of usage, which can be obtained from your online account with your Energy supplier. Get in touch with the Advice Team for more information.

#### **Energy Efficiency Advice**

The funding from the Social Housing Fuel support fund has also allowed us exclusive access to an adviser from Glasgow's Home Energy Advice Team (Gheat). This project will commence in February 2023. The adviser can visit your home and give advice on energy saving measures, assist with any issues with the operation of your heating system, or disputes with your Energy supplier.



#### NATIONAL LOTTERY FUNDED

#### **Food Support**

We have had funding confirmed from the Big Lottery Community Anchor Fund for food vouchers (Asda Gift Cards) to provide an alternative to foodbanks for people struggling with the rising costs of food. Applicants will receive a full benefit check, and advice on how best to manage any outstanding debt.



advice@southside-ha.co.uk

#### Wider Community Assistance

We have also been successful in securing funds from the Pollokshields Area Partnership to provide food and fuel support to those living in the Pollokshields Ward. This is available to anyone in the Ward area. Fuel vouchers are available for Pre-Payment meters, and we are working with a range of community organisations in the area to look at ways to provide food during the winter months. Contact our Advice Team for further details.

#### Cold Weather Payment is changing for people in Scotland

#### Winter Heating Payment is replacing Cold Weather Payment in Scotland

A new benefit, Winter Heating Payment, will replace Cold Weather Payment in Scotland from this year.

DWP will no longer make any Cold Weather Payments to clients in Scotland.

If you're currently eligible for Cold Weather Payment from DWP and your circumstances have not changed, you'll be eligible for a Winter Heating Payment.

You do not need to do anything.

Winter Heating Payment will provide a reliable, annual £50 payment, automatically through Social Security Scotland, to anyone who qualifies.

Payments for winter 2022 will start to be made from February 2023.

Winter Heating Payment will provide support to people irrespective of weather conditions or temperature levels where they live. It will not affect:

- the payment of any other benefits you're currently getting from DWP or Social Security Scotland
- Winter Fuel Payment from DWP

#### Winter Fuel Payment

If you were born before 26 September 1956 you could get between £250 and £600 to help you pay your heating bills. This is known as a 'Winter Fuel Payment'.

The amount you'll get includes a 'Pensioner Cost of Living Payment' (see cost of living payments for pensioners below). This is between £150 and £300. You'll only get this extra amount in winter 2022 to 2023. This is in addition to any other Cost of Living Payments you get with your benefit or tax credits.

You normally do not need to claim, if you are in receipt of a qualifying benefit, it should be paid automatically. If however you have deferred your State Pension, and have not received the Winter Fuel Payment you will be required to make a claim by 31st March 2023, to claim **\( 0800 731 0160.** 



We're here to help with impartial advice.



Call us free on 0808 808 2282 or complete the form at homeenergyscotland.org/winter today.











## New direct Cost of Living Payments to households on means tested benefits

People in receipt of means tested benefits will receive additional Cost of Living Payments totalling up to £900 in the 2023-24 financial year.

This includes eligible households receiving the following benefits:

- Universal Credit
- Income-based Jobseekers Allowance
- Income-related Employment and Support Allowance
- Income Support
- Pension Credit
- Working Tax Credit
- Child Tax Credit

These will be made in more than one payment.

## **New Cost of Living Payments** for pensioners

Pensioner households across the UK will receive an additional **£300** Cost of Living Payment for 2023-24 to help with bills. This is in addition to the means tested benefit and disability payments, if eligible. (See also Winter Fuel Payment)

# New Disability Cost of Living Payments for people on disability benefits

People in receipt of eligible disability benefits will receive a further £150 Disability Cost of Living Payment in 2023-24, to help with the additional costs they face. This is in addition to the Cost of Living Payments for households on means tested benefits and pensioner households, if eligible.

This includes everyone eligible for:

- Disability Living Allowance
- Personal Independence Payment
- Attendance Allowance
- Scottish Disability Benefits
- Armed Forces Independence Payment
- Constant Attendance Allowance
- War Pension Mobility Supplement

All the cost of living payments will be taxfree, will not count towards the benefit cap, and will not have any impact on existing benefit awards. The DWP & HMRC have yet to announce when these payments will be made.



#### Warm Home Discount

You could get **£150** off your electricity bill for winter 2022 to 2023 under the Warm Home Discount Scheme.

There are 2 ways to qualify for the Warm Home Discount Scheme:

- you get the Guarantee Credit element of Pension Credit known as the 'core group'
- **you're on a low income** and meet your energy supplier's criteria for the scheme known as the 'broader group'

If you receive Guarantee Credit element of Pension Credit you should automatically be awarded the Warm Home Discount, the DWP will write to you confirming this.

If you are in the broader group, keep checking your supplier's website for when the scheme opens, as you will have to apply.

#### **Food Costs**

#### **Food Provision**



Southside is a trusted referral partner for Trussell Trust Foodbanks, independent Foodbanks and local pantries across the Southside of Glasgow, contact us if you need assistance, or further information on the food support available.



In partnership with Good Food Scotland

We are delighted to be setting up the Cardonald Larder in partnership with Good Food Scotland. It will be open to residents of Cardonald and all Southside Housing Association customers in January 2023.

Follow our Facebook page for updates: facebook.com/SouthsideHA







f goodfoodscotland.org

#### Council Tax and Other Bills

#### **Council Tax Discounts**

Depending on your circumstances you could get a discount on your council tax bill or not need to pay anything at all.

Contact our Advice Team to find out if your household is eligible.

#### **Social Tariffs Broadband & Phone Packages**

Social tariffs are cheaper broadband and phone packages for people claiming Universal Credit, Pension Credit and some other benefits. Some providers call them 'essential' or

'basic' broadband. They are delivered in the same way as normal packages, just at a lower price.

If you or someone in your household claims Universal Credit, you could switch to a social tariff. Some providers also include people on other benefits such as Pension Credit, Employment and Support Allowance, Jobseeker's Allowance, and Income Support. The person receiving the benefit will need to be the main person on the contract.

You can apply for most tariffs online, or call your provider and ask to switch.



#### **Debt Advice**

If you are worried about money or how to deal with debt, you are not alone. Anyone can find themselves overwhelmed by financial worries, but there is support and advice available to help you.

Contact our Advice Team for help to manage debt, including fuel debt, and where possible get debt written off and reduce your outgoings. This service is free to all Southside Housing Association tenants.



#### Scottish Welfare Fund

You could get a Crisis Grant if you need financial help in an emergency or a Community Care Grant if you need help living in your community.

#### You may be able to get a Crisis Grant if:

- you need help to get food or with heating costs
- there's a fire or flood at home
- an unexpected crisis happens
- you're a victim of domestic abuse and you need help with things like moving away from an abuser
- you're facing a gap in your normal income because of a redundancy or change at work



#### You may be able to get a Community Care Grant if:

- you have been homeless, or living an unsettled life, and need help to start a settled home
- you are caring for someone who's been released from prison or a young offender's institution
- you are escaping domestic abuse

Contact our Advice Team to check your eligibility and receive support to apply.

#### Struggling to pay your rent?

If you feel you are struggling to manage to pay the rent please contact us.

We will assist you and help you to sort out the problem by:

- Coming to an arrangement, which allows you to pay off arrears in instalments
- Tailoring support and advice based on your personal circumstances to get payments back on track.

We can work out a realistic arrangement for repayment of the arrears taking all your circumstances into account. However, if we make an arrangement with you it is important you keep to it.



#### Help for Families

Running a full household is hard at the best of times, but with the increased cost of living this can become overwhelming. From free school meals to help with day-to-day costs, you could be eligible for support.

#### Scottish Child Payment

You may be able to get Scottish Child Payment if all of the following apply:

- you live in Scotland
- you or your partner are getting certain benefits or payments
- you or your partner are the main person looking after a child who's under 16 years old

#### Benefits or payments you or your partner must get

You can apply whether you're in work or not, if you or your partner are getting one or more of the following benefits:

- Universal Credit
- Child Tax Credit
- Working Tax Credit
- income-based Jobseeker's Allowance (JSA)

Social Security Scotland also accept claims if you alone are named on one of these benefits:

- · Pension Credit
- Income Support
- · Income-related Employment and Support Allowance (ESA)

If your partner is named on any of the above 3 benefits and you are not, your partner should apply.

Apply online at

https://www.mygov.scot/scottish-childpayment/how-to-apply



**0800 182 2222** 

#### Young Patients Family Fund

You could claim for the costs of food and travel if you're the parent, carer or sibling of a young inpatient getting hospital care. Please not this Fund does not apply to outpatient care. Contact our Advice Team to find out if you are eligible to apply.

#### Family Fund

If you're raising a disabled or seriously ill child on a low income, Family Fund might be able to help with a grant for essential items. Visit Family Fund website, to learn more:



www.familyfund.org.uk/scotland



## **GETYOURNEC**.scot

#### Free bus travel

All young people and children aged 5-21 years can apply for a card to access the Young Persons' Free Bus Travel Scheme, which began on 31 January 2022.

You will need a National Entitlement Card (NEC) or Young Scot NEC with the valid free travel entitlement with you whenever you want to take the bus - otherwise you'll have to pay for your trip.

You can either apply online at



getyournec.scot/nec/

or



parentsportal.scot/home/

If you need assistance, please contact our Advice Team.

#### **School Clothing Grants**

Families on low income could get a school clothing grant for £120 for Primary aged children and £150 for secondary aged children.

You can apply directly to Glasgow City Council via myaccount



https://www.mygov.scot/myaccount

If you need assistance, please contact our Advice Team.

#### Free School Meals

All children in primary 1 to 5 get free school meals. Children after primary 5 could still get free school meals if you are on a low income.

You can apply directly to Glasgow City Council via myaccount



https://www.mygov.scot/myaccount

If you need assistance, please contact our Advice Team.

Further information is available at figure glasgow.gov.uk



#### **New Scottish Social Security Benefits**

#### **Adult Disability Payment**

Adult Disability Payment is a benefit for disabled working-age adults who live in Scotland. It's to help with the extra costs of being disabled or having a long-term health condition. It replaces Personal Independence Payments (PIP).

#### Child Disability Payment

Child Disability Payment is a benefit for disabled children and young people who live in Scotland. It's a payment to help with the extra costs of having a disability or health condition. It replaces Disability Living Allowance (DLA). Further information and how to apply can be found at:



www.mygov.scot



The grant is a yearly payment of £326.65 for young carers in Scotland. You need to be 16, 17 or 18 years old to get it. Contact our Advice Team for advice and support to apply.



Rising costs can have a bigger impact on some people including older people, disabled people and those who care for them. Make sure you are getting all the assistance you are entitled to

#### Age Scotland Helpline

Get free, confidential advice over the phone (0800 12 44 222) for older people, their carers and families in Scotland.

#### Carer's Allowance

You could get £69.70 a week if you care for someone at least 35 hours a week and they get certain benefits. Contact our Advice Team for advice and support to apply.



# Southsider Newsletter - Winter 2022

#### Health and Wellbeing

The rising cost of living is on everyone's mind and can have an impact on your mental health and wellbeing. If you feel overwhelmed, support and tips are available to help you cope.

#### **Breathing Space**

If you are feeling anxious, stressed or low, find suggestions to help with your mental wellbeing by calling Breathing Space.

Phone 0800 83 85 87 for free, confidential advice. The helpline is open Monday to Thursday from 6pm to 2am. Weekends from Friday 6pm to Monday 6am.



#### Southside Connections

The Association continues to support families over the school holidays through the provision of free food and activities in Cardonald and Pollokshields.

Sessions included healthy lunch and snacks provided by the Pollokshields Community Food Point.

Thank you to all the organisations who made it a great success.











#### Development Updates

To better serve our communities we aim to provide further housing opportunities. See below details on some recent developments:

#### McCulloch Street/Lincluden Path

Planning Permission for the re-instatement works following the fire at 144 McCulloch Street/12 Lincluden Path was in July 2022. The Association continues discussions with our insurers regarding the works and a start on reinstating the properties is programmed for mid-January 2023.

It is anticipated that these works will take 12 months to complete.

#### St Andrews Drive – Phases 2 & 3

The Association continues to monitor progress with our new build development at St Andrews Drive in Pollokshields. The works are slightly behind schedule, with the main reason being the procurement of certain materials which we are seeing industry wide. Items such as the purchase of concrete and steel reinforcement is on an 8 week delivery period.

The whole development of 120 new homes is due for completion between January and March 2023.

The Development includes a number of homes for sale via Shared Equity – For any enquiries on the new Shared Equity Homes please contact our Customer Services Department.







#### Strathbungo Phase 2

Work continues on the internal improvements to 30 flatted properties in the Strathbungo area on the Southside. Works are progressing on site. The properties will benefit from new windows, heating, kitchen, bathrooms and insulation, and will achieve an Energy Efficiency Rating of a Band B.

#### 107 Niddrie Road

We're proud to announce that our retrofit project at 107 Niddrie Road, Strathbungo has won the Glasgow Institute of Architects 2022 Sustainability Award!

The project is funded by the Scottish Funding Council and CCG Ltd and led by the University of Edinburgh and the University of Glasgow within a tenement block owned by Southside Housing Association.

The project aims to develop good practice amongst owners of tenements and the building industry to meet the Government's Climate Challenge targets by 2040. The tenement consists of 8 flats, focusing on insulation, air quality and the use of nature materials where possible, with the aim to reduce heating costs and emissions.

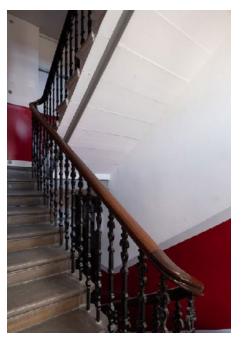
A tenant who moved in to the block at the start of November 2022 said, 'the main close feels warm when you walk in, the old flat had storage heaters which are expensive. I would spend a lot of time with 2 quilts on the bed and hot water bottles when curled up on the settee. It's a month now and I am only now turning on the radiators as the building is so well insulated.'

SHA will continue to regularly meet with tenants to gain an understanding of their experience.

For more information please contact csd@southside-ha.co.uk

Photo Credit: Tom Manley











#### Cardonald

Southside Housing Association are running the below activities in Cardonald, and all are welcome!

FREE family sessions for families with children aged between 4 & 12 years old. Please note, children need to be accompanied by an adult.

Location: Berryknowes Community Hub, 0/2, 150 Berryknowes Avenue, G52 2LS

#### Date & Time:

- Monday: Spanish Class: 16th & 30th January: 4pm 5pm
- Thursday: Arts & Crafts Drop-in: 11am 1pm
- Friday: Community Breakfast Club: 10am 11.30am
- Saturday: Smiley Saturdays: 11am 1pm

Location: Queensland Residents Lounge, Ground Floor, 15 Queensland Gardens, G52 2PE

Join us for tea & Coffee at 2pm to 4pm on Monday, Wednesday, Thursday and Friday.



#### Glasgow City Council: Warm Welcome Project

Below are warm spaces and services within Cardonald operated by Glasgow City Council.

Location: Penilee Community Centre, 10 Gleddoch Road, Glasgow, G52 4BD

Date & Time: Open Monday to Friday, 9am-9pm for a warm welcome space. From 10am to 3pm for Family Finances Key Worker and 1-1 mentoring on employability and Financial capability support appointments.

The location provides privacy, WiFi, tea & coffee. There are also community workers on site to provide support.

Location: Cardonald Library, 1113 Mosspark Dr, Glasgow G52 3BU

This location is open every day to provide information, activities and a safe and warm place for the community.

- Mon 10:00am 5:00pm
- Tue 10:00am 8:00pm
- Wed 10:00am 5:00pm
- Thu 10:00am 8:00pm
- Fri 10:00am 5:00pm
- Sat 10:00am 5:00pm
- Sun Closed





#### Warm Spaces Pollokshields

Venue/Provider	Provision	Day	Time	Location/Address
The Glendale Women's Café	Daal/potato curry & tea/coffee	Tuesday	10am-3pm	423 Shields Road, G41 1NY
	Tea/coffee	Wednesday	10am-1pm	
Pollokshields Food Point	Food Parcels, tea/ coffee	Saturday, Sunday &Monday	3pm-5pm	423 Shields Road, G41 1NY
	Sunday Social - Hot meal (Vegan & Halal), Teas & Coffees		11am-2pm	
Urban Roots	Winter gardening, teas/coffee, meet your neighbours	Wednesday	10.30am- 12.30pm	Shields Community Garden at Shields Health Centre, 80 McCulloch Street, G41 1NT
Nan McKay Hall	Teas/coffee/toast	Monday-Friday	10am-2pm	End of St Johns Road, Glasgow, G41 5SR
Pollokshields Church	Teas/coffee/ warm food	Thursdays	11am-2pm	525 Shields Road, Glasgow, G41 2RF
Gurdwara	Warm food/teas	Tuesdays	11am-2pm	37 Albert Drive, G41 2PE
Sherbrooke Mosspark Parish Church	Warm food/teas/ coffee	Mondays	11am-2pm	240 Nithsdale Rd, Bellahouston, Glasgow, G41 5AD
Ibrox Parish Church	Warm food/teas/ coffee	Wednesdays	11am-2pm	67 Clifford Street, G51 1QH
Pollokshields Library	Use of Wifi, Warm Space	Monday- Saturday	10am-5pm, Thursday/ Tuesdays 10-8pm	30 Leslie St, Glasgow G41 2LF
Bowling Green	Tea/Coffee	Saturday	10-3pm	

We've loved spending time with our community again, and look forward to seeing you in 2023!!



#### Continued...



#### Continued...



# Neighbour of the year winner!

Tenants were asked to nominate a neighbour who had gone above and beyond for the community. We're pleased to present Ms Kirkwood, from Cardonald, a £50 voucher in appreciation for supporting her neighbours this year.

Thank you to all who voted.



#### Southside Housing Association

**T:** 0141 422 1112

E: enquiries@southside-ha.co.uk

A: Southside House, 135 Fifty Pitches Road, G51 4EB

#### www.southside-ha.org

**Letting:** www.southside-ha.org/letting **Residential:** www.southside-ha.org/residential

Scottish Housing Regulator No. (RSL 186). Co-operative & Community Benefit Society registration No. 1694R(S). Scottish Charity No. SCO36009. VAT Registration No. 886 7830 59.







