



SOUTHSIDER



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Cardonald Office:

- 135 Fifty Pitches Road, Glasgow, G51 4EB
- Office Opening Hours: Monday – Friday (excluding Wednesday) 9am – 4pm

Shields Road Office Update:

Following the office being closed for refurbishment we are now open Monday, Tuesday & Thursday 9am – 5pm.



Out of Hours Emergency Contacts:

- City Building on Freephone **0800 595 595**
- For heating repairs at Herriet Court and Auldburn Place, contact Neat Heat on **07515 050 368**

For new build properties who are still under their defect liability please refer to your tenant manual for out of hours contacts.

Committee Members:



**Alex Cameron
(Chairperson)**



**Margaret McIntyre
(Vice Chairperson)**



**Jonah Chireka
(Secretary)**

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

CEO WELCOME



WELCOME TO OUR SPRING NEWSLETTER.

It only feels like yesterday since we were preparing the winter edition of the newsletter and now we're in Spring with lots going on.

There are articles in the newsletter addressing some of the real issues and concerns facing our communities detailing services to help address this. I have also attempted to explain some of the detail behind the recent rent increase and hope that this provides some rationale behind the consultation process and the need to raise income to deal with cost increases being faced by the Association.

I'd like to thank those of you who responded to the Tenants Satisfaction Survey – the results of which will be presented in the Summer edition. It's important that at least every 3 years, we carry out an independent survey to really understand the views of our tenants – this allows us to focus our improvements and actions on those areas where satisfaction is reducing or low. This year as part of the process we also carried out an Equalities Survey to ensure that we properly understand the make-up of our customers in terms of gender, ethnicity, disability etc.

The opening of the Cardonald Larder has been a great success and welcome addition for local residents. Good Food Scotland opened the facility in partnership with Southside HA at 12 Swinton Place. Open on Tuesdays (10am – 1pm) and Thursdays (3pm – 6pm) the larder offers a monthly £1 membership allowing customers to buy affordable food items, such as food and vegetables, meat, milk, bread, frozen goods, nappies, household products and much more.

This is about affordable food provision and not just for people who are in receipt of benefits or cannot afford to buy food elsewhere – it's an affordable, local alternative, accessible to all who live and work in the area.



We have drastically improved our customer responsiveness since the start of the year by changing the way that phones are answered and ensuring that we have staff available to respond to customers. I'm aware that there are still areas particularly around repairs, that still need to improving on. I can assure you that we are focussing on this and also looking ahead to engaging a range of contractors to provide services to our customers to ensure that we can better manage performance and service delivery.

Work is well under way at the Queensland Community Park. Southside Housing Association and Glasgow City Council, through Glasgow City Deal investment, are leading a project to improve the green space surrounding the blocks at Queensland Court and Gardens to make the space a great place to live. We have been working for around 4 years developing plans for the project and securing funding.

The works started earlier this year and when the work is completed you'll see:



- A fun and active zone including a play park, a pump track for bikes and scooters, natural play equipment for climbing, swinging and sliding. The multi use games area will remain.
- An informal woodland area along the railway line fencing.
- Drainage systems called swales and raingardens to help manage rain water better.
- Cycle storage with green roofs.
- A total of 78 parking bays (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 the Queensland residents but for the wider Cardonald neighbourhood both now and in years to come.

We were pleased to reopen our office at Shields Road Office (Mon/Tue/Thu - 9am-5pm) to make access easier for residents of Pollokshields and the neighbouring areas. As our properties are completed in the coming weeks and months in St Andrews Drive, this facility will be well used and ensure that we are closer to our community on a daily basis.

I hope you enjoy reading the newsletter and thanks for being a valued customer of Southside HA.

Best Wishes

Paul McVey

RESULTS OF RENT CONSULTATION EXERCISE

Following our recent rent consultation exercise, around 14% of our tenants responded. Of those who responded a small majority agreed that the proposal of a 6% rent increase was about right, and rents have been increased by this level.

We are in the process of responding to all of those tenants who submitted comments which either required further explanation or requested offers of assistance.

As an organisation we appreciate that many people are experiencing financial hardship and our aim is always to keep our rents as affordable as possible. We know 6% is significant and we do not underestimate the effect of this on you. It's important that we try to explain why we have implemented the increase and some of the context behind the process and decision.

As a social landlord Southside Housing Association has to ensure that we can continue to meet our own financial obligations and that the Association remains financially stable. We want to ensure that we can continue to deliver services over and above simply renting properties. Amongst other responsibilities, this includes:

- Reactive and Cyclical Repairs
- Planned Maintenance & Investment
- Managing Estates and individual tenancies
- Financial Control and Management
- Community Support

In order to achieve this, we have a Business Plan which outlines how we will manage to deliver these responsibilities and commitments within budget.

However the current challenging economic crisis we are all facing has required significant changes to the Plan simply to ensure we can still deliver our commitments and also try to keep any rent increase below inflation given it's current high level.



Although inflation in many areas has gone up by just over 10% - there are other costs which have increased significantly higher -

- loan interest charges are way above what was predicted;
- contractor costs are between 15 - 30% higher than before;
- utility costs have increased in some areas by over 300%;
- insurance costs are also expected to increase by over 35%.

Even if we focus on the 10% figure, a rent increase of 6% is well below that. This effectively means that the 6% increase loses the Association in the region of £0.5m per year - and every year. With the reality actually being a bigger loss given the higher increase in costs mentioned earlier.

Some of the feedback received from those who responded to the consultation was that despite rent increases there is not always an improvement in the services provided by the Association or any major improvements to their homes.

It is recognised that in recent years our level of service in some areas has not been what it should be. However, we are focused on improvement in the months and years ahead. All of our major improvement works are planned and programmed to take place according to their lifespan. As a tenant living in one of our properties, you could expect certain improvements to happen in your home over the course of time, but there will be periods of time when no improvements will be carried out. In order to conduct these major works when they are due we need to ensure there are sufficient funds to cover the cost.

In most cases the annual rent increase is to allow the Association to continue to deliver our services and an increase is not always about new services.

Southside Housing Association is a not for profit organisation which means any additional funds we do have are invested directly back into the running of the Association.

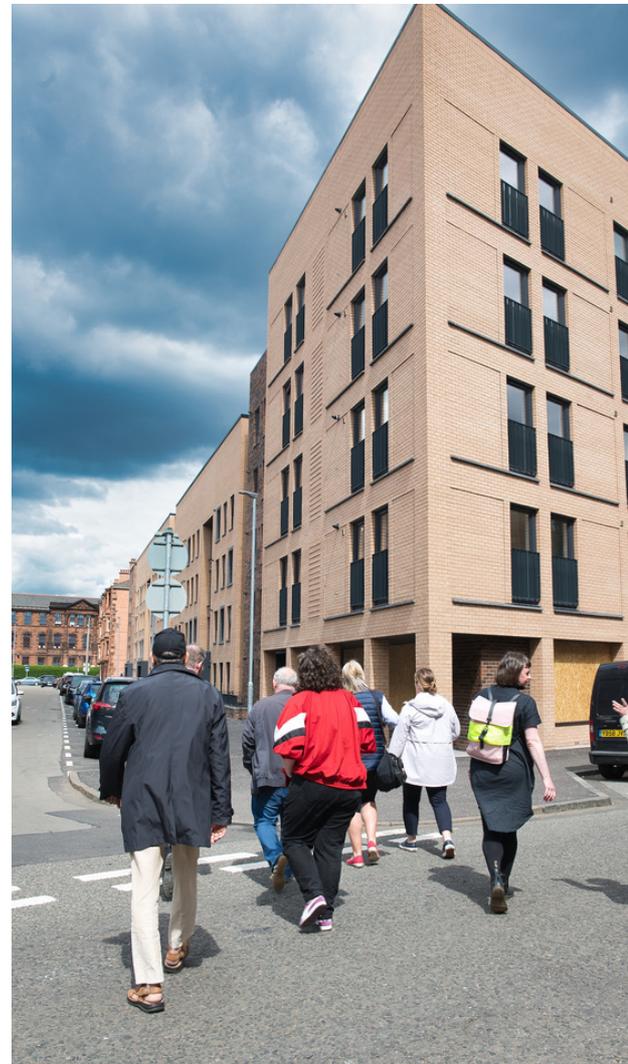




We are really grateful for the responses which help us understand the views of our tenants – and we do understand the pressures on our customers. We will continue to work hard to improve our services and make things better.

In recognition of responding to our consultation exercise we held a prize draw and the following will receive a £50 Asda Voucher:

- Mr Thomas, Pollokshields
- Ms Ashiq, Pollokshields
- Mr Mahamad, Pollokshields
- Ms Kay, Cardonald



DROP IN SURGERY FOR TENANTS

Housing staff will be holding a 'drop in' surgery, providing one to one sessions for tenants from Moss Heights to discuss any matter of concern with your Housing Officer.

The monthly sessions will be held at the Community Flat 150 Berryknowes Avenue, Flat 0/2, Cardonald, G52 2LR.

If you are unable to attend but would like to discuss issues with your Housing Officer Maxine Dock contact us on 0141 422 1112 or email MDock@southside-ha.co.uk.

Follow our Facebook page for details on dates and times of sessions: www.facebook.com/SouthsideHA



150 Berryknowes Avenue

STAFFING CHANGES - HELLO/GOODBYE

With over 100 employees at Southside HA there is always some movement with staff leaving and new staff joining.

Following changes to our staffing structure we were delighted that Pauline Fletcher took on the role of Director of Housing and Communities. Despite tough competition, Pauline emerged as the best candidate for the job and started work in the team in January 2023.



Pauline Fletcher

Pauline brings years of experience latterly as our Community Programmes Manager leading on a range of projects across our communities.

Paul McVey, CEO commented **“Pauline brings to the Leadership Team excellent strategic and project management skills and has a “can do” attitude in terms of problem solving. The role is about more than just the housing management element, which is of course hugely important, but it is also about pulling together all the various strands of our services - community programmes, welfare benefits and advice, concierge and mobile facilities etc. With Pauline’s enthusiasm and determination to succeed we are delighted to have her join the team.”**

Since the New Year, a number of our Mobile Facilities Officers have left - Kieran, Nate, Andy and Mark, and we have replaced them so far with Ellie McKenna, Lloyd Wylie and Marissa Nicolson. We have also recruited Michael Rowan and Andrew Smillie to fill our Concierge vacancies.

There has been some movement in our Property Services team too with Lynne Buchanan and Suzie Kerr leaving. We have brought in Sean McCann and Shaun O’Hara as Property Services Officers and will be recruiting a Property Services Manager shortly. Our Property Services Officers are now working in an area patch - and Shaun and Sean have integrated to the team and the Association seamlessly. The structure of the Property Services & Investment Department also is in the process of changing which will hopefully improve the way our services are delivered.

We are also pleased to welcome 2 new members to our Customer Services Team - Stephen Lauder and Deborah McAreavey - both have settled in really well and are doing a great job.

HOUSING TEAM



Shahnaz Shakoor, Housing Team Manager - Neighbourhood

Housing Officers



June + Bridget



Fraser



Lisa



Maxine



Chris

Cardonald

June Carmichael and Bridget MaGuire job share and are responsible for the following areas:

Carham Drive
Chirnside Place
Craigmuir Road
Gleddoch Road
Hartlaw Crescent
Queensland Court
Queensland Gardens
Swinton Place

Kinning Park & Pollokshields mini-multis

Fraser Stevenson is responsible for the following areas:

Admiral Path
Barfillan Drive
Edinbeg Avenue
Elizabeth Street
Govan Road
Ibrox Street
Maryland Gardens
Maxwell Avenue
Maxwell Drive
Maxwell Gardens
Maxwell Grove
Middlesex Street
Midlock Street
71 - 99 Paisley Road West
St Andrews Crescent
St Andrews Drive
St Johns Quadrant
Stanley Street
Urrdale Road

Strathbungo, Cathcart & Shawlands

Lisa Hough is responsible for the following areas:

Albert Road
Allison Place
Allison Street
Auldburn Place
Baker Street
Battlefield Avenue
Battlefield Road
Bowman Street
Calder Street
Cartside Street
Chapman Street
Craigie Street
Ellangowan Road
Grantley Street
Kilmarnock Road
Kingarth Street
Langside Lane
Langside Road
Lochlea Road
Manse Brae
Minard Road
Niddrie Road
Old Castle Road
Overdale Gardens
Pleasance Way
1047 - 1137
Pollokshaws 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
Queen Mary Avenue

Halfway

Maxine Dock is responsible for the following areas:

Belltrees Avenue
Berryknowes Avenue
Berryknowes Road
Braidcraft Road
Invergyle Drive
Montrave Path
Montrave Street
Moss Heights Avenue
Mosspark Boulevard
Mossview Quadrant
1539 - 1744 Paisley Road West

Pollokshields & Strathbungo

Chris O'Brien is responsible for the following areas:

Albert Drive
Butterfield Place
Darnley Street
Eglinton Street
Forth Street
Glenapp Street
Gorbals Street
Herriet Street
Keir Street
Kenmure Street
Kingarth Street
Leslie Street
Leven Street
Lincluden Path
March Street
Maxwell Road
McCulloch Street
Melville Street
Newark Drive
Nithsdale Drive
Nithsdale Road
Nithsdale Street
345 - 357
Pollokshaws Road
605 - 690
Pollokshaws Road
Shields Road
St Andrews Road

BENEFITS UPDATE

Universal Credit- Managed Migration

'Managed Migration' is the final phase of the rollout of Universal Credit (UC), where the DWP - in a controlled way - is gradually contacting those who are still claiming legacy benefits to notify them that those benefits will be ending, and inviting them to claim.

Universal Credit instead.

Anyone who receives a Migration Notice should get advice from our Welfare Rights Team before making their claim for UC (but be sure they make the claim by their 'deadline day').

Everyone has a three month window within which to claim from receipt of their letter.

DWP Current planned Timeline

The DWP's current plan is to have all households claiming legacy benefits moved across to UC by the end of 2029:

- 2023/24 - Tax Credit only claimants (and some ESA & Tax Credits claimants)
- 2024/25 - All other Tax Credit claimants and those on Income Support, Income-Based JSA or just Housing Benefit
- 2028/29 All remaining ESA claimants

Universal Credit Budget Highlights

Effective from summer 2023, the childcare costs support will be paid upfront to parents on Universal Credit moving into work or increasing their hours.

The maximum Childcare Costs Element will be increased to £951 for one child and £1,630 for two or more children from July 2023 and increased each year thereafter until 2027/8.



Conditionality for Parents

New measures will require UC claimants who are lead carers of children aged 1 or 2 to meet with a Work Coach more regularly in order to prepare for work. Additionally, lead carers of children aged 3 to 12 will be supported to increase the number of hours they are expected to search or prepare for work each week.

Sanctions

Measures will be put in place to strengthen the sanctions process, including automating parts of the process and training work coaches.

Bereavement Support Payment

The Bereavement Benefits (Remedial) Order 2023 came into force on 9th February 2023 and extends eligibility to Bereavement Support Payment (BSP) and Widowed Parent's Allowance (WPA) to cohabiting couples with children. Previously, only surviving partners who were in a 'legal union' (i.e. married or in a civil partnership) could receive these benefits.

Do you know someone whose partner has died in the last 4 ½ years? If:

- The surviving partner was under State Pension age, and
- They were living together as a couple, and
- They were responsible for a child and getting Child Benefit, and
- Their partner had worked at some point in their working life

Then they may be entitled to a retrospective payment of Bereavement Support Payment worth up to £9,800.

Bereavement Support Payments are totally disregarded as income for all means-tested benefits, and any lump sum payment, although classed as capital, will be disregarded for 12 months.



Development Update



St Andrew Drive/St Johns Quadrant : New Supply Shared Equity Homes

Phase two and three of the development at St Andrews Drive is due to complete early Summer, providing 120 new affordable homes for rent and sale in Pollokshields. The development includes 1, 2, 3 and 4 bedroom properties for sale via the New Supply Shared Equity Scheme (NSSE).

To view the properties visit:

www.southside-ha.org/letting/our-homes/

To enquire about our New Supply Shared Equity properties at St Andrews/St Johns Quadrant please contact our selling agent, Slater Hogg and Howison via:

- **Call: 0141 432 1055**
- **Email: shawlands@slaterhogg.co.uk**
- **Visit: 255 - 257 Kilmarnock Road, Shawlands, G41 3JF**
- **Website: slaterhogg.co.uk/branch/estate-agents/shawlands#/**



CARDONALD LARDER FROM GOODFOOD SCOTLAND IS NOW OPEN!



Membership to the larder is £1 per month, and can be arranged at the larder. This will allow you access to purchase affordable food and essentials including: bread, fruit, vegetables, milk, meat, tinned goods, household items and personal products. The larder accepts both cash and card payments. Each item has a point value, and 1 point equals £1.

Membership of the larder is open to all SHA tenants and everyone living or working in the Cardonald area.

Open every:

- Tuesday 10am - 1pm
- Thursday 3pm - 6pm

Location: 12 Swinton Place, Cardonald, G52 2EA



BEAT THERAPY WITH KAREN DUNBAR

We loved having the community at Berryknowes together to create rap songs, with funding from the Big Lottery.

The session was really entertaining with Scottish comedian, actress and writer Karen Dunbar (best known from 'Chewin' the Fat') along to take the session.

Over the four workshops participants came together to share and write about their life experiences and develop these individual pieces into a rap song. At the end of the workshops willing participants performed the rap together and were given digital copies of the group rap!

For updates on up and coming workshops and activities visit our Facebook: www.facebook.com/SouthsideHA



QUEENSLAND COMMUNITY PARK UPDATE

Construction has now begun at Queensland Court and Gardens to transform the greenspace into Queensland Community Park.

The project will provide dedicated toddler and children's play spaces, a bicycle pump track, and cycle storage facilities to encourage active travel.

Sustainable drainage measures that mimic nature such as raingardens, basins and swales will also be installed on site to better manage rainwater and reduce the likelihood of future flooding.

The joint project between SHA and Glasgow City Council through the City Deal backed by Metropolitan Glasgow Strategic Drainage Partnership (MGSDP), is the most recent phase of the Hillington and Cardonald Surface Water Management Plan.

The creation of this improved, more resilient community space responds positively to the climate emergency we are facing. It will deliver an accessible, open space for residents enhanced through an award-winning landscape design which has been recognised by Building with Nature and the Landscape Institute.



Joining residents and representatives from SHA and other project funders, Councillor Elaine McSparran, Chair of the Cardonald Area Partnership hailed the start of the high-quality green retrofit work at Queensland Court and Gardens.

Cllr McSparran said: "I'm delighted to see work commencing on a project that will deliver transformative environmental benefits that meet the needs and aspirations of Queensland Court and Gardens residents. The greenspace improvements offered by this Glasgow City Deal backed project will encourage greater social interaction and deliver a greener, more pleasant environment for play, recreation and active travel."

“The introduction of nature-based solutions to reduce the risk and impact of surface water flooding will also ensure the future useability and enjoyment of this valuable community space.”

Alex Cameron, Chair of SHA said: “The importance of access to good quality green space is of vital importance for physical and mental health. This is even more important for those living in high-rise accommodation such as the properties at Queensland Court and Gardens.

“We have worked hard over the last four years alongside Glasgow City Council and a range of funders to get the project to this stage and we look forward to seeing residents enjoying the benefits of what the space will offer.”

UK Government Minister for Scotland Malcolm Offord said: “This urban park will create a much-improved green space for both younger and older residents to enjoy, and hopefully be ready for them to enjoy the sun this summer.”

“But even on the wettest of days the park should remain accessible to residents thanks to improved drainage that will help with adapting to climate change.

“The UK Government is supporting the project through our £523 million investment in the Glasgow City Region Deal, part of more than £2.2 billion for levelling up communities across Scotland.”



Arthur Keller of NatureScot said: “As Scotland’s nature agency, we are always pleased to support the creation of good urban green spaces. It’s well recognised that improving greenspace in urban areas, brings environmental benefits in addition to health, economic and social benefits.

“The ERDF Green Infrastructure Fund has supported several projects across Scotland, including the nearby Halfway Community Park, and we’re delighted to be working again with Southside Housing Association. The fact that they closely involve local residents was a key factor in our decision to award funding. I am convinced that as well as the surface water measures, the improvements here will be valued by the local community and will benefit nature.”



The project is also part of a £37.5m 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 aims to make larger towns and cities more attractive, equal and environmentally sustainable places to live, work and invest in.

Other project funders include the Cardonald Area Partnership (through Glasgow City Council), the Scottish Government, Green Action Trust, EB Scotland, FCC Environment, Garfield Weston Foundation, The National Lottery Community Fund, Cycling Scotland, and the Clothworkers Foundation.

Construction at Queensland Court and Gardens is being carried out by contractor, RJ McLeod to a Sweco and Raeburn Farquhar Bowen design.

Work is due to be completed by the end of June 2023.

The next residents meeting is on Wednesday 17th May, 3:30pm - 4:30pm, at the residents lounge, 150 Queensland Gardens.

For more information on the park visit: <https://snapt.io/OzDXD>

FUNDERS:



EUROPE & SCOTLAND
European Regional Development Fund
Investing in a Smart, Sustainable and Inclusive Future

FRIENDS OF HALFWAY COMMUNITY PARK



Friends of Halfway Community Park (FOHCP) worked with the local community to create a time capsule that was buried at the park on Tuesday 4th of April and it will be recovered in 5 years.

Prior to the celebration FOHCP worked with the local community to decide what items will be included in the time capsule, and delivered a families workshop to design drawings and wishes for the park.

As part of SHA's Holiday Programme FOHCP offered another workshop to include people's documents in the time capsule to give more families the opportunity to be part of the project.

We can't wait to see what was included when we dig up the time capsule in 5 years!

This project was partially funded by the Local Area Partnership and supported by RJ McLeod and SHA.



COMMUNITY ACTIVITIES

Come along and join us at the up and coming community activities!

Friends of Halfway Community Park
and United Glasgow



FREE FOOTBALL LESSONS

10 to 18 Years Olds

Children need to be registered online. Please contact Maria at maria.suarez-alvarez@southside-ha.co.uk for the registration form.



FRIDAYS 5PM - 6PM



YOU NEED TO REGISTER:

MARIA.SUAREZ-ALVAREZ@SOUTHSIDE-HA.CO.UK

PHONE: 07786375813



Queensland Residents Lounge

Ground Floor, 15 Queensland Gardens

Weekly Activities

MON
WED
THU
FRI

2:00 PM - 4:00 PM

Tea & Coffee. Resident Led

A group of residents that gather often to have a cup of tea and meet your neighbours. You can get tea and biscuits for only £0.50.

MON

7 PM - 9 PM

Bingo

A group of residents organise a weekly bingo. Come along to meet your neighbours, have fun and the opportunity to win amazing prizes.

WED
17TH
MAY

3.30 PM - 4.30 PM

Construction Works Update

Southside Housing and RJ McLeod will update the residents about the state of the works and Queensland Community Park progress.

WED
21ST
JUNE

6 PM - 7 PM

Construction Works Update

Southside Housing and RJ McLeod will update the residents about the state of the works and Queensland Community Park progress.

0141 422 1112

CommunityTeam@southside-ha.co.uk



0141 422 1112 | csd@southside-ha.co.uk | Southside House, 135 Fifty Pitches Road, Cardonald, Glasgow G51 4EB. Scottish Housing Regulator No. (RSL 186). Financial Conduct Authority No. 1694R(S). Scottish Charity No. SCO36009. VAT Registration No. 886 7830 59



Berryknowes Community Hub

Flat 0/2, 150 Berryknowes Avenue, G52 2LR

Weekly Activities

MON

Walking Group

Meeting at Cardonald Library. Pre-registration required contact Abelomai Luncheon at abelomai.luncheon@nhs.scot or 07714594773

11 AM - 12:30 PM

FRI

Community Breakfast Morning

Weekly Community Breakfast Morning. Free of charge to attend and you will be able to enjoy savoury and sweet treats.

10 AM - 11:30 AM

FRI

Football Lessons

Free football lessons for 10 to 18 years old. We have limited capacity contact CommunityTeam@southside-ha.co.uk

5 PM - 6PM

SAT

Smiley Saturdays

FREE family sessions aimed at families with children aged between 4 & 12 years old. Children need to be accompanied by an adult

12 PM - 2 PM

0141 422 1112

CommunityTeam@southside-ha.co.uk





REPAIRS SERVICE FEEDBACK

Provide feedback on your recent repairs experience via the link > <https://bit.ly/SHA-Repairs-Update>

To report repairs email the team on Southsiderepairs@southside-ha.co.uk



Register for our customer digital self-service platform 'MySouthside' MySouthside will allow you to:

- Manage your account online 24/7
- Stay updated on our latest news & events

In future you will also be able to request repairs to your home via our interactive diagnostic tool.

To sign up to MySouthside please follow the link: <https://bit.ly/MySouthside> or scan the QR code



SCAN ME



www.southside-ha.org



0141 422 1112



csd@southside-ha.co.uk



135 Fifty Pitches Road, G51 4EB

