

THE SOUTHSIDER



SPRING 2020

Stay Safe and Stay Healthy



During these unprecedented times you will appreciate that things are changing daily if not hourly. The information contained in this issue is correct at the time of going to press. Whatever the future holds for us all remember WE ARE HERE TO HELP.

Contact us!

☎ 0141 422 1112

Press 1 to speak to our

Repairs & Maintenance Team

Press 2 to speak to our

Estate Management and Rent Team

Press 3 to speak to our

Factoring and Mid-Market Rent Team

Press 4 to speak to our

Welfare Rights and Money Advice Team

Press 5 for all *General Enquiries*

Report an Emergency Repair

To report a repair during business hours

☎ 0141 422 1112 and press option 1

✉ repairs@southside-ha.co.uk

To report an **emergency repair** out with business hours

GENERAL EMERGENCY REPAIRS

contact MPS on **0330 678 1247**

EMERGENCY HEATING REPAIRS

contact City Building on **0800 595 595**

EMERGENCY HEATING REPAIRS

AT HERRIET COURT

contact Neat Heat on **07562 200 979** or
07515 050 368

EMERGENCY LIFT BREAKDOWNS

contact City Building on **0800 595 595**

Office Closures

The health and wellbeing of our customers and staff is extremely important to us.

Our main office at Southside House, 135 Fifty Pitches Road and the sub office at 435 Shields Road are now closed.

If you have an enquiry please contact us via telephone or email.

Join us on Facebook!

A really easy way to keep up to date with all the Association's news is through Facebook. We continue to post information and advice during this unprecedented time.

 [Facebook.com/SouthsideHA](https://www.facebook.com/SouthsideHA)

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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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CORONAVIRUS (COVID-19)



You will all be aware of the international public health emergency in relation to the coronavirus (COVID-19).

The health and wellbeing of our customers, contractors and staff is extremely important to us in these difficult times and we are taking steps to minimise risks, where we can. With increasing numbers of reported cases of the virus, we are closely monitoring advice and guidance from both the British and Scottish Governments and official health authorities on the current situation and will update our website and Facebook page accordingly.

Our aim is to maintain key services through the uncertainty and rapidly changing situation. The Association is putting the following contingencies in place, from week commencing 16th March 2020:-

FACE TO FACE CONTACT

Following the latest government guidelines the Association will continue to provide essential services by phone, text and email.

OFFICES CLOSURES

Our offices are now closed to our customers. We would advise customers not to visit our main office at 135 Fifty Pitches Road or our sub office at 435 Shields Road.

Again, if we have arranged an appointment in either our main office at 135 Fifty Pitches Road or the sub office at 435 Shields Road then we will be in touch to make alternative arrangements.

WE ARE HERE TO HELP

The elderly and people with underlying health problems are most at risk if contracting the coronavirus (COVID-19). It is important that as a community and as a Housing Association we do all we can to protect the most vulnerable in society. It is important that families and neighbours look out for the elderly and the vulnerable.

Not everyone has family to help at this time so please let us know if you are in need of assistance and contact us on 0141 422 1112. Likewise, if you are concerned about a neighbour please let us know.

These are challenging times and we want our customers and staff to be safe and hope you understand the reasons for us taking these actions.

Thank you for your patience and if you have a general enquiry on our current services or the contents of this correspondence then please contact us.

 **0141 422 1112**


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

 **Facebook.com/SouthsideHA**

SELF-ISOLATION - ADVISING THE ASSOCIATION

If you have a positive diagnosis of the coronavirus or have been advised by a medical professional to self-isolate then it is absolutely vital that you inform us of this so that we and our contractors can make informed decisions on service delivery.

We are here to help, if you are anxious, or in need of assistance, don't hesitate to contact us. If we cannot help directly, we might know someone who can.

 0141 422 1112

 Enquiries@southside-ha.co.uk

 SouthsideHA/Facebook

EMERGENCY REPAIRS SERVICE

At this time we want to continue to deliver as comprehensive a repairs service as we can, whilst reducing unnecessary face to face contact.

Therefore we will continue to deliver **Emergency Repairs** but all other repairs will be postponed with immediate effect.

REPORT AN EMERGENCY REPAIR

To report a repair during business hours

☎ **0141 422 1112 and press option 1**
✉ **repairs@southside-ha.co.uk**

To report an **emergency repair** out with business hours

GENERAL EMERGENCY REPAIRS
contact MPS on **0330 678 1247**

EMERGENCY HEATING REPAIRS
contact City Building on **0800 595 595**

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AT HERRIET COURT**

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07515 050 368**

EMERGENCY LIFT BREAKDOWNS
contact City Building on **0800 595 595**



CLEANING REGIME

As you will know the best medical advice on helping to contain the virus is for everyone to wash their hands more regularly, for 20 seconds using soap and hot water.

The Association will be supplementing this by more regular cleaning in our common areas that our hands come into contact with, such as handles, lift and controlled entry buttons and bannisters.



GLASGOW CITY COUNCIL BULK UPLIFT AND REFUSE COLLECTIONS

Due to Glasgow City Council withdrawing the bulk uplift service from Monday 23 March 2020 and with the worsening position in relation to the coronavirus, the Association have put in place an action plan to mitigate the challenges we currently face.

Our regular Mobile Facilities service has been repurposed to focus on

- Close cleaning, with particular focus on handles, lift and controlled entry buttons and bannisters
- Clearing household refuse from outside bin stores and, where tenants have told us they are self-isolating, within closes

We will monitor the new service on a daily and weekly basis and adjust the service accordingly.

☎ 0141 422 1112

✉ Enquiries@southside-ha.co.uk

📘 SouthsideHA/Facebook



Glasgow Care and Repair provide a range of services city wide, offering practical advice, information and assistance to older and disabled people living in Glasgow.

- Volunteer Handyperson Service
- Handyperson Home and Hospital
- Advice and Information



Glasgow

CARE & REPAIR



HANDYPERSON SERVICE

A Handyperson Service is available for tenants of Southside who are aged 65 and over or have a disability, irrespective of age.

We provide all services for the Handyperson free of charge and payment is only required for materials provided by the Handyperson.

Some of the services the Handyperson can provide:

- Change light bulbs / toilet seats
- Install wireless door bells / smoke detectors
- Fit shelves / bannisters / towel, grab and hand rails
- Hang curtains
- Prepare the home for works such as central heating or medical equipment being delivered
- Fit thresholds and secure loose flooring to prevent trips and falls
- Supply and install key safes to allow easy access for family and carers and many other minor jobs!

To use the Handyperson Service or simply make an enquiry, please contact us at:

☎ 0141 433 2749

✉ careandrepair@southside-ha.co.uk

Or if you have some free time and thinking of volunteering within our Handyperson Service, we would be happy to hear from you, please contact the team!

Home & Hospital Handyperson Service

Our Glasgow Care and Repair team aims to ensure that older people do not have their discharge from hospital delayed because of minor repairs and adjustments needed in their home. We offer a free Home and Hospital Service to prepare the homes of patients aged 65 or over for their discharge from hospital.

It is important that when you return home, the environment that you are returning to is safe and secure.

Glasgow Care and Repair Home and Hospital Service can provide the following

- Rearrange furniture
- Install a wireless bell
- Fit banister or grab rails
- Make space for equipment
- Secure cables and tack down loose carpets to prevent tripping
- Install a key safe to allow easy access for family and carers

This service is free of charge – you only pay for any materials used

To use the Home & Hospital Handyperson Service or simply make an enquiry, please contact us at:

☎ 0141 433 2749

✉ careandrepair@southside-ha.co.uk

Or if you have some free time and thinking of volunteering within our Handyperson Service, we would be happy to hear from you, please contact the team!



Congratulations to our Home & Hospital Handyperson Service!

We recently submitted a nomination to Age Scotland Awards for our Home & Hospital Handyperson Service. We were advised that they received a record number of nominations this year and we weren't selected as a winner. However, we are absolutely delighted that they thought the effect the service has on improving lives was "extremely impressive" and the panel decided to award the service a 'highly commended' certificate for services to older people.



YOUR RENT IS CHANGING!

Rent Consultation & Rent Increase for 2020-21

Get
Involved

TENANT CONSULTATION

From April 2020 the amount of rent you pay will be changing.

Following our rent consultation with tenants, our Management Committee met in November 2019 to discuss the outcome of the consultation and approved a rent increase of 2.2%.

Why do we have to increase your rent?

We do this for a number of reasons.

We need to take into account the financial pressure our tenants face and make sure we have enough income to pay for the things we need to do to keep our properties well maintained. We try to limit the level of the increase to keep our rents as affordable as possible to our tenants.

What you told us. . .

During October 2019 we consulted all tenants on the proposed rent review and an increase of 2.2%, approximately £1.93 on an average weekly rent.

We asked you if you thought the proposed rent increase of 2.2% for 2020/21 was fair, based on the service you receive.

Its about right	65%
Its too low	3%
Its too high	32%

Claiming Universal Credit?

If you are already claiming Universal Credit and are liable to pay rent, you must notify DWP that your rent payments have increased from 1st April 2020.

If you do not tell DWP your rent has increased, you will not be paid the correct amount of Universal Credit. You cannot notify DWP of your rent increase before the 1st of April 2020.

You will notice a **“To Do”** action on your Universal Credit account. DWP will ask you if you have any changes to housing costs to report - you should select **“yes”** and enter the new details of any rent due.

Remember if you do not tell DWP your rent has increased, you will not be paid enough Universal Credit.

If you need help to do this, please contact us!

If you require advice on how Universal Credit may affect you, please make an appointment with our Welfare Rights and Money Advice Team on 0141 422 1112 option 4.

More information

If you would like more information on the services provided, or have any questions regarding your rent, please contact our Rent Team

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





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

Name: Age: Address:



MEMBERSHIP Southside
HOUSING ASSOCIATION

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.

REMINDER



SHAPE.

Just a wee reminder to return your shape survey feedback card