

Winter 2020

# Southsider

Newsletter



SOUTHSIDE  
housing association



## Ways we can help this winter

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- Help with Energy Bills
- Winter Plumbing Advice
- Useful SHA Contacts

### Tenant Update

Our Tenant Consultation and Proposed Rent Increase for 2021/22 and what it means for you

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## Reporting a repair

To report a repair during office hours please call 0141 422 1112 option 1

Emergency out of hours contacts:

General repairs, heating breakdowns & lift breakdowns City Building LLP: 0800 595 595

Heating breakdown (Herriet Court & Auldburn Place) Neat Heat Scotland: 07515 050 368

Emergency Gas Leak - National Grid: 0800 111 999

Loss of Power - SP Energy Networks: 0845 272 7999 or 0800 092 9290

Loss of Water - Scottish Water: 0845 601 8855

## Ways to pay your rent

**Pay by telephone.** Call us during business hours to pay your balance, set up a direct debit or arrange a payment plan. Call us on 0141 422 1112 option 2.

**Pay using AllPay.** Call AllPay on 0844 557 8321 or go online to [www.allpay.net](http://www.allpay.net) to pay by credit or debit card. You can also download the AllPay app onto your mobile phone to make payment online.

**Pay in person.** Use your AllPay card at any Post Office, or Pay Point terminal located in newsagents or supermarkets. If you have lost or damaged your AllPay card call us on 0141 422 1112 option 2 to order a replacement.

# Welcome to the Southsider

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## Business Opening Hours - Winter 2020

Thursday 24th Dec.....	open 8.30am - 12.30pm
Friday 25th Dec.....	closed
Monday 28th Dec .....	closed
Tuesday 29th Dec .....	closed
Wednesday 30th Dec.....	open 10.00am - 4.00pm
Thursday 31st Dec.....	open 10.00am - 4.00pm
Friday 1st Jan .....	closed
Monday 4th Jan.....	closed
Tuesday 5th Jan .....	closed
Wednesday 6th Jan .....	open 8.30am - 4.00pm

Our offices remain closed and the majority of staff are working from home. We aim to continue to provide advice and services with as little disruption as possible.

# Bin Collection Dates

Glasgow City Council are currently operating a 8 day domestic refuse collection and 16 day recycling collection in flatted properties in the south side of the city.

If you live in a flat you can check the collection days for your building by entering your address and/or postcode on Glasgow City Councils website [www.glasgow.gov.uk/forms/refuseandrecyclingcalendar](http://www.glasgow.gov.uk/forms/refuseandrecyclingcalendar)

Please note that the following services are currently continuing as normal.

- General waste bin collection.
- Blue recycling bin collection.
- Brown bin - (garden and food waste for front and back door properties).
- Purple bin (glass).

### Suspended services:

- Food Waste from flats (Please place food waste into your green/metal general waste bin).

## Update on bulky waste collections

From 10th December 2020 Glasgow City Council is restarting its household bulky waste collection service for main door and flatted properties.

Requests for collection by the council can be made using the MyGlasgow app or online at [www.glasgow.gov.uk/bulkywaste](http://www.glasgow.gov.uk/bulkywaste).

Residents will be issued a Collection Date and should only put bulky waste outside within their property boundary the day before collection.

At this time, the service does not extend to high rise or multi-storey properties - residents in these properties should continue to use their bin stores responsibly.

Alternatively, the council's Household Waste Recycling Centres are open 7 days a week or if items are in good condition, residents can also use Zero Waste Scotland's National Re-use Tool and donate items to charity.

**For more information visit [www.glasgow.gov.uk/bulkywaste](http://www.glasgow.gov.uk/bulkywaste)**

Thank you for your continued support.

If you require this newsletter in large print, audio or any other language please let us know.

## Repairs & Maintenance

We continue to adapt the services we provide in line with current Scottish Government guidelines. If you do require a repair to your home please don't put off calling our Repairs Line 0141 422 1112, option 1 – all of our Maintenance Officers and City Building engineers have personal protective equipment (PPE), and know how to use it to ensure everyone's safety.

## Contact us

You can still call us on 0141 422 1112

Or email [enquiries@southside-ha.co.uk](mailto:enquiries@southside-ha.co.uk)

Our website and Facebook pages are regularly updated with news, jobs, advice and community information.

Visit [www.southside-ha.org](http://www.southside-ha.org)

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

General enquiries: [enquiries@southside-ha.co.uk](mailto:enquiries@southside-ha.co.uk)

Complaints: [complaints@southside-ha.co.uk](mailto:complaints@southside-ha.co.uk)

Housing Team: [estates@southside-ha.co.uk](mailto:estates@southside-ha.co.uk)

Rent Team: [rents@southside-ha.co.uk](mailto:rents@southside-ha.co.uk)

Repairs Team: [repairs@southside-ha.co.uk](mailto:repairs@southside-ha.co.uk)

Welfare Rights and Money Advice Team: [advice@southside-ha.co.uk](mailto:advice@southside-ha.co.uk)

Southside Residential: [factoring@southside-ha.co.uk](mailto:factoring@southside-ha.co.uk)

Southside Letting: [midmarketrent@southside-ha.co.uk](mailto:midmarketrent@southside-ha.co.uk)

## Business Hours

Monday - Friday: 8.30am – 4pm\*

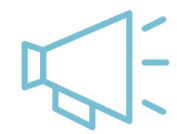
\*Except Wednesday: 8.30am – 2pm

This newsletter is also available to download at [www.southside-ha.org](http://www.southside-ha.org)

# Your Complaints

A total of 38 complaints were responded to between April and September 2020. The stats below summarises our complaints handling performance.

## Complaints received April - September 2020



38

Total complaints received



25

Total complaints upheld



13

Total complaints not upheld



25

Total met target timescales for resolution



66%

Met target timescales for resolution



### You said, We did:

**You said:** A tenant complained about the standard of cleaning within the close.

**We did:** having investigated this complaint, we found the cleaning of the close was not to the standard we expect. We found mop water was not changed as regularly as we would have liked. To improve we implemented new working practices and ensured mop water was changed more frequently.

We are disappointed in our complaint handling performance and have put procedures in place to help staff working from home to communicate with customers more efficiently.

Your complaints allow us to learn, improve and put things right where needed. You may speak to any staff member about your complaint in writing, over the phone, by email or using our website complaint form.

0141 422 1112 | [complaints@southside-ha.co.uk](mailto:complaints@southside-ha.co.uk) | [www.southside-ha.org/complaints](http://www.southside-ha.org/complaints)

We aim to respond to your stage 1 complaints within five working days and twenty working days for a stage 2 investigation. Where it may take longer to respond we aim to advise you of this as early as possible.



# Scottish Housing Regulator Landlord Report

We received our seventh Landlord Report from the Scottish Housing Regulator at the end of October 2020 and we are very pleased with how our performance measured against the Scottish average for almost all indicators in 2019/20.

In the Landlord Report, the Regulator sets out each Scottish social landlord's performance across key areas including homes and rent, quality and maintenance, neighbourhoods, tenant satisfaction and value for money.

The two page report summarises for tenants how their landlord performed against the Scottish average for indicators in each of these areas, allowing tenants and others to see how their landlord compares. A copy of the Regulator's Landlord Report for Southside Housing Association will be issued to every tenant. If you are interested in finding out more, you can visit [www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk) to see full details of the report and use the regulator's online comparison tool to compare our performance to that of other landlords.

# Universal Credit

Many people may be paid early at Christmas, this can mean 2 months' pay can be received in the same assessment period for their Universal Credit, causing a large reduction or zero award of UC that month.

### What's Changed?

A change to the UC Regulations, from 16th November 2020, should ensure that many UC claimants no longer lose out financially by having two monthly wage payments taken into account in one UC Monthly Assessment Period.

The change allows the DWP to count one of the payments in a different assessment period in order to maintain a regular pattern. This can be allowed where the claimant is paid on a regular monthly basis, and more than one wage is reported via the Real Time Information system (RTI) in the same assessment period.

### Who should benefit from the amended regulations?

- Claimants whose monthly wage payment date falls so close to the beginning of their UC Monthly Assessment Periods that when a wage is paid early - because it would otherwise fall on a non banking day - that two wages fall within one Monthly Assessment Period.
- Those who are paid early for example before Christmas.

- Whose earnings are paid on the last day of the calendar month, and their UC Monthly Assessment period ends before this ie 28th, 29th or 30th of the month.

### It does not apply to:

- Claimants who are paid weekly, fortnightly, or 4 weekly.
- Claimants who have two wages in one Monthly Assessment Period because their employer has reported one of their wages late (but Regulations already allow an adjustment to be made in such cases).

### What should claimants do?

The UC software may not automatically pick up on the claimant's pay cycle, or recognise that a claimant has received two wages in one month and move the 'incorrectly placed' wage without a request from the claimant.

So, for the time being, claimants will need to request through their journal that the DWP manually apply these new Regulations.

# Your Compliments

"Happy with the flat, moving has been stressful, staff have been very helpful"

"Really happy with the help the Welfare Team have given"

"Tidy workmen, I appreciate it"

"Relived to be getting a move and finally settled. It's been a rough year for me and the kids"

"Thanks for fixing my heating so quickly. Great job"





# Ways we can help

You don't need to be in difficulty to ask for help – every £ saved in energy bills or gained through benefits you are entitled to is a £ to spend on something more fun – that's something everyone can appreciate.

## Don't waste money on energy by warming up an empty house

A timer allows you to schedule when your boiler turns on and off over a 24-hour period, so you don't have to do it manually yourself. A programmer gives you even more options, allowing you to set different times and temperatures throughout the week. Reducing your room temperature by 1°C could cut your heating bills by up to 10% and typically saves around £55 per year.

When you're setting up your heating schedule, don't forget to keep it switched off at times when you might be home and not need the heating on. Such as during the night.

All advice and support is free and confidential, call us today:

0141 422 1112, option 2

Advice@southside-ha.co.uk

## Winter Fuel Payment

If you were born on or before 5 October 1954 you could get between £100 and £300 to help you pay your heating bills. This is known as a 'Winter Fuel Payment'.

You usually get a Winter Fuel Payment automatically if you are eligible and you get the State Pension or another social security benefit (not Housing Benefit, Council Tax Reduction, Child Benefit or Universal Credit).

If you're eligible, but do not get paid automatically, you will need to make a claim. The deadline for claiming payments for winter 2020 to 2021 is 31 March 2021.

Most payments are made automatically between November and December. You should get your money by 13 January 2021.

If you do not get your payment, contact the Winter Fuel Payment Centre.

Any money you get will not affect your other benefits.

## Make your radiators work for you

As with your room thermostat, you should set the thermostatic radiator valves (TRV) in each room at a low level, then gradually turn them up until the room's left at a comfortable temperature.

Despite their name, radiators actually work by convection. This means cold air enters at the bottom, is drawn through the radiator and hot air leaves through the top. You can reduce your heating costs by ensuring each radiator in your home is able to circulate heat properly. For example, moving furniture away, not using cabinets to disguise them, and making sure they're not covered by curtains.



## Warm Home Discount Scheme

The Government runs a grant program in partnership with many of the energy companies called the Warm Home Discount Scheme. The Scheme can provide £140 towards the cost of your electricity if you apply within the correct time and any of the following apply:

- Your electricity supplier is part of the scheme
- You are the account holder at your property (if you have not registered with your energy supplier at your home you will not be able to make an application)
- You will automatically qualify if you are in receipt of pension credit (but you still need to be registered for the scheme with your current energy supplier)
- If you are in receipt of benefits or your household income is less than £16,190 per year you may be entitled to the Warm Home Discount, you can usually make an application online, over the phone or by post, you may need to provide evidence of your income or entitlement to benefits.

The money isn't paid directly to you, if you have a prepayment meter it will be credited to your meter otherwise it will be paid directly to your electricity account and will appear on your bill once awarded.

Receiving the Warm Home Discount does not affect the Winter Fuel Payment.

If you would like to apply or want to learn more about this scheme, please contact our Money Advice and Welfare Rights Team.

## The Cost of Christmas

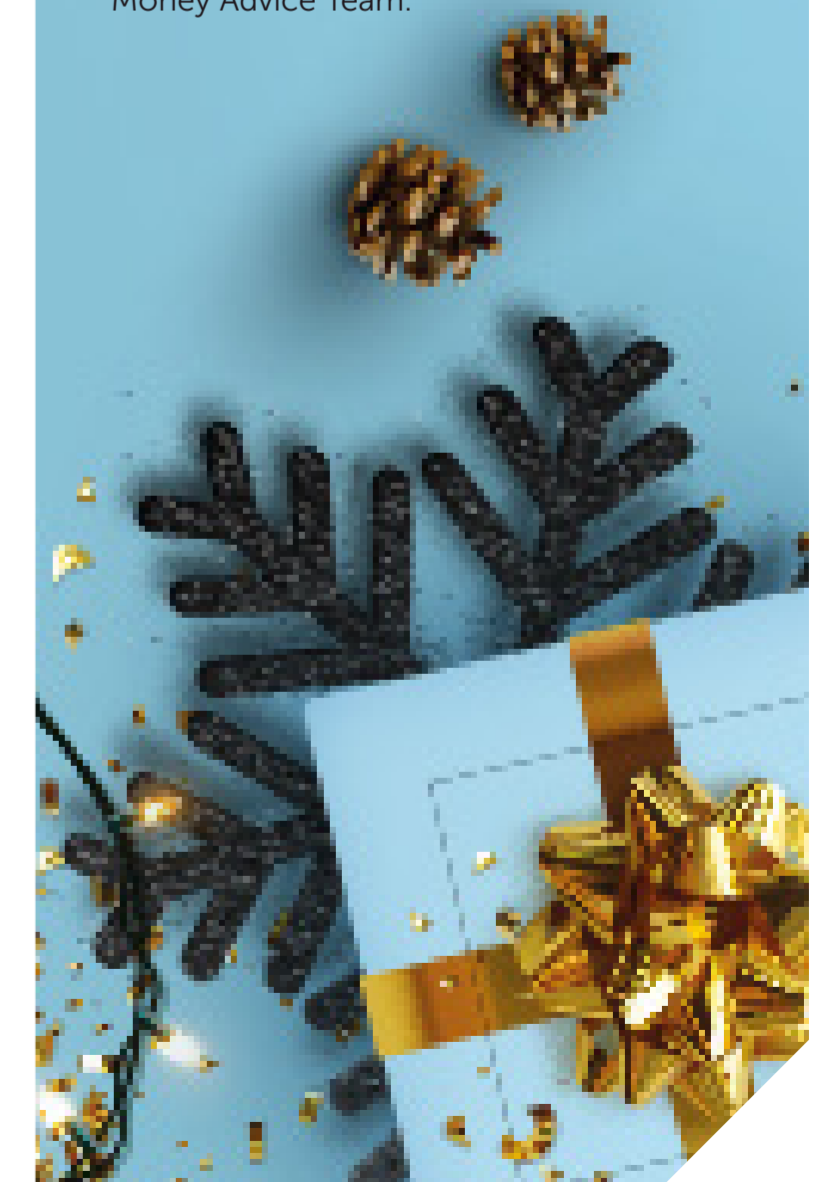
Christmas can be a costly time of year so why not spread the cost of Christmas by borrowing from a Credit Union. Credit Unions work out cheaper than Home Credit (door step loans) and Pay Day loans.

Credit Unions operate with three main aims.

- To provide loans at low rates
- To encourage members to save regularly
- To assist members in need of financial advice and assistance.

Credit Unions act in the interest of all members and so try to ensure they do not take out loans they cannot afford. They run on a 'not for profit' basis so unlike banks instead of paying a profit to shareholders, they use the money to reward their members and improve their services.

If you like more information on Credit Unions please contact our Money Advice Team.



# Tenant Consultation



## Proposed Rent Increase

2021/22

We started the process of looking at our budgets for 21/22 in October 2020. It is essential that we meet our existing and expected costs and with rent being our main source of income; it is important that we review our charges to ensure we meet our costs as part of the budgeting process.

1%

After careful consideration, our Management Committee are proposing for 2021/22 a rent increase of 1%.

We believe this increase would allow us to maintain our current level of services while keeping tenants rent affordable. If agreed, the increase would take effect from 1st April 2021.

With Covid in mind, we have considered the safest ways to engage with our tenants about proposed rent increases:

- Postal Questionnaire
- Text Message Questionnaire
- Online Questionnaire; Website and Facebook

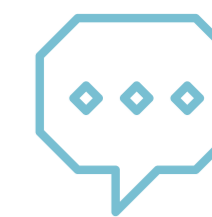
## Business Plan Requirements

Implementing a 1% rent increase will generate an additional £98,229 of rental income and will allow Southside to be able to meet all increased costs being passed on by its suppliers. Failure to do so may result in Southside not being able to meet all of its obligations currently included in the Business Plan.

- Building new homes
- Investment in our homes
- Replacing ineffective electric heating systems
- Improving fire safety in our homes and common areas
- Improving digital inclusion within our communities
- Additional services due to reduced services previously provided by Glasgow City Council
- Maintaining current services for tenants.

This proposed increase is calculated by using the September CPI (Sep 0.5%) + 0.5% - 1%, which is consistent with Business Plan projections.

## Please let us know your thoughts



We would like to give all tenants the opportunity to give their views on the proposed rent increase and to give you more information in terms of levels of investment in our homes and the level of services offered.

Please look out for your postal questionnaire and let us know your thoughts. We will be texting the survey questions to those of you who have provided mobile telephone numbers. If you are unable to complete the survey form, either by post, by text or online, please contact us and we will be happy to take your comments by telephone or email.

Rent Team: 0141 422 1112, option 2  
rents@southside-ha.co.uk



## Value for Money

82% of Southside tenants have told us in June 2020 that they feel that rents are good value for money, this was improvement on previous surveys, but is still just below the Scottish average for 2019/20 and we would like to improve on this.

We continue to make significant efforts to reduce our costs on the 2021/22 budget to ensure expenditure is controlled.

In addition, we continually review our contracts and tendering processes to ensure costs are tightly controlled.

## What does this mean to my rent?

The following table indicates how a 1% rent increase would affect the average monthly rent. Please note that these averages are based on the range of existing monthly charges per apartment size and amenities.

Average weekly rents 2020	1 Apt	2 Apt	3 Apt	4 Apt	5 Apt+
Current weekly rent 2020/21	£69.93	£78.45	£90.22	£101.81	£115.43
1% weekly rent increase	£0.70	£0.78	£0.90	£0.88	£1.15
New rent proposal 2021/2022	£70.63	£79.23	£91.12	£102.83	£116.58

## How has the rent increased in recent years?

Over the 10 year period, Southside Housing Association's rents have increased overall by 8.48% less than the Scottish average.

Annual % Rent Increase	11/12	12/13	13/14	14/15	15/16	16/17	17/18	18/19	19/20	20/21
SHA Rent Increase	2.2%	1.7%	3.75%	3.3%	0.5%	1.5%	2.25%	3.5%	2.2%	2.2%
Scottish Avg Rent Increase	4.7%	4.8%	3.7%	3.55%	2.66%	1.9%	2.3%	3.2%	2.5%	2.5%



## Have you insured the contents of your home?

Southside Housing Association does not insure the contents of your home or your personal possessions and we strongly urge that you arrange home contents insurance for this reason.

Thistle Tenant Risks can offer all our tenants a chance to insure your contents and personal possessions in an easy and affordable way. This will provide peace of mind, knowing that you are covered for fire, theft, storm, burst pipes, flood and other risks.

Contact Thistle Tenant Risks and request an application pack today!

Call: 0345 450 7286

Visit: [thistletenants-scotland.co.uk](http://thistletenants-scotland.co.uk)

Imagine if you were unfortunate enough to experience a flood due to a burst pipe in your home or that of a neighbouring property, which caused extensive damage to your ceilings, carpets, furniture and other personal possessions. Could you afford to replace lost items?

Southside Housing Association are able to repair the burst pipe and damage to the ceiling as we are responsible for the building itself, but it is your responsibility to replace your belongings and having home contents insurance would help with this.

We know from experience that incidents do occur, which can often leave tenants struggling to find extra money to replace lost, stolen or damaged goods and this is why we strongly urge all of our tenants to arrange home contents insurance.



## Winter Plumbing Advice

### Leaks and how to prevent them

If you live in a flat there is always a possibility of getting a leak from above, either from the roof or faulty plumbing. Unfortunately a common source of water going down to the flat below is where a resident leaves a tap on at the bath, wash hand basin or kitchen sink which then overflows. So always remember to turn off taps before you leave your home, even if only nipping out with the bins.

### Frozen pipes

When temperatures drop there is a possibility that pipes will freeze. If the temperatures remain below freezing for 2 – 3 days it is likely that pipes will freeze and burst when the temperature rises. To prevent frozen pipes keep your heating on. It does not need to be at a high temperature, an average temperature of 5 degrees will stop your pipes from freezing. Turn your thermostat down low but keep your heating on until the outside temperature rises above freezing.

### Minimising the damage from a burst pipe

If your pipes do burst then your priority must be to minimise any damage from escaping water.



You can do this by:

- Switching off any water heaters or boilers
- Turning off the main stopcock
- Collect as much water as possible in buckets, baths and containers as this water can be used to flush the toilets. Do not use this water to drink or cook with.

Please report water or damage to a roof to our repairs team on 0141 422 1112, option 1 or to our out of hours contractor, City Building on 0800 595 595.

## Celebrate the festive season safely

Christmas is a special time for celebration and should not end in tragedy because of extra hazards that are present at this time of year. So when you're 'decking the halls' please follow our simple advice and stay safe.



Unplug fairy lights and other electrical Christmas decorations when you leave your home or go to bed.

Check fairy lights are in good working order and replace any bulbs that have blown.

Bulbs can get very hot, don't let them touch materials that can burn easily, such as paper or fabrics.

Make sure the fuse in the plug is the correct rating.

Don't attached decorations to lights, heaters or radiators.

Don't move candles once they are lit.



Make sure all decorations are safely distanced from fairy lights and/or candles.

Never overload electrical sockets.

Make sure when in use, candles are secured in a proper holder away from curtains, Christmas trees, decorations and toys.

Never leave children or pets alone with candles.

Put candles out when you leave the room, and make sure they are put out completely at night.

It's easy to get distracted when cooking with friends and family, never leave hobs unattended while you're cooking.



You should minimise decorations in the kitchen. Keep decorations well always from hobs.

Stub out cigarettes properly – make sure there no smoke.

Pour water on cigar or cigarette ends before putting them in the bin.

If celebrating with fireworks remember they are explosives. Store them safely out of the reach of children and always follow the fireworks code.\*

## Food and Fuel

It has been a difficult year for us all, with many of our tenants being financially impacted by Coronavirus. If you are struggling to heat your home, or to access food, please contact our Advice Team who may be able to provide assistance.

\*For more information regarding fireworks please visit [www.firescotland.gov.uk/your-safety](http://www.firescotland.gov.uk/your-safety)

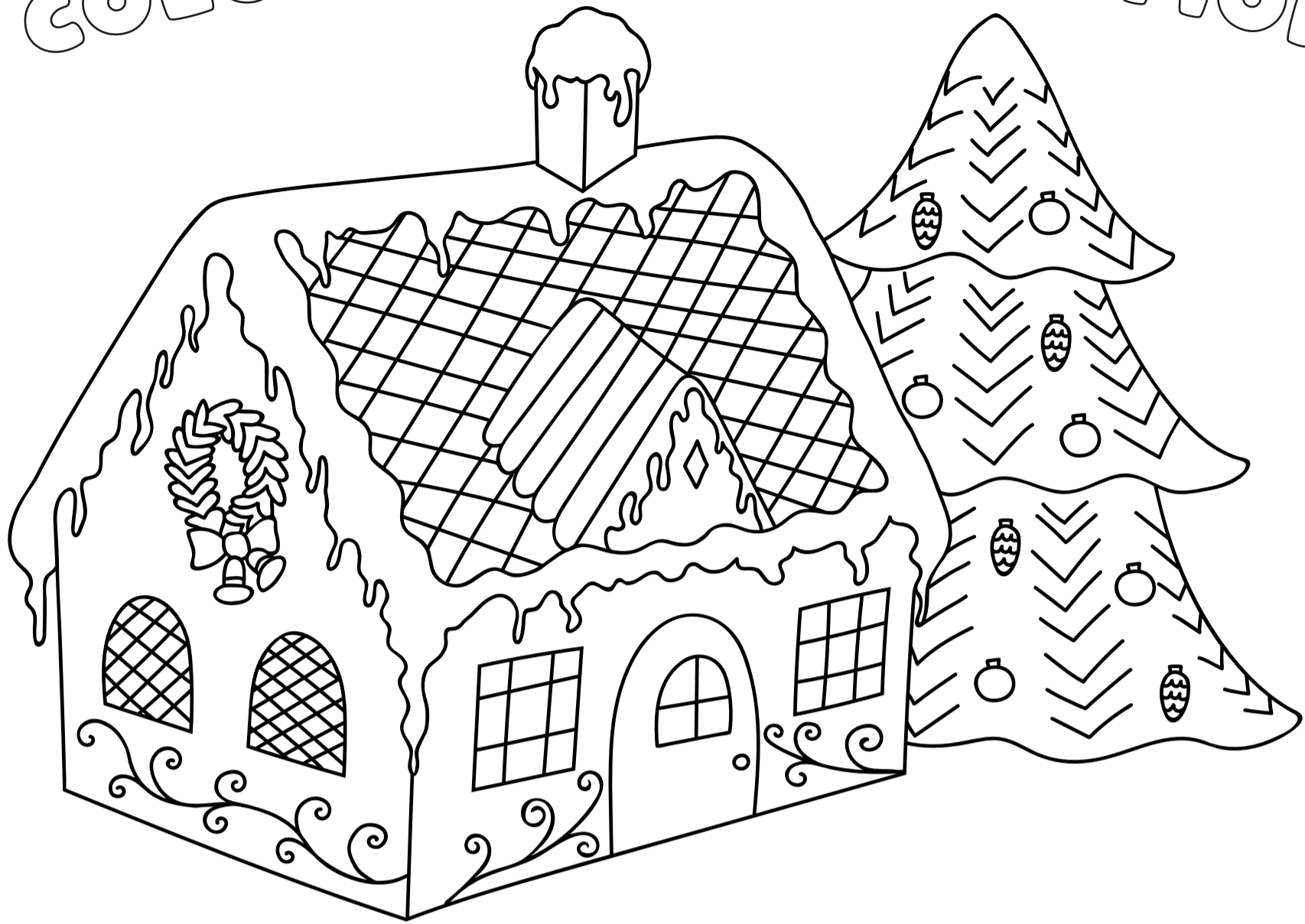
## Congratulations Kevin!

Kevin Morrison (Welfare Rights Officer) from our Advice Team has achieved his Graduate Certificate in Welfare and Benefits Advice from Stirling University!

Well done Kevin!



# COLOURING COMPETITION



Please enter your details below and return to Southside Housing Association.

Name:..... Age:..... Address:.....

**SHAPE.**  
shape your association | shape your community

**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.

If you would prefer to submit any of the above digitally, please take a photograph and send to [enquiries@southside-ha.co.uk](mailto:enquiries@southside-ha.co.uk)

## Get Involved

# Membership

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.



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