



SOUTHSIDE  
housing association

# SOUTHSIDER



**RENOVATION OF  
THE YEAR:  
107 NIDDRIE ROAD**

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Community  
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**ST Andrews  
Drive  
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**640  
Pollokshaws  
Road  
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## 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

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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:

- 435 Shields Road, Pollokshields, G41 1NP
- Office Opening Hours: Monday, Thursday & Friday 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.



# CEO WELCOME



## WELCOME TO OUR SUMMER NEWSLETTER.

I hope you find some interesting articles and information contained within and I am pleased to announce some changes which are in the process of being developed for our customers.

### **Reactive Repairs**

We have been going through a complex process of procurement to attract new repairs contractors to service our homes, and this is in the final stages. Instead of having just one contractor for all of our properties, we will have a number of different contractors who will be responsible for repairs to the properties within certain areas, depending on the nature of the repair. This will ensure that we have more choice and can hopefully also ensure that some smaller local contractors have a better opportunity of carrying out work. We have set the bar high in terms of quality assessment and hope that this will come through when the contracts start on 1st September.

Later this month, all of our customers will receive communication advising who our contractors are and who to contact during out-of-hours. We hope that these changes will have a positive impact on your experience as a Southside customer.

### **Moss Heights Metering Improvements**

With the problems we have been experienced in terms of metering for heating at Moss Heights, the Association has now awarded a contract to Chameleon Digitalisation who will be working with all residents to install a new metering system which will provide the householders with far more control over what they use and what they spend with appropriate billing information. Communication will begin shortly with the residents of Moss Heights.

### **Development & Refurbishments**

We are getting closer to completing Phases 2 & 3 of St Andrews Drive in Pollokshields and are expecting an official opening in the Autumn. In addition, we are progressing with demolition works in Pollokshaws Road at the former Queens Garage, as we prepare to develop a development comprising of 50 flats.

Up to 30 properties are being completed on an incremental basis in Strathbungo East, where the Association have carried out significant upgrades and retrofitted the properties to modern energy standards. These are being allocated as they are being completed and feedback is really positive.





## **Upgrades**

The 19 properties in March Street/Nithsdale Drive are going to be part of a window replacement programme which we are currently arranging. In addition, the works associated with the replacement of electric heating is continuing with staff and contractors engaging with tenants to ensure this is carried out effectively and efficiently with minimal disturbance. These works are to the properties which did not receive Air Source Heating when it was installed – and in the main the areas affected are in St Andrews Crescent and Drive, Swinton Place and Invergyle Drive and Queensland Court & Gardens. This heating improvement will help our tenants by ensuring they are using a more energy efficient form of heating.

The lift is also being replaced at 177 Nithsdale Road and this will take place in the months ahead, ensuring that all residents are communicated with and their needs are addressed. This will provide far more reliability to the residents who rely on the lift in this block.

## **Website**

We are in the process of changing our website to make it more customer focussed and easier for customers to navigate. We will of course update you when we Go Live, so watch this space!!

There are many more positive news stories in the newsletter and also some cautionary articles, particularly around vermin and the importance for residents to try and reduce waste and dumping, to prevent this problem escalating further.

Remember, this is your newsletter, so we are always keen to receive feedback on the issue, any comments or suggestions for improvement. If you would like to see a particular issue addressed then please let us know and we will look to cover it in a future newsletter.

Please follow our website and social media for all the latest Southside News. I hope you enjoy reading this newsletter and that you all have a great summer.

Best Wishes

**Paul McVey**

# 107 NIDDRIE ROAD UPDATE

**We're delighted to announce that 107 Niddrie Road has won 'Renovation of the Year' at Home Scotland Awards 2023!**

The retrofit project of the pre-1919 sandstone tenement in Strathbungo aims to significantly reduce energy demand and dramatically cut household bills for occupiers.

To achieve this, the retrofit includes high levels of insulation installed to the roof, floors and walls, with external insulation installed on the outside of the walls at the rear. The windows are also triple-glazed, with MVHR (Mechanical Ventilation with Heat Recovery) used to recycle warmth.

We will be regularly interviewing occupiers and monitoring the project and will provide updates in coming newsletters, stay tuned...



The project is funded by Glasgow City Council, Scottish Funding Council and is a collaboration between SHA, UK Collaborative Centre for Housing Evidence (CaCHE), John Gilbert Architects, CCG Construction Ltd., and the University of Strathclyde Department of Architecture.

# ST ANDREWS DRIVE UPDATE

**Works are nearing completion at our new build development at St Andrews Drive in Pollokshields.**

Final landscaping works are underway to the first blocks due off site before the end of September 2023 with completion of the remaining blocks following on thereafter.

The development includes 91 homes for social rent and 29 for New Supply Shared Equity (NSSE).



To be eligible for NSSE individuals must be able to afford between 60% - 80% of the property value and the Scottish Government will provide financial assistance for the remaining percent.

## ***ONLY 1 NSSE PROPERTY REMAINING!***

To apply for the last remaining three-bedroom NSSE property please contact our selling agent Slater Hogg and Howison via the below methods:

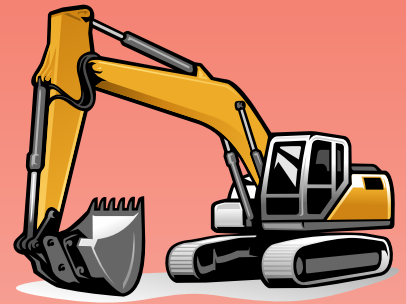


- ▶ **Call: 0141 432 1055**
- ▶ **Email: [shawlands@slaterhogg.co.uk](mailto:shawlands@slaterhogg.co.uk)**
- ▶ **Visit: 255 - 257 Kilmarnock Road, Shawlands, G41 3JF**
- ▶ **Website: [slaterhogg.co.uk/branch/estate-agents/shawlands#/  
/](https://slaterhogg.co.uk/branch/estate-agents/shawlands#/)**



# 640 POLLOKSHAWS ROAD UPDATE

Demolition works are continuing on the site of the former Arnold Clark garage at 640 Pollokshaws Road. Once these works are complete AS Homes on behalf of the Association will commence works on the cleared site to deliver 50 new homes for social rent. These will include a mixture of 1,2 and 3 bedroom flats including a number of wheelchair adapted accommodation.



The development will also feature engaging community spaces paved with attractive graphite footpaths and natural greenery such as planters, shrubs, and trees. Residents will also be able to enjoy an interactive children's play area, open seating areas and communal green space. Works are expected to complete in early 2025.



# QUEENSLAND COMMUNITY PARK UPDATE

## **Construction is complete at Queensland Court and Gardens to transform the greenspace into Queensland Community Park.**

The project has been a long time coming and we are delighted to have made it to the end of the construction period. We really appreciate the patience of residents who have coped well with disruption to parking, increased noise and no access to the open space when the sun was shining. However, we hope you will agree that the disruption is worth the wait.



During August the site will remain closed off to residents to allow the grass seed to grow and the turf to knit together. In the long run this will be worth the wait.

Over the coming months and years we look forward to residents having improved parking and lighting. As well as play areas for children to have lots of adventures on. As with all developments, we will expect there to be some defects and areas that need to be tweaked or improved. Please let us know if you spot anything on 0141 422 1112 or [csd@southside-ha.co.uk](mailto:csd@southside-ha.co.uk).





We will be aiming to hold an opening event in September. Keep an eye out for further details on our social medias.



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



[@Southside\\_HA](https://twitter.com/Southside_HA)



**Funders:**



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

# WELFARE RIGHTS & MONEY ADVICE TEAM



In 2022/2023 the Welfare Rights & Money Advice Team assisted 1569 households with 4113 cases, and achieved financial gains in benefit awards, grants and debt write offs of **£2,284,597** for tenants.

In response to the Cost of Living Crisis, SHA obtained funding from the Big Lottery Community Anchor Fund; The Scottish Government Winter Hardship Fund; The Energy Savings Trust; The Social Housing Fuel Support Fund; and Pollokshields Area Partnership; and we distributed:

- ✓ **1300 food vouchers to the value of £50,000**
- ✓ **Over 2300 fuel vouchers for tenants with pre-payment meters to the value of £96,000**
- ✓ **We also assisted 91 Households with dry meters to apply to the Scottish Government Home Heating Support fund, generating £53,590 in grant payments.**

We continue to monitor available funding opportunities, and will notify tenants if further funding becomes available for food or fuel vouchers.



**ATTENTION  
PLEASE**

## HOME HEATING SUPPORT FUND IS NOW OPEN FOR NEW APPLICATIONS.

Southside are trusted partners of Homeheatingadvice.scot who are working in partnership with the Scottish Government to deliver the Home Heating Support Fund for Scottish households struggling with energy costs.

The fund seeks to provide financial relief to energy consumers who are experiencing significant financial hardship and strives to provide this support to households regardless of the fuel or payment method used. Contact us for an appointment on 0141 422 1112, or email [advice@southside-ha.co.uk](mailto:advice@southside-ha.co.uk)



# BEST START GRANTS

When you can apply	You may be able to get
<p><b>As soon as you know you're pregnant, or up until your child turns 3 years old.</b></p>	<p><b>Best Start Foods</b></p>
<p><b>You can get Pregnancy and Baby Payment any time after you have reached the end of the 24th week of pregnancy until the day your baby is 6 months old.</b></p> <p><b>If your baby is born before 24 weeks, you can apply from this date up to the day your baby is 6 months old.</b></p> <p><b>If you've taken over looking after a child, for example, if you've adopted, you can apply up to the day before the child's first birthday.</b></p>	<p><b>Best Start Grant - Pregnancy and Baby Payment</b></p>
<p><b>When your child is aged between 2 years old and 3 years and 6 months old.</b></p>	<p><b>Best Start Grant - Early Learning Payment</b></p>
<ul style="list-style-type: none"> <li>• <b>When your child is first old enough to start school.</b></li> <li>• <b>When you should apply depends on when your child was born. See over the page for more details.</b></li> </ul>	<p><b>Best Start Grant - Early Learning Payment</b></p>



# BEST START SCHOOL AGE PAYMENT



School Age Payment is a payment of £294.70 per child. It helps with the costs of preparing for school when your child is first old enough to start primary school. You can get the payment for multiple children, as long as each child is the right age when you apply.

To get a payment, your child does not have to take up a place at school. You'll still need to apply in the year that your child is first old enough to start school, if:

- you're deferring when your child starts school
- your child is not going to school

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

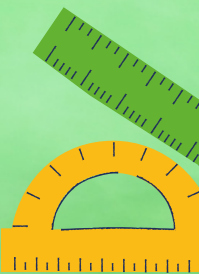
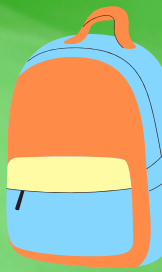
Your child's date of birth	When you can apply
Between 1 March 2018 and 28 February 2019	Between 1 June 2023 and 29 February 2024
Between 1 March 2019 and 29 February 2020	Between 1 June 2024 and 28 February 2025

Further information on Best Start grants and how to apply can be found on the Scottish Social Security website: <https://www.mygov.scot/best-start-grant-best-start-foods>

Best Start Grants do not affect your entitlement to school clothing grants or free school meals.

Further information on School Clothing Grants and Free school meals, and details of when you should apply, can be found on Glasgow City Councils webpage:

<https://www.glasgow.gov.uk/article/17885/Clothing-Grants-and-Free-School-Meals>



# TENANT SATISFACTION SURVEY

We commissioned the leading market research agency Research Resource to carry out a large scale satisfaction survey across approximately half of SHA tenants during March this year.

We would like to thank everyone for taking the time to talk with Research Resource and for giving us their feedback which is really valuable to us.

**THANK YOU!**

## How Are We Doing? What You have Told Us...

**Your feedback is vital to us in highlighting where we are performing well in delivering our range of services, and also to pinpoint where there is scope for us to improve our performance.**

What you have told us allows us to focus on areas for improvement, plan and target our services where they can bring the most positive impact and respond to what you have told us are the most important priorities for you.

As well as gauging your satisfaction with how we have performed, our survey also gave us some really valuable data on the make-up of our communities in terms of details like age, ethnicity, disability and other equalities data. This will help us shape and target our services to where and for whom they will deliver the greatest benefit.

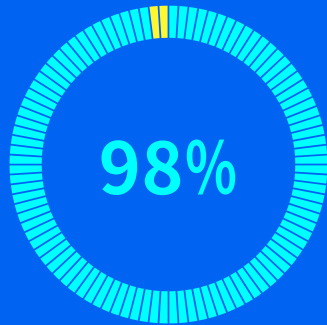
It also provided us with really helpful information about wider satisfaction with the areas where you live and with experiences of things like damp, mould or condensation.



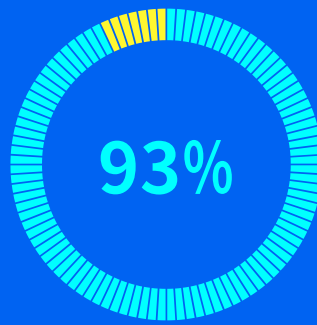
# TENANT SATISFACTION SURVEY

## How Are We Doing? What You have Told Us...

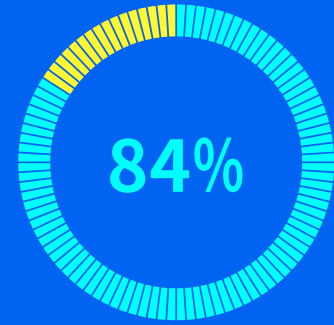
Below is an overview of satisfaction results from the survey.  
For more information on the results contact us on 0141 422 1112 or [csd@southside-ha.co.uk](mailto:csd@southside-ha.co.uk).



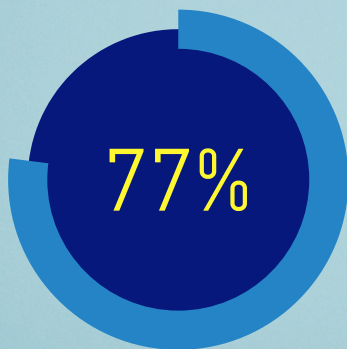
**Satisfaction with opportunities to participate in decision making.**



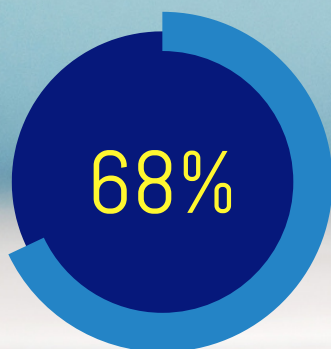
**Satisfaction with keeping you informed about services & decisions.**



**Tenant satisfaction with our overall service.**

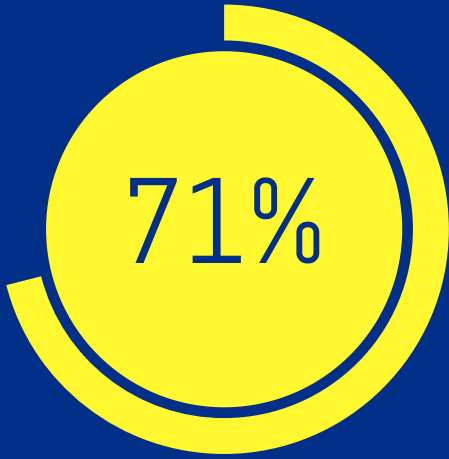


**Satisfaction with the quality of your home.**



**Tenants who feel their rent offers value for money.**





**Tenant satisfaction with our repairs service.**

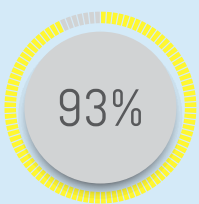
SHA are in the process of addressing current issues with the repairs services, including reviewing policies and procedures, and appointing new contractors.



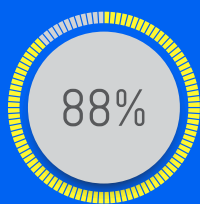
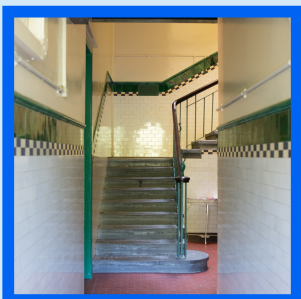
**Satisfaction with our landscaping services.**



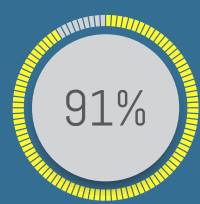
**Satisfaction with our close window cleaning.**



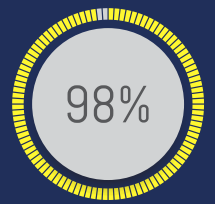
**Satisfaction with our close cleaning service.**



**Satisfaction with our back court maintenance.**



**Satisfaction with our bin store cleaning.**



**Satisfaction with our concierge service.**



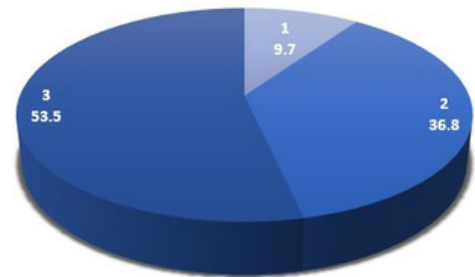
## Bulk Uplift Service

When asked about the bulk uplift service SHA commenced a year ago, the majority of tenants stated they were unaware of the service.

In response, SHA will be increasing the awareness of the bulk uplift service across all communication methods going forward. See below a breakdown of the satisfaction results and how to request a bulk uplift service:



### Were you aware of our bulk uplift service and how to access it?



- 53.5% were not aware of this service.
- 9.7% were aware, but didn't know how to access it.
- 36.8% were aware and knew how to access the service.

## REQUESTING A BULK UPLIFT

To request a bulk uplift contact us on 0141 422 1112 or [csd@southside-ha.co.uk](mailto:csd@southside-ha.co.uk), providing:

- ✓ The items that require an uplift
- ✓ Where the items need removed from
- ✓ Your contact details





# LOOKING AFTER COMMON AREAS

## Items Left on Landings

We have noticed recently that some residents are leaving items on the landings For example - bikes, prams and bags of rubbish. Please note that there should be **NO** items left on the landings as this constitutes both a fire and health and safety risk.

Bikes and prams should be taken inside the property and rubbish bags should be disposed of via the chutes, bulk rooms and bin rooms. If bin bags are left on the landings it encourages vermin to enter the building.



## Items Thrown from Windows

We have also noticed an increase of complaints of residents throwing food and other items from their windows, particularly in our high rise properties This practice is extremely dangerous and must cease immediately. This issue is classed under the law as Endangerment to others and persons responsible will be reported to the Police.

If a resident is identified as doing this, SHA will take action against their tenancy. If you are able to identify any person responsible, please contact your Housing Officer. Your co-operation with these issues is appreciated.



# REASONS NOT TO FEED SEAGULLS

**Following complaints regarding the feeding of seagulls, it is important to understand the harm that can be done to both people and gulls by feeding them inappropriately.**

Please remember though – while some species of gull are prevalent, others are in decline and are more highly protected. It is illegal to harm any wild bird, damage their nests or destroy their eggs. We must expect there to be seagulls, but stopping feeding them will encourage them to remain in their natural habitat and have a natural diet which will make life more pleasant for both people and gulls.

## HEALTH

**Gulls are a public health risk. The rise in the urban gull population is increasing the risks of e-coli, salmonella and botulism.**

## NUMBERS

**Gulls can live for 40 years, can breed for 25 years and they and their offspring will return to the same nesting site.**

## NOISE

**Noise is a significant nuisance factor.**

## MESS

**Mess is a further unpleasant nuisance. It has been recognised that gulls can expel significant quantities of runny faeces on the wing, which makes it difficult for residents to enjoy life outdoors. Their washing, windows, cars and property are also continually being fouled. Fouling on roofs can also increase the rate of moss growth, which can be unsightly and block drainage outlets.**

## ATTACKS

**The Guardian has reported that “pensioners have been hospitalised, knocked to the ground, breaking bones. Small dogs have bled to death, children's lips been sliced open, and an elderly man died of a heart attack following a particularly vicious assault in his back garden.”. There have been many other reported attacks on adults, children, pets and livestock. Urban gulls also attack and will feed on garden birds; so when gulls move in, the small garden birds are driven out.**

## TENANCY

**SHA considers throwing out left over food for the birds a form of antisocial behaviour. Food which is not consumed by the gulls and other birds is also food for rats and other vermin. Throwing food from windows brings additional risks to your neighbours. Where we have evidence of this happening we will take the matter as seriously as any other form of antisocial behaviour and you could be putting your tenancy at risk.**

## HARM TO GULLS

**Both the RSPB and RSPCA warn that feeding gulls will not only lead to attacks but feeding the birds an un-natural, high calorific, low nutritional diet is detrimental to their health as it can lead to long-term health problems. The only way to control the number of gulls is to control their food source. So for the sake of the safety, health and well-being of our community, we must not encourage them by feeding them.**

# KEEPING A DOG

You may be aware that the Association has not previously permitted dogs within our multi-storey flats where they are seven floors or higher with lift access, and also at our independent living properties. However, during Covid we have seen a steady increase in dog ownership within these properties.

The coronavirus pandemic has impacted almost every aspect of day-to-day life. People are spending more time at home are more socially isolated, and some have been struggling with mental health issues during the pandemic. Keeping a dog has been a 'lifesaver' for some and has played an important role to combat social loneliness.

Although the Association do not encourage dog ownership within these types of properties, we do understand the positive influence a dog can have on people's wellbeing and appreciate dogs are a great source of companionship.

We continue to receive requests from our tenants asking if they can keep a dog and after some consideration, we have made the decision to accommodate these requests. We will not be taking action against our tenants who own a dog.

## Noise Complaints

If you are a dog owner and we receive complaints about your dog causing noise, for example barking for long periods of time, then your Housing Officer will investigate any issues raised as per the Association's Anti-Social Behaviour Policy.

## Dog Fouling

The Dog Fouling (Fixed Penalty) (Scotland) Order 2016 brings the penalty for dog fouling into line with the existing fine for littering. Fixed penalty notices will be issued by Community Enforcement Officers, to owners or persons in charge of the dog, if they allow their pets to foul in a public place and fail to clean up afterwards.

To report this we would urge anyone with information on people who let their dogs foul without cleaning it up to get in touch with Glasgow City Council, this can either be reported through the MYGLASGOW app or by telephoning the council on 0300 343 7027. If you have any questions or wish to discuss this further, then please contact your Housing Officer on 0141 422 1112.

# COMMUNITY ACTIVITIES



## Imagination Library Registration

**Dolly Parton's Imagination Library is dedicated to inspiring a love of reading by gifting books **free** of charge to children from **birth to age five**, through funding shared by Dolly Parton and local community partners.**

Inspired by her father's inability to read and write Dolly started her Imagination Library in 1995 for the children within her home county. Today, her program spans five countries and gifts over 2 million **FREE** books each month to children around the world.

If you're an SHA tenant and have a child aged 0-5 years old please submit your details in the below survey to receive a free book each month, starting from October 2023.

**Link: <https://www.surveymonkey.co.uk/r/Imagination-Library2023>**

**OR scan the QR code**



# COMMUNITY ACTIVITIES

We've loved seeing you all at the community activities this year so far! For details of current community activities see over the page.



# Queensland Residents Lounge

Ground Floor, 15 Queensland Gardens

## Weekly Activities

THU

12.45 PM - 1:45 PM

### Easy Exercise Class

Free weekly easy exercise classes provided by Bargo Services (Barbara Craig) on Thursdays.

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.

0141 422 1112

CommunityTeam@southside-ha.co.uk



SOUTHSIDE  
housing association

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**

11 AM - 12:30 PM

### Walking Group

Meeting at Cardonald Library. Pre-registration required contact Abelomai Luncheon at [abelomai.luncheon@nhs.scot](mailto:abelomai.luncheon@nhs.scot) or 07714594773

**FRI**

10 AM - 11:30 AM

### Community Breakfast Morning

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

**FRI**

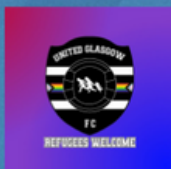
5 PM - 6PM

### Football Lessons

Free football lessons for 10 to 18 years old. We have limited capacity contact [CommunityTeam@southside-ha.co.uk](mailto:CommunityTeam@southside-ha.co.uk)

**0141 422 1112**

**[CommunityTeam@southside-ha.co.uk](mailto:CommunityTeam@southside-ha.co.uk)**



# WE'RE HIRING

## Community Initiatives Sessional Staff - Salary – EVH Grade 4, £12.83 per hour

We are always on the look out for sessional staff to help with our holiday food and activity programmes.

We look for well organised and motivated individuals to work as part of a team to co-ordinate, develop, promote and deliver our role in local communities and help us deliver positive economic, social and environmental changes for residents.

You'll need to have an excellent track record of working with a range of individuals, groups and organisations and be able to demonstrate an enthusiastic and creative approach to engaging with individuals and bringing groups together.

The posts are offered on a sessional basis and hours vary depending on funding and the development of programmes.

**If you'd like to join our friendly and forward thinking Community Initiatives Team and make a positive difference to people's lives, then please visit our website for more information and to apply: <https://southside-ha.org/vacancies/>**





# COMMUNITY INITIATIVES VOLUNTEER RECRUITMENT



**Does having a reason to get out of the house help you feel more motivated in life?**



**Are you looking for some structure to your day?**



**Do you like helping others?**

## **Come and join us as a Community Volunteer!**

We appreciate getting to know each of our volunteers and finding the different interests every one of them has and we can help you discover skills and strengths you might not have realised you had!

We offer support and training for each volunteer and help them learn and develop various skills like teamwork and celebrating their own successes.

We have opportunities to help at our children's food and activity programme, our weekly breakfast sessions and we will be developing a range of outdoor activities in the coming year.

**If you're interested feel free to get in touch, even if it's just for an initial chat to begin with to see if this volunteering opportunity might be something for you.**

**Please contact Chris Harding,  
Community Initiatives Team  
Leader on 0141 422 1112 ext 329 or  
at [charding@southside-ha.co.uk](mailto:charding@southside-ha.co.uk)**



# REPAIRS SERVICE FEEDBACK



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



To report repairs contact the team via

- ✓ EMAIL: [CSD@southside-ha.co.uk](mailto:CSD@southside-ha.co.uk)
- ✓ PHONE: 0141 422 1112
- ✓ IN-PERSON AT OFFICE: 135 Fifty Pitches Road, Cardonald, G51 4EB or 435 Shields Road, Pollokshields, G41 1NP.



Follow us!

We've officially launched our Twitter page!

Follow us [@southside\\_ha](https://twitter.com/southside_ha) to stay up to date on our latest news and community activities.

✉ [csd@southside-ha.co.uk](mailto:csd@southside-ha.co.uk)

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

📍 135 Fifty Pitches Road, G51 4EB

☎ 0141 422 1112

