

Autumn 2021

Southsider

Newsletter



SOUTHSIDE
housing association

CELEBRATING
50 YEARS

50 Years on...

Read more on page 4



In this Issue



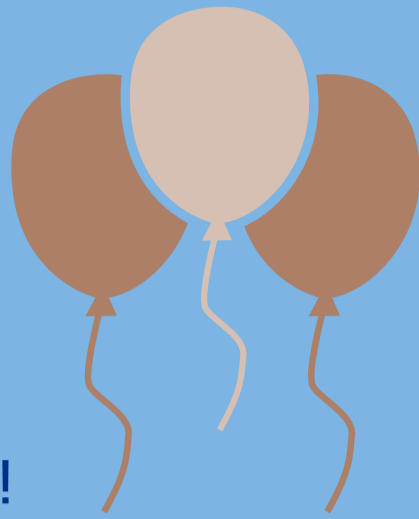
- 50th Anniversary
- Digital Service Platform
- Welfare Rights
- Queensland Park

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.





Get your ideas in!

To help celebrate our 50th anniversary, we would like to take a trip down memory lane with you. Please get in touch to csd@southside-ha.co.uk with any stories over the last 50 years of any interactions with the Association. We would love to hear stories from customers, families and members of the community!

Will you be celebrating a 50th birthday or anniversary and if so, what are your plans to mark the occasion?

For the latest 50th updates, remember to follow our Facebook page and use #Southside50 with your photos and posts!



Welcome to the Southsider

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Committee Members



Chairperson
Mrs Margaret McIntyre



Vice Chairperson
Mr Alex Cameron



Secretary
Mr Jonah Chireka

Committee Members

- | | |
|---------------------|---------------------|
| Mr Iain Dyer | Ms Alison Devlin |
| Mrs Betty Macneill | Ms Ruth McCluskey |
| Mr Surjit Chowdhary | Ms Shirley Robinson |
| Mr Munir Choudry | Mr Bob Turnbull |

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?

0141 422 1112 getinvolved@southside-ha.co.uk

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.

Dear Resident,

We live in interesting times! With football stadiums back to full capacity and pubs re-opening, you might be forgiven for asking "Pandemic -What pandemic?".

Like many of you, we don't think it will be all plain sailing in the months ahead but we are, week by week, re-building back to "normal". Our offices have remained open throughout the Lockdowns but we have been re-opening the offices to the public in recent weeks. Where possible we are encouraging access by appointments to help manage social distancing in confined spaces like reception areas.

A number of you have asked about the opening up of community spaces and that's a priority for us too. The valuable community spaces in 150 Berryknowes, Queensland Court and Gardens, Herriet Court and Nithsdale and Newark have been closed during the pandemic and have been sorely missed. Keep an eye out for more information on what activities you can access at the community spaces over the coming weeks

The repairs service has been fully operational now for several months but we have had some disruptions through contractors' staff self-isolating, however the service should be back to normal as much as possible. We continue to have some of the best response timescales in Scotland and we want to try and maintain this. However lots of smaller, common repairs have not been getting carried out during Covid. Graffiti, damage to walls and railings, decoration, all the small things that collectively provide reassurance when done well have often been seen as less of a priority. You can help us to get on top of this by making sure you report any communal areas that need attention in addition to repairs to your own home.

Our investment programme is back to full capacity and we have scheduled the 150th new Air Source Heat Pump installation in Pollokshields and Cardonald in recent days, I hope you enjoyed the recent piece on BBC Scotland and thanks for all the positive feedback. The installation of new fire doors. In the Pollokshields mini-multis is progressing well. New electrical safety work for the communal supply at Queensland Court, Queensland Gardens and Berryknowes Avenue is scheduled for later in the year.

The mobile concierge service has been at full stretch over the past year. One of the biggest strains on us was the Councils' decision to suspend bulk uplifts during the past 14 months. In response we have tried to fill this gap not just because the appearance of the area around your homes would have been grim with a build-up of bulky items like sofas and mattresses lying there for weeks on end, but because there is an obvious fire risk as well. I think we have done a fantastic job to keep on top of this but it has been at some cost. We have had to dedicate one of the four mobile teams to work exclusively on bulk uplifts over the past year, and this means that other tasks like weeding, grass cutting, pruning etc. have suffered.

We were happy to step in as an interim measure while the Council clarified the long term plans for the bulk uplift service but, disappointingly, the Council recently announced that the service will now be a chargeable service (£35 an uplift) and

there will be no return to free bulk uplifts. We think this will prove very challenging in flatted accommodation and we have already seen an increase in fly tipping. We will consult with you separately on how we respond to this challenge, but it is likely we will suggest that we continue to provide this service but seek to pay for it from a rent increase.

During the pandemic we have changed things amongst staff and established a new Customer Service Department. We now have more people on the phones to reflect the increased importance of this form of communication but we have sometimes struggled to keep up with the call volume. My apologies if you have had to wait longer than normal to get through. We are getting better at managing surges of demand, but we have had lengthy delays some days, and we recognise this isn't acceptable. Please be patient with us – we will get this right. If you can't get through, please use the voice mail facility, we will get back to you the same day. Increasingly we will be rolling out the My Southside App which will allow you to by-pass the phone and self-serve a range of services.

You will see some of the shocking images of the tragic fire in Pollokshields in this edition of the newsletter. This awful event resulted in the death of our tenant and neighbour Rahul Thakar, the sympathies of everyone at Southside and the wider community go out to Rahul's family. Another 14 families were left homeless and our thanks go to all those who helped rally around and re-house everyone locally within two weeks.

On a happier theme, our summer programme has been very busy in Moss Heights and at The Bowling Green in Pollokshields and we are delighted to provide this support to families, our thanks to all the partners who worked with us to deliver this programme.

Our 50th AGM took place on 21st September 2021, we took the decision to keep it as a virtual meeting again this year. We appreciate this will be disappointing as I know many of our members enjoyed the annual "get together" in person, but on balance we felt that it was safer to keep it virtual for this year. Hopefully we will be back to normal for next year.

Finally, you will find details on page 11 in this newsletter of our annual competition to identify a community member and employee who have done that little bit extra in the past year. We know there have been some real heroes over the past year, so please take the opportunity to acknowledge this.

Kind regards

Patrick McGrath
Director



It's Our 50th Anniversary!

Southside Housing Association is getting ready to celebrate!

Southside Housing Association was formed in 1971 by a group of people with a shared desire to improve housing standards in the Pollokshields area.



By the late 1970s and early 1980s, assisted by changes in government policy and new statutory powers, the Association embarked on larger projects including whole tenement renovations.

In 1988 the Association changed its name to Southside Housing Association and embarked on significant restoration works tackling disrepair in older private housing.

During 2011 the Association experienced dramatic growth, effectively more than trebling the size of its operation. This involved the purchase of properties from Glasgow Housing Association under the Second Stage Transfer. As a result the Association became a major housing provider in Cardonald and Craigton, as well as increasing the already significant role in Pollokshields.

Now in 2021 we are active developers of new homes for social rent, mid-market rent and shared equity. We also work in partnership with other housing providers, statutory bodies, community agencies and contractors to provide new homes, sustain tenancies and support economic and social regeneration.

Over the years we have developed and expanded the range of services we provide. Although our core mission has always been as a provider of safe, secure and affordable housing.

"The Changing face of Southside"



Original Logo



1977 - 2012



2012 - 2020



Current Logo

Gorbal's before and after



St. Andrew's Drive before and after



Our 50th Annual General Meeting (AGM) was held virtually on Tuesday 21st September

At the AGM, Committee and staff reported to the Associations' members on their activities over the past year and elect the Committee for the following year. We currently have a number of vacancies on our Management Committee and we would encourage members and residents in our area to consider putting themselves forward for this challenging but rewarding role.



What does the Management Committee do?

It runs the Association at a strategic level. It makes all the important decisions about policy, business planning, finance, rent setting, employment and much more.

Who can become a Committee Member?

Anyone in our area who has an interest in the work of the Association and a commitment to our objectives can put themselves forward to be become a Committee Member. If you are not already an SHA member, you must become one first – you can do this simply by completing and returning the membership application form enclosed, along with your £1 joining fee.

Existing members will receive a nomination form for joining the Committee prior to the AGM. You don't need to have any specialist knowledge or experience – full training will be provided.

By joining our Management Committee you will be doing something important, valuable and necessary for your fellow tenants, factored owners and the local community. You will learn new things, improve your skills and, from a career point of view, boost your CV. We think you'll find the experience interesting and rewarding, especially when you look around the area and see how much the Association – and you – have achieved. For more information about becoming a member or joining the Management Committee, please contact us  0141 422 1112  csd@southside-ha.co.uk.




Office Updates

We would like to take the opportunity to thank our tenants and customers for continuing to adhere to government guidance, which is also being strictly adhered to by staff and our various contractors, as a means of keeping us all safe.

Having had services disrupted again in January 2021 we were delighted to be able to resume services on 26th April 2021 and it has been all systems go to catch up on garden maintenance, outstanding routine reactive repairs and our planned investment programme.

However, as everyone will be aware the pandemic is not over, we will continue to provide services remotely where possible and practical and proceed with care and caution. While our offices have remained close to the public, we plan to introduce an appointment based system to ensure you are seen quickly when visiting and avoid a crowded reception area.

Contact us  0141 422 1112  csd@southside-ha.co.uk  www.southside-ha.org

Or create an account and contact us through our new tenant portal MySouthside!

Full Repairs Service

At present the Association is able to undertake emergency and non-essential works in tenant's homes and communal areas.

Our full repairs service resumed on the 26th April 2021, with the lifting of restrictions on allowing trades people inside homes for non-emergency repairs and maintenance. Our contractors and staff visiting your home will continue to wear PPE and adhere to social distancing measures when they visit.

Emergency repairs should be attended within 2 hours and non-essential works are typically visited within 5 working days. Repairs are taking slightly longer than we would like while we work through a list of repairs that built up over winter 2020 and spring 2021. We also have delays and issues caused by building materials sometimes being in short supply. It is hoped we can resume to a typical repairs service and attendance timescales soon.

If you are reporting a repair for the first time, or are being asked to confirm a repair appointment, we will continue to ask if anyone in your home is isolating due to Covid-19 symptoms, awaiting Covid-19 test results or are in any of the vulnerable categories. Your response will determine

when your repair can take place and the staff will explain this to you during the call.

Again, we wish to thank tenants for their patience and understanding.

When undertaking repairs we ask:

- That you maintain a distance of at least 2m when discussing the works with staff or contractors.
- That you minimise movement within busy areas, for example stairs and corridors.
- That you keep the area requiring works clear of belongings and small items as this will help works progress quickly.
- That you leave windows open in the area work is to be undertaken.
- That you wait in another room whilst the repair is undertaken.

To report a repair during business hours please call

0141 422 1112

For out of hours emergency repairs contact City Building on

Freephone 0800 595 595

For out of hours emergency heating repairs, contact City Building on:

0800 595 595

For out of hours emergency heating repairs at Herriet Court or Auldburn Place, contact Neat Heat on:

07515 050 368

For out of hours emergency lift breakdowns, contact City Building on:

0800 595 595





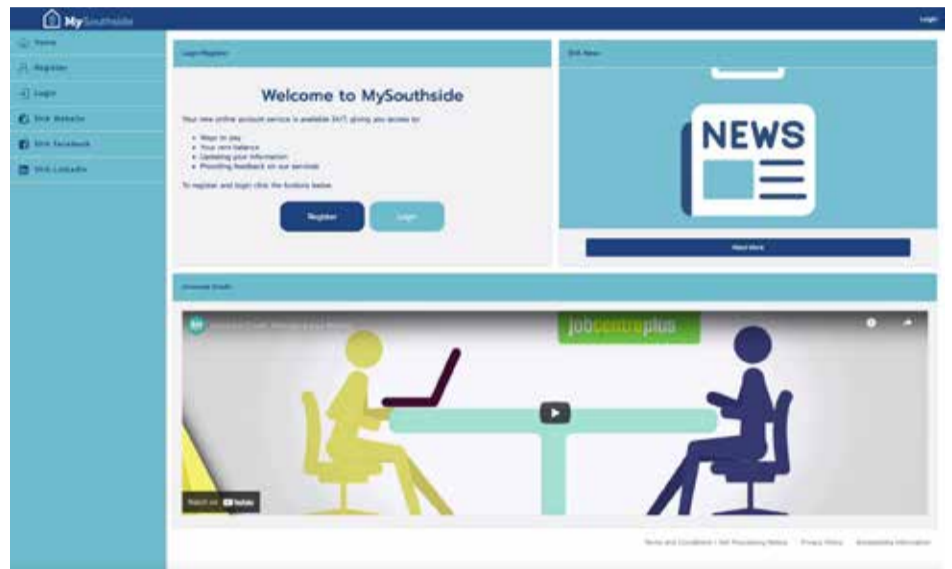
New Customer Digital Self-Service Platform 'MySouthside' is now LIVE!

MySouthside Tenant Portal - Have you registered on our Tenant Portal My Home yet?

Many tenants have already registered and are able to access their tenancy information securely via the internet.

My Home allows you to:

- View your rent transactions
- Make a rent payment
- Update your details and contact information
- Request a meeting with a member of staff
- Report a complaint
- View all correspondence sent to you



Features coming soon:

- View your recent repairs history
- View any outstanding repairs
- Place a repair request



If you haven't registered, please contact a member of the Customer Services who will be happy to help you get started.



Closing the Digital Divide

When lockdown came into effect, many services that support local people had to move online.

This meant households who were struggling to afford either a suitable device or broadband, were now also unable to access vital services. In response, we secured grant funding to increase the level of digital inclusion in our communities by providing devices, internet data and support to help people access the internet.

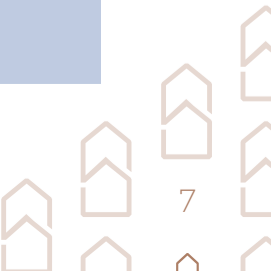
We were delighted to provide fifty digitally excluded households in our community with digital devices in August 2021 through grant funding which we have been involved in.

If you do not have access to a digital device in your home and would like to get online, we may be able to help. Please get in touch for further information.



0141 422 1112

csd@southside-ha.co.uk



Welfare Rights



In 2020/21 our Welfare Rights and Money Advice Service strived to alleviate the financial impact of the Coronavirus restrictions for tenants. We actively sought out all available funding and assisted those in need to access all available support

- We have issued over 1700 fuel vouchers, funded by the Energy Redress COVID crisis fund, for people with pre-payment meters to prevent self-disconnection
- Helped our tenants to apply for over £62,000 in Scottish Government Home Heating Grants to assist with fuel debt
- Supported 2315 cases and achieved financial gains in benefit and grant awards for tenants of £1,856,032.17
- Issued approximately 50 Trussell Trust Food Bank vouchers, and referred many more to Southside's Food Point
- In May 2020 we applied to the Cash for Kids COVID crisis fund for 678 children totalling over £23,000
- Negotiated over £27,000 debts to be written off, which includes Consumer Credit debts and Utility debts
- Negotiated with creditors to arrange payment breaks, or reduced payments, for tenants who's income had been impacted due to COVID restrictions
- Assisted tenants to access the Debt Arrangement Scheme and helped people through Bankruptcy



The benefits system in Scotland can be complicated and confusing. If you are unsure of which benefits you are entitled to and how to claim them we can help. Our Welfare Rights and Money Advice Officers will look at your individual needs and make sure you are getting everything you are entitled to.

Southside Housing Association's Welfare Rights and Money Advice Service is free and available for all residents. All discussions are confidential.

Please make an appointment by calling  0141 422 1112  advice@southside-ha.co.uk.



Case Study:

We assisted a couple, who initially contacted us for help to apply for Personal Independence Payments (PIP); we completed a form for both the husband who needs a knee replacement, and the wife who has cancer. The wife was receiving Statutory Sick Pay and they had been claiming Universal Credit (UC) since July. They allowed us access to their UC journal as, in the last month, their UC was nil. This was due to a back payment they had received for holiday pay from her employer, paid on the first day of their assessment period over a month previous. They had not realised the impact would be so great on their UC award, and had not budgeted for this. It was a couple of weeks before Christmas and they did not have enough income to last them to their next payment. We applied for a Scottish Welfare Fund Crisis Grant and they received £160.16. In addition we supplied three fuel vouchers at £40 each to assist them until they received their next payment. We advised who to contact for an application for a grant from McMillan, which they successfully did, and they were awarded £250

We noticed on their UC account, the DWP had not assessed them yet for the Support Component of UC, which they should do within 13 weeks of the date of claim. We made a complaint on the journal and the DWP issued the assessment form, which we assisted them to complete, and they received a backdated payment of over £3000, and UC increased by £341.92pcm.

The wife's PIP claim was taking a very long time to be processed, so we submitted a complaint to the DWP, pointing out the severity of her condition. She was subsequently awarded the highest rate of both components, with a backdated payment of over £4000 and an ongoing weekly award of £151.40.

The husband's PIP claim was refused, we submitted a Mandatory Reconsideration, and on receipt of the decision which remained unchanged, we submitted an appeal. We represented him at the appeal which was successful and he was awarded a backdated payment of over £3000 and an ongoing weekly award of £83.70.



Universal Credit Changes from September 2021

Standard Allowance:

The £20 per week uplift in the UC Standard Allowance will end in September, if your monthly assessment period ends on the 6th October 2021 or after, the new lower rate will apply. This can equate to a loss in benefit of up to £86.67 per month.

Tenants Fuelled by Funding

We have been absolutely delighted to help our tenants with the latest round of the Scottish Social Housing Fuel Support Fund. This initiative assists tenants who have a pre-payment meter for either gas or electricity and need a bit of help paying their heating bills.

Thank you to everyone who got in touch and remember, if you need assistance with topping up your pre-payment meter or clearing existing debts, just give us a call or email and we'll see if we can help.

0141 422 1112 csd@southside-ha.co.uk



Best Start Grants

You can get a Best Start:

- if your child is the right age for a payment
- whether you're in work or not, as long as you're on certain payments or benefits

What affects whether you can apply?

If you're under 18, you do not need to be on any payments or benefits to apply for Best Start Grant or Best Start Foods.

If you're a parent over 18, you can apply whether you're in work or not, as long as you're getting one of these:

- Universal Credit
- Child Tax Credit
- Working Tax Credit
- Housing Benefit
- Income Support
- Pension Credit
- Income-based Jobseekers Allowance (JSA)
- Income-related Employment and Support Allowance (ESA)
- As long as you're the parent of a child, or the main person looking after the child

School Age Payment:

When you need to apply for the School Age Payment it depends on when your child was born:

Your Child's Date of Birth	When you can apply
Between 1 March 2016 and 28 February 2017	Between 1 June 2021 and 28 February 2022

Early Learning Payment:

You can apply when your child is aged between 2 years old and 3 years 6 months old.

If you get the School Age Payment or an Early Learning payment, you'll get £252.50 for each child you can get the payment for.

See <https://www.mygov.scot/best-start-grant-best-start-foods> for further information and how to apply

Recognising the Exceptional!

Good Neighbour Award 2021

Over the past few years we have recognised individuals in the community who have gone that extra mile to look after their neighbours or their neighbourhood.

This year we have two awards to present:



Good Neighbour of the Year

We know that there are many people living in our communities who deserve to be recognised for their thoughtfulness and consideration to their neighbours. We would like to give you the chance to pay tribute to someone special, either adult or young person, whose kindness has made a real difference to your lives or that of another neighbour.

A good neighbour could be someone who:

- Looks after your home or pet when you have been unable to.
- Helps out with your shopping.
- Has been there when you needed someone to talk to.
- Or someone who is simply a good neighbour all the time!

Employee or Contractor of the Year

We would like you to nominate a staff member or contractor who deserves to be recognised for making an extra effort in delivering a service to our customers.

Terms and conditions:

- Either you and/or your "Good Neighbour" must be a tenant of Southside Housing Association.
- Sorry, but we can't accept nominations for a family member or someone living in the same property as you.
- We will write to you to let you know if your entry has been successful and we will also write to the "Good Neighbour" to let them know that they have been nominated.
- Southside Housing Association will seek agreement from all parties before we use any details for publicity.



A prize will be awarded to our winners and all nominees will be acknowledged in our next Southsider newsletter.

The closing date for entries is Friday 26th November 2021

To nominate for either award please contact us

0141 422 1112



csd@southside-ha.co.uk



www.southside-ha.org/awards

Southside Connections

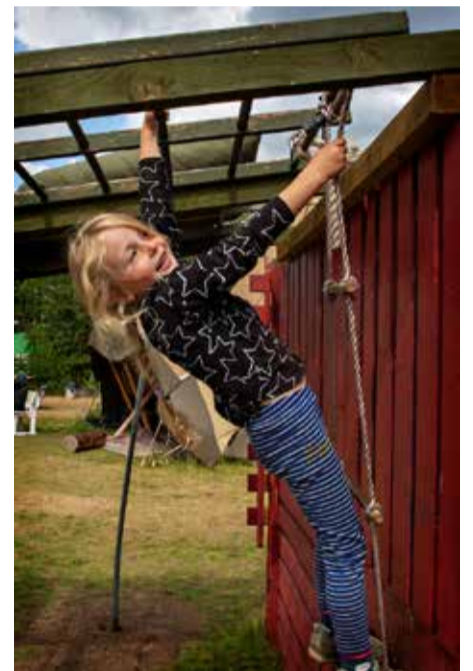


Holiday Food and Activity Programme

It was great to welcome so many children and their families to our summer food and activity programme in Cardonald and Pollokshields, especially after a year of being unable to deliver the programme in the way we've all been used to.

With funding from Glasgow City Council we were able to provide healthy lunches five days a week for seven weeks, alongside loads of sport and craft activities.

To be able to offer lunch and activities to as many kids as possible we held the sessions outdoors: two days each week at the Halfway Community Park in Cardonald and three days per week at The Bowling Green, McCulloch Street and Pollokshields. We had nursery rhymes, book reading, bubbles, pottery, football, den building, scavenger hunts, painting and much, much more!



Our Community Initiative Workers felt it was such an important programme to be involved in to support young people to enjoy time off school for the summer and find a sense of belonging in their local community especially after a disjointed school year for both children and parents. It was a great way to bring not just children together, but also adults and it was great to learn how to come out of this distanced world we have been living in for all these months, with the joys and enthusiasm that only kids know how to bring.

Community Initiatives Worker, Chris Harding said *"It's been an amazing summer, seeing young people and families coming together to connect, share and have a lot of fun! Making use of 2 fantastic community venues, we've seen new friendships made and creative ideas in action"*.

One parent of a 10, 8 and 3 year old shared their experience of our sessions saying:



"It's been good to get out of the house and meet different people. I like helping there and we really needed something after lockdown. My kids would be there every day if they could! It's a nice feeling knowing the kids and my Mum are enjoying themselves as well as exercise and nature"

The summer holidays can be long and expensive so it was great to offer regular weekly sessions that were free to attend and where the kids would be well fed.

Alex Weir, Play Co-ordinator at Operation Play Outdoors was involved in delivering activities at the sessions. Alex said *"Both Halfway Community Park and The Bowling Green have been amazing hubs. Great spaces that we were able to do a range of activities and games in. Every child that has attended has interacted with us in some way and they have all been an absolute pleasure. Never a dull session! We at Operation Play Outdoors have really enjoyed working with both the children and adults over the summer and look forward to working with you all again in the future. Thanks a bunch!"*

Tabassum Niamat, Community Engagement Manager at The Bowling Green shares, "The Bowling Green has been a hub of activities in Pollokshields since the pandemic. We have had the privilege of working with some amazing people and organisations this past year. Being on the ground and seeing the real life fall-out from a year of uncertainty we realised how important it was to have green spaces available for people. This summer The Bowling Green provided the space whilst Southside Housing Association delivered their Programme, it has been a wonderful collaboration and we believe many families have benefited from this much needed service. When people walk through our gates they are welcomed to a place that feels like home, a home that could be in any town, any city, any country or any continent in the world".

Children attending sessions in Pollokshields also benefited from the wonderful food made by the Pollokshields Food Point. Each day volunteers would roll up their sleeves and lovingly prepare hearty, nutritious food for the children, from mac and cheese or sandwiches, to pasta with lots of hidden veg!

We look forward to seeing everyone back again during the October school break.



Queensland Community Park

What's Happening at Queensland Court and Gardens?

Queensland Court and Gardens celebrated their 50th anniversary a few years ago. The towers continue to be landmarks on the south of Glasgow and provide 228 homes.

Southside Housing Association and Glasgow City Council are leading a project to improve the green space surrounding the blocks to make the space a great place to live.



We have been working for over two years to secure around £1.4m for the project. We had hoped to be on site around now, but we are facing another delay. Although this is disappointing we are working to move the project forward and will update you when we have more information on a likely start date. We will get there eventually and we hope you'll agree it will be worth waiting for! When the work is completed you will see:



- A fun and active zone including a play park, MUGA, a pump track for bikes and scooters, natural play equipment for climbing, swinging and sliding
- An informal woodland area along the railway line fencing,
- Drainage systems called swales and raingardens to help better manage rain water
- Innovative drainage systems to take the roof water from the towers and into the swales and drainage basin (which will be at the rear of the Park next to the footbridge)
- Cycle storage with green roofs
- A total of 78 parking spaces (39 at each block)
- 10 disabled parking bays
- Electric parking bays
- Improved lighting



As we are all aware our climate is changing, with more rain due to fall. The Park will help to reduce the risk of flooding not just for you but for the wider Cardonald neighbourhood. It is more than just a play park!



Become a Friend of Queensland Community Park

Thank you to those who shared their views when we were developing ideas for the Park. Your views, ideas and energy are still needed. When we start construction we will be meeting with residents on a monthly basis to keep you informed and hear about any ideas or concerns you may have.



Please follow the links below to join the 'Friends of Queensland Community Park' group. It will help make the project the best it can be!

To note your interest to join the group complete the survey link and we will be in touch:
www.surveymonkey.co.uk/r/Queensland21

For more information email us at queenslandcourtandgardens@southside-ha.co.uk

Raingarden Planters

Thanks to everyone who helped plant the two raingarden planters next to the front entrance of the Queensland towers. They are looking great. Here's a bit more information about how they work and the important job they're doing.

Rain which falls on our roofs is collected in the gutter, and drainpipes take it down into the sewer where it is mixed with dirty water from the bathroom, washing machine, sinks and kitchen and gets treated at a sewage works. Our climate is changing, and we are having more and more heavy rain showers where a lot of rain falls very quickly. Our sewers were built a long time ago and are too small to cope with all this water, meaning that when it rains heavily the rainwater fills up the sewer, and there is nowhere for the water to go, resulting in flooding. It can also cause overflow valves (called combined sewer overflows) to open and the dirty water goes into our rivers, causing pollution.

We can help reduce flooding and stop dirty water overflowing into our rivers by slowing down rainwater on its way to the sewer. We can do this using raingardens like the ones at Queensland. Raingardens use plants, soils and the landscape to hold onto the rainwater and then slowly release it. They also help reduce the amount of water which gets to the sewer. Some water is taken up by the plants, some rainwater finds its way back down into the ground and some water will evaporate. Raingardens also help clean the water, which may have picked up dirt from the roofs and roads.

At Queensland Court and Gardens, two planter box raingardens have been installed to take the rainwater from the roofs of the porches at the front of the buildings and stop it from entering the sewer.

Emilie Wadsworth from the Green Action Trust said *"We are delighted that the residents of Queensland Court and Gardens have been involved in the 10,000 Raingardens for Scotland campaign, and installed these two planters. They might look quite small, but they are the first of their kind to be installed on buildings of this size and will make a big difference to the reduction of rainwater unnecessarily entering the sewer. Now they've been planted up, they will add a splash of colour and I look forward to seeing them bloom in years to come."*

To get involved or find out more contact us at  queenslandcourtandgardens@southside-ha.co.uk



Queensland Community Park is part of a major new £37.5 million Scottish programme of projects to improve the urban environment of our larger towns and cities. The Green Infrastructure Strategic Intervention is led by NatureScot and is part-funded through the European Regional Development Fund (ERDF).

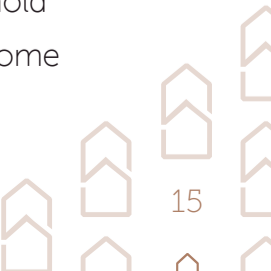
With 81% of Scotland's population living in urban areas, the Green Infrastructure Strategic Intervention will make our larger towns and cities more attractive, equal and environmentally sustainable places to live, work and invest in. It is a Scotland-wide initiative with many partners, including local authorities and housing associations.

In addition the project is also funded by Glasgow City Council through City Deal funding as well as a number of other funders.



Southside Housing Association and Glasgow City Council have used the Building with Nature Standards to help shape the design of outdoor spaces at Queensland Court. The design team were able to achieve a Building with Nature Full Award at the 'Excellent' level with support of the NatureScot Green Infrastructure Fund, and a Building with Nature Approved Assessor from landscape consultancy RaeburnFarquharBowen.

The design for Queensland Court is a great example of how it is possible to add more nature into existing developments, creating inviting natural greenspace for everyone in the community. It also introduces 'nature-based solutions' to tackle the climate and ecological emergencies we are facing, such as the swales that hold rainwater and reduce flooding, that will help Queensland Court contribute positively towards addressing some of the big problems created by climate change





New Homes Update! Allison Street

Our contractor CCG is continuing to make good progress with developing forty nine new homes for both social rent and Mid-Market rent at the corner of Niddrie Road and Allison Street, although there have been some delays due to Covid restrictions.

Our latest estimate is that we hope to welcome tenants to their new homes from around spring 2022.

Watch out for more details in future newsletters, Facebook and on our website.

St Andrews Drive (Phase 2 & 3)

In earlier editions of the Southsider, we have kept you up to date with our contractor CCG's progress in building new homes on the former site of St Johns Quadrant and Maxwell Drive.

This ambitious project will deliver a total of one hundred and twenty affordable new homes, including one hundred and nine flats for social rent and eleven available for sale through the Shared Equity scheme.

Work is well underway and our latest estimate is that the building will be finished in spring / summer 2023. Hopefully new tenants will be moving in on a phased basis over the next two years.

We appreciate the continued patience of neighbours who live close to the building site as we finish this important project.

Watch out for more details in future newsletters, Facebook and on our website.

CCG donate £10,000 to Pollokshields Community Food Point

Pollokshields Community Aid Food Point are set to benefit from a £10,000 donation made by construction and manufacturing company CCG (Scotland) Ltd.

Based at 423 Shields Road, Pollokshields Community Aid Food Point works for and with the community to provide vitally important emergency food donations to families in crisis.



Want to get involved?

Pollokshields Community Aid Food Point are a registered charity and are looking for members of the community to become involved!

You can donate food and personal care items directly to the Food Point at 423 Shields Road, between 2 – 3pm Saturday, Sunday and Monday. Opening times to access the service is Saturday, Sunday and Monday 3 – 5pm. Deliveries outwith these times can be arranged by texting 07835830980

For more information please contact pollokshieldsmutual@icloud.com or drop into 423 Shields Road for a chat.

Planned Maintenance Update!

We work all year round to keep your homes safe, warm, and to the standard required of Southside Housing Association as a Registered Social Landlord. Over £3.4 million will be invested by the Association this year on routine maintenance in your homes.

During lockdown, when only essential works were able to continue, we were restricted to undertaking the annual gas safety inspections. We are pleased to say that thanks to your co-operation and the effort of our contractor, City Building LLP, all required inspections took place.

1100 smoke and heat detector upgrades had been planned to be installed in 2020/21. As these were not classified as essential works we had to halt the programme in lockdown. We only completed 475 of the planned upgrades and we are working with our new contractors, Video Watchmen Systems, to make up the shortfall here to achieve compliance with the February 2022 government deadline.

In addition to this, we are working with our contractor, Consilium, to undertake electrical safety testing, again working hard on your behalf to catch up on the backlog that has built up during lockdown.

If any cyclical maintenance works are planned for your home, you will receive a letter from our team with details of your appointment.

To reschedule your appointment please contact us.

 0141 422 1112  csd@southside-ha.co.uk

We are committed to hearing the views of our tenants and taking action to improve our services.

Gas Safety Check

Southside Housing Association carries out annual gas servicing to comply with the Gas Safety (Installation and Use) Regulations in 890 of our homes. This is a legal requirement.

It is important that we gain access for the gas service within twelve months of the previous service being carried out.



You will receive a letter from us ten months after your last check with a date for your next Gas Safety Check. If the appointment is not suitable, please let us know and we will re-arrange for a more convenient date and time for you.

Please make sure you are at home on the day of your gas safety check. If you miss this gas safety check and any re-arranged appointments, we may force entry to your home – and all costs will be charged to you.

To find out if your home requires a gas safety check or to rearrange your appointment please contact us on 0141 422 1112 where our Customer Service Advisors will be happy to help.

Electrical Inspections

We must carry out an inspection of the electrical installation in your home every five years, to make sure that it is safe and that it is up to the current standards.

This test forms part of the Scottish Housing Quality Standard (SHQS), so it is really important that we can get access to your home to carry this out.

The test mainly involves working at your main circuit board or consumer unit, access will also be required to check a few sockets and switches to make sure that the wiring is in good condition.

The test will not disrupt your home or make a mess and will take at least an hour to complete because we need to take a number of measurements and record test results.

If we find any minor faults, our appointed contractor Consilium will repair these on the day. If we need to address other issues, such as replacing your consumer unit, we will arrange this as follow-on work at a date and time to suit you.

We appreciate your co-operation in giving us access to your home so we can carry out this important check and ensure that you are safe and that your electrics are up to date.

To find out if your home requires an electrical safety check or to rearrange your appointment please contact us.

 0141 422 1112  csd@southside-ha.co.uk



Planned Investment Update!

Southside Housing Association is investing in upgrades costing over £10.7 million to homes this financial year. Some of these were originally planned to take place in 2020 but had to be delayed because of lockdown.

The events of 2020/21 have had a marked effect on the availability of labour, materials and components across the construction sector. It has been quite a challenge to ensure that everything can be in place for this year's programme and within the original budget. If your home is scheduled to receive an upgrade this year, we would ask that you offer us as much flexibility as possible to work within the timescale we propose for you. Your support and co-operation here would be greatly appreciated.

Completed

External and Internal Common Painter work	21 March Street 605 Pollokshaws Road 4 & 14 St Andrews Crescent 380 & 390 Tantallon Road
External Repairs and Common Painter work Window Replacement	5 Queensland Court & 15 Queensland Gardens 55 Nithsdale Road 10 March Street

In Progress

New Heating Systems	12 - 48 Swinton Place 21 - 39 St Andrews Crescent & 27 - 31 St Andrews Drive
Common Fire Door Upgrade	21 - 39 St Andrews Crescent & 27 - 31 St Andrews Drive
Cold Water Mains Upgrade	12 - 48 Swinton Place
Cold Water Tank & Booster Pump Upgrade	5 Queensland Court & 15 Queensland Gardens
Smoke & Heat Alarm Upgrades	Various Properties
BT Open Reach Fibre Broadband Installation	5 Queensland Court & 15 Queensland Gardens 150 Berryknowes Avenue 30 Invergyle Drive 12 - 48 Swinton Place
Installation of new kitchen and bathrooms	Various properties as identified

Coming 2021/22

External and Internal Common Painter work	42 Queen Mary Avenue 41 Barfilan Drive & 15 Maryland Gardens 582 - 590 Mossspark Boulevard 55 Nithsdale Road 10 March Street 425 Shields Road 144 McCulloch Street 960 Pollokshaws Road
New Heating Systems	5 Queensland Court & 15 Queensland Gardens Maxwell Grove Maxwell Gardens
Lift Replacements	20 - 220 Moss Heights Avenue
Upgrade to Common Stair Lighting	5 Queensland Court & 15 Queensland Gardens 150 Berryknowes Avenue
Upgrade to Electrical Distribution Equipment	5 Queensland Court & 15 Queensland Gardens 150 Berryknowes Avenue
Common Extract Fan Replacement	5 Queensland Court & 15 Queensland Gardens
Bin Room Sprinkler System Upgrade	21 - 39 St Andrews Crescent & 27 - 31 St Andrews Drive
Improvement works to front entrances Albert Drive	

Mid-Market Rent

Mid-Market Rent homes are designed to assist those who are on low to modest incomes and are struggling to afford private renting or home ownership.

Applicants must be in full or part-time employment and have a household income of £15,000-£37,000 per year.

Mid-Market Rent homes offer:

- High quality homes from as little as £395 per month
- A dedicated team to help with any enquiries
- Approved contractors available 24/7
- A Private Residential Tenancy

Our Mid-Market Rent homes are normally available in Shawlands, Pollokshields, Strathbungo, Govanhill and Cardonald.

To apply for a mid-market rent home contact us today

 0141 422 1112
  csd@southside-ha.co.uk
 southside-ha.org/letting

Available Mid-Market Rent Homes

We have a range of newly renovated one and two bedroom mid-market rent properties available in Shawlands, Pollokshields and Cardonald.

View all available Mid-Market Rent homes on  southside-ha.org/letting

Contact us today for more information, request a mid-market rent application form or to note your interest on available properties.

 0141 422 1112
  csd@southside-ha.co.uk



61 Bowman Street,
Strathbungo, G42 8LF
1 Bed
£420.00 PCM

- Third Floor Property
- One double bedroom
- Secure Door Entry
- Gas Central Heating
- New Kitchen
- New Bathroom with over the bath shower
- Floor coverings throughout
- On Street Parking
- EPC Rating – C



1 Middlesex Street,
Kinning Park, G41 1AB
1 Bed
£405.00 PCM
(2 flats available)

- Ground/First Floor flats
- One Double Bedroom
- Secure Door Entry
- Gas Central Heating
- Modern Kitchen with white goods
- New bathroom with over the bath shower
- Floor coverings throughout
- Freshly decorated
- EPC Rating – B



390 Tantallon Road,
Shawlands, G41 3HR
2 Bed
£520.00 PCM
(4 flats available)

- Ground Floor/First/Second Floor flats
- Two Double Bedrooms
- Secure Door Entry
- Gas Central Heating
- Modern Kitchen
- En Suite Bathroom
- Off Street Parking
- Freshly Decorated
- EPC Rating – D

Changes to patches!

We would like to welcome our new Housing Officers, Mark Bradley who has moved from our Rent Team and Marion Stuart who is responsible for Lisa Gillon's patch temporarily.

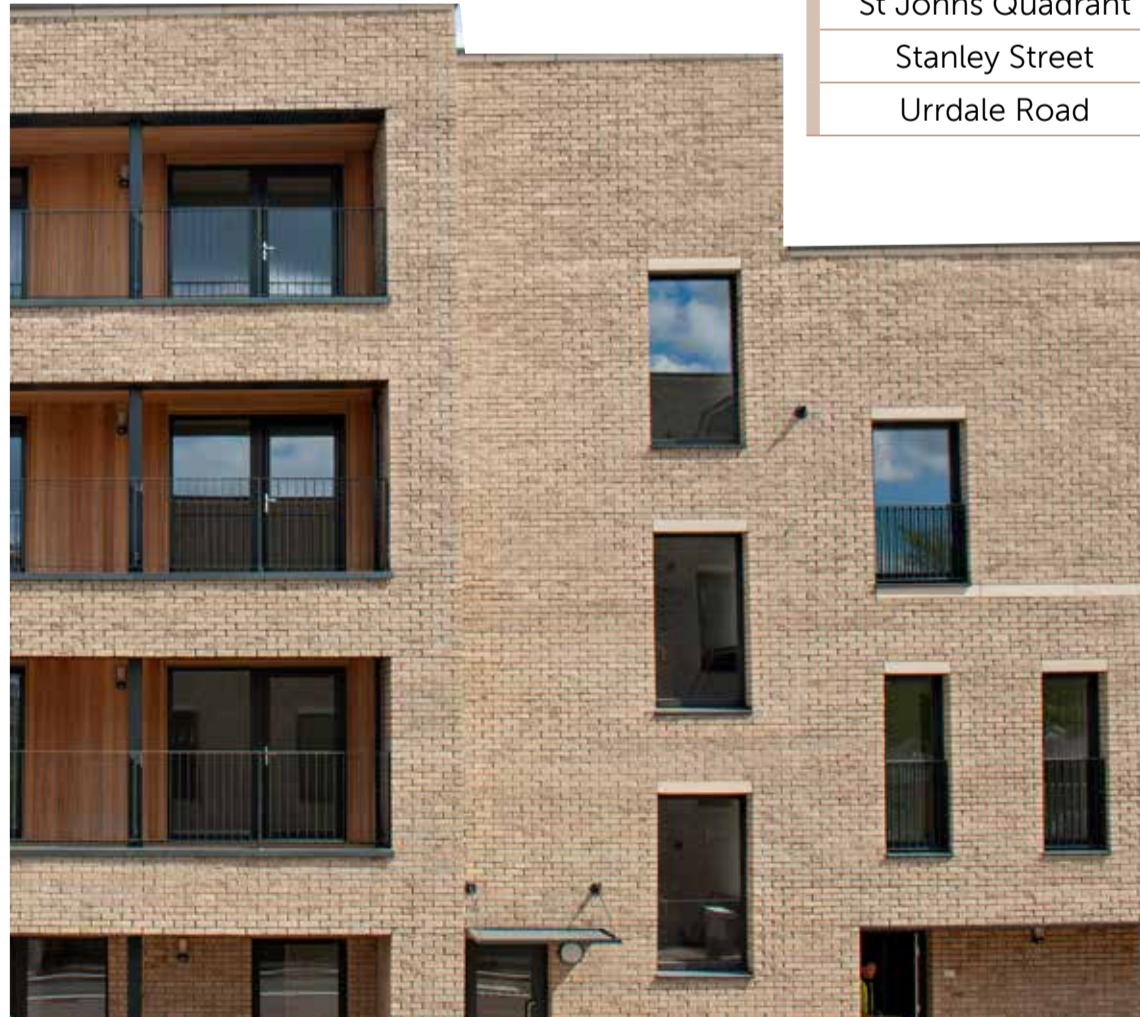
Your Housing Officer will be happy to help with any tenancy related question you may have.

📞 0141 422 1112

✉️ csd@southside-ha.co.uk



June Carmichael	Bridget McGuire	David Allison	Fraser Stevenson	Lisa Gillon	Marion Stuart	Mark Bradley
June and Bridget job share and are responsible for the following areas:		David is responsible for the following areas:	Fraser is responsible for the following areas:	While Lisa is on maternity leave, Marion Stuart is responsible for the following areas:		Mark is responsible for the following areas:
Carham Drive		Belltrees Avenue	Admiral Path	Albert Road		Albert Drive
Chirnside Place		Berryknowes Avenue	Barfillan Drive	Allison Place		Butterfield Place
Craigmuir Road		Berryknowes Road	Edinbeg Avenue	Allison Street		Darnley Street
Gleddoch Road		Braidcraft Road	Elizabeth Street	Auldburn Place		Eglinton Street
Hartlaw Crescent		Invergyle Drive	Govan Road	Baker Street		Forth Street
Queensland Court		Montrave Path	Ibrox Street	Battlefield Avenue		Glenapp Street
Queensland Gardens		Montrave Street	Maryland Gardens	Battlefield Road		Gorbals Street
Swinton Place		Moss Heights Avenue	Maxwell Avenue	Bowman Street		Herriet Street
		Mosspark Boulevard	Maxwell Drive	Calder Street		Keir Street
		Mossvie Quadrant	Maxwell Gardens	Cartside Street		Kenmure Street
		1539 - 1744 Paisley Road West	Maxwell Grove	Chapman Street		Kingarth Street
			Middlesex Street	Craigie Street		Leslie Street
			Midlock Street	Ellangowan Road		Leven Street
			71 - 99 Paisley Road West	Grantley Street		Lincluden Path
			St Andrews Crescent	Kilmarnock Road		March Street
			St Andrews Drive	Kingarth Street		Maxwell Road
			St Johns Quadrant	Langside Lane		McCulloch Street
			Stanley Street	Langside Road		Melville Street
			Urrdale Road	Lochlea Road		Newark Drive
				Manse Brae		Nithsdale Drive
				Minard Road		Nithsdale Road
				Niddrie Road		Nithsdale Street
				Old Castle Road		345 - 605 Pollokshaws Road
				Overdale Gardens		Queen Mary Avenue
				Pleasance Way		Shields Road
				609 - 1137 Pollokshaws Road		St Andrews Road
				1594 - 1596 Pollokshaws Road		
				Prince Edward Street		
				Prospecthill Road		
				Ruel Street		
				Tantallon Road		
				Torrisdale Street		
				Victoria Road		
				Waverly Gardens		
				White Cart Court		
				Woodford Street		



Changes to Your Household

Has anyone moved into your property recently?

If so, it is very important that you inform us of this change. Legislation introduced in 2019 means that if an existing tenant was to pass away, the tenancy can only be passed to a qualifying person who has been registered as living at the property for a period of twelve months. We have already encountered instances of tenants not informing us that someone has moved in to their property, and succession being refused after the tenant's death, as it does not meet the requirements of the law.

The twelve month notification period also applies to:

- Applying for someone residing with you to become a joint tenant
- Assigning the tenancy to someone living with you if you are moving to a different address

If you think you have not informed us of someone moving into your property on a permanent basis, please contact us.

 0141 422 1112  csd@southside-ha.co.uk

New Glasgow City Council Cleansing Services

Bulky Items



In order to protect essential services at the outbreak of Covid, Glasgow City Council took the decision to suspend all free of charge bulk collections. This, along with a reduction in refuse collections, has an impact on our bin stores, back courts and streets.

Our Mobile Facilities Team stepped in to plug the gap by uplifting bulky items where they could to try to keep the bin areas and back courts as tidy as possible and free from obstructions and potential fire hazards. In order to do this staff, who would otherwise be cleaning common areas and completing garden maintenance, have been reassigned. This was intended to be temporary and we will have to consider the resource and cost implications for continuing this additional service.

We had hoped to see the reintroduction of the free bulk uplift service as we moved into Level 0, however Glasgow City Council recently announced the introduction of charging for household bulk waste collections.

The fees for this service will be £35 for up to ten standard items (a further £35 charge for each number up to ten thereafter). Large electrical items are charged at £35 per item. Residents will be able to place requests online by first registering with 'my account'. You can see full details on how to register at www.glasgow.gov.uk



Southside Housing Association cannot make a bulk waste collection request on behalf of tenants. You should contact the Council directly as follows to be arrange an uplift, if you are unable to do so online. Telephone 0141 287 9700 on Tuesday, Wednesday and Thursday from 11am to 3pm.

Residents can continue to visit Household Waste Recycling Centres to dispose of bulky items for free.

Polmadie Recycling Centre
425 Polmadie Road, Glasgow G42 0PJ

Shieldhall Recycling Centre
Renfrew Road, Glasgow G51 4SL

If the item is in good condition why not donate? Extending the useful life of bulky items will help reduce Glasgow's carbon footprint and help support the city's aim of becoming carbon neutral by 2030. Many charities helping Glasgow residents with much needed furniture and household items will collect your unwanted bulky items for free.

For more information please visit: wasteless.zerowastescotland.org.uk.

We strongly urge residents not to fly tip unwanted bulky items in bin areas or back courts. Please book a bulk uplift with Glasgow City Council, visit a Household Waste Recycling Centre or arrange for your items to be donated.

New Cycle Shelters!

Thanks to funding from Glasgow City Council our new cycle shelters have arrived at St. Andrews Crescent in Pollokshields!

A further seventeen shelters will be installed over the coming weeks at Invergyle Drive, Swinton Drive, St. Andrews Drive and more at St Andrews Crescent.

Each shelter holds five bikes, is weatherproof and is secured with a lock and key. Please contact us to note your interest to access a cycle shelter.

0141 422 1112 csd@southside-ha.co.uk



Lincluden Path Fire

Following the tragic fire at Lincluden Path on 1st June 2021, our focus as a charitable housing association has been to do everything we can to support those residents directly affected by the fire and to maintain the safety of neighbouring residents in Lincluden Path and McCulloch Street.

We would like to give our sincere thanks to the local community, Glasgow City Health and Social Care Partnership, Glasgow City Council, Scottish Fire and Rescue Service, and Police Scotland for all their support and help.



Fire Safety at Home

You can play an active role in keeping you, your family and your home safe by following these simple fire safety rules:-

Don't block your escape route

Don't be tempted to clutter the stairs and corridors of your building. Remember, when you share a building with other families your safety and theirs depends on everyone co-operating. If fire breaks out the hall is the only escape route for you and your family. Do not obstruct it, particularly with things that may catch fire easily.

Unattended flames

Fire often starts in the kitchen and no-one should ever leave a cooker unattended while it is in use. It is also important to stay with any lit candles and make sure they are kept away from children and pets, and from curtains or other flammable materials.



Smoke Alarms

It is essential that your home has a working smoke alarm on each level of the property. If a fire starts, this will give you and your family time to get to safety. If your smoke alarm is not working, you must report this to the Association as a matter of urgency by contacting:

0141 422 1112 csd@southside-ha.co.uk



CALL 0800 0731 999
TEXT "FIRE" to 80800

**You should always have a working smoke alarm installed
BOOK YOUR FREE HOME FIRE SAFETY VISIT NOW**

Night-time routine

Follow this checklist as part of your night time routine to reduce the chances of a fire breaking out in your home and help protect your escape route if there is a fire.

- Switch off and unplug all electrical appliances not designed to be left on overnight
- Stub out all cigarettes and pour water over cigarette ends
- Extinguish any lit candles
- Switch off portable heaters
- Close all doors – it can keep your escape route free from smoke and may stop a fire spreading
- Make sure the main door keys are to hand

Closing doors

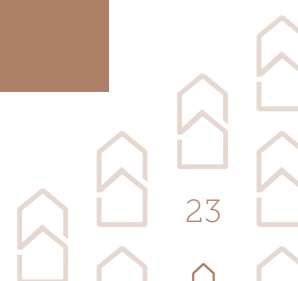
Doors slow down the spread of potentially deadly smoke and flames, so it is important to remember to close them at night.



What to do in an emergency

If a fire does break out in your home, the advice is simple:

Get out, close the door behind you, stay out and call 999.



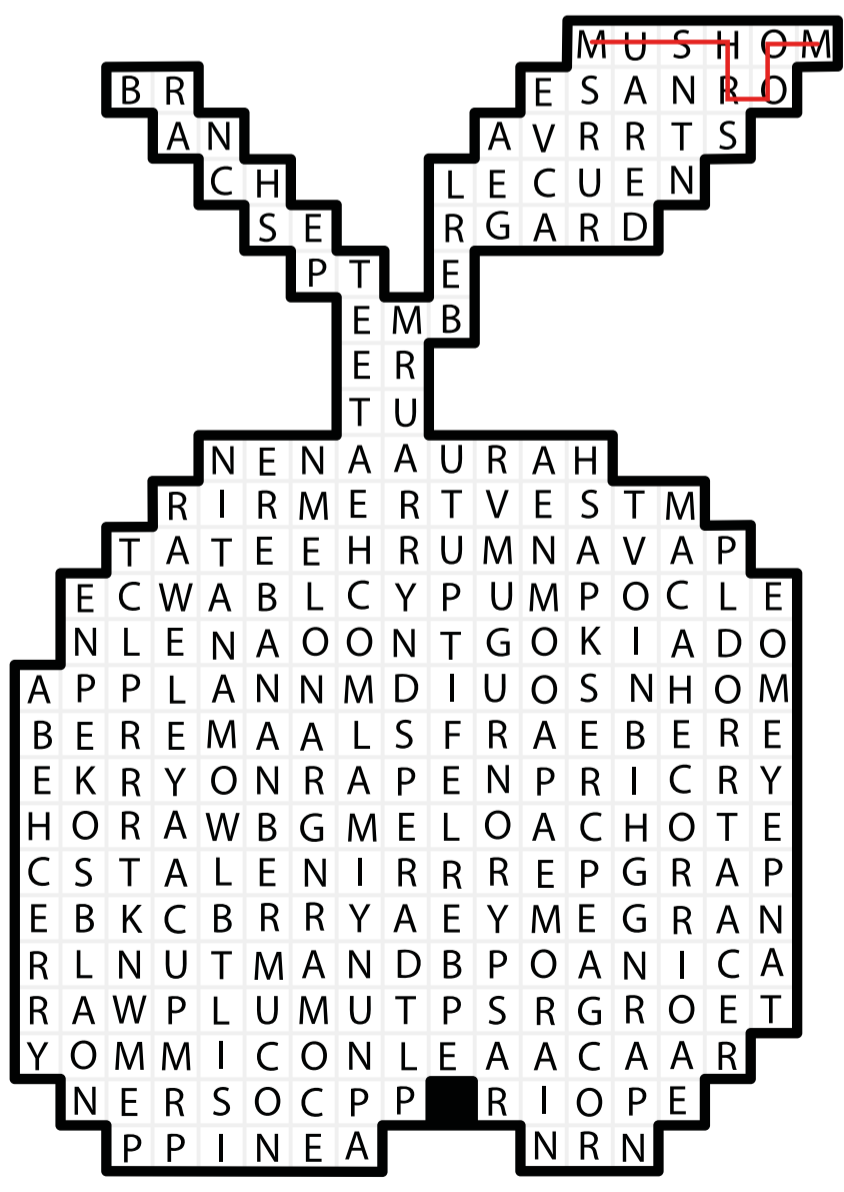
AUTUMN Colouring Competition

Please enter your details below and return to Southside Housing.

Name: Age: Address:



WORD SEARCH AUTUMN



- Autumn
 - leaves
 - maple
 - nature
 - September
 - acorn
 - ~~mushroom~~
 - apple
 - pear
 - branch
 - home
 - pumpkin
 - park
 - garden
 - walnut
 - rain
 - harvest
 - strawberry
 - currants
 - almonds
 - grapefruit
 - coconut
- cherry
 - watermelon
 - melon
 - pineapple
 - banana
 - peach
 - apricot
 - grape
 - persimmon
 - avocado
 - plum
 - raspberry
 - blackberry
 - nectarine
 - lemon
 - mandarin
 - pomegranate
 - chokeberry
 - gooseberry
 - organic