

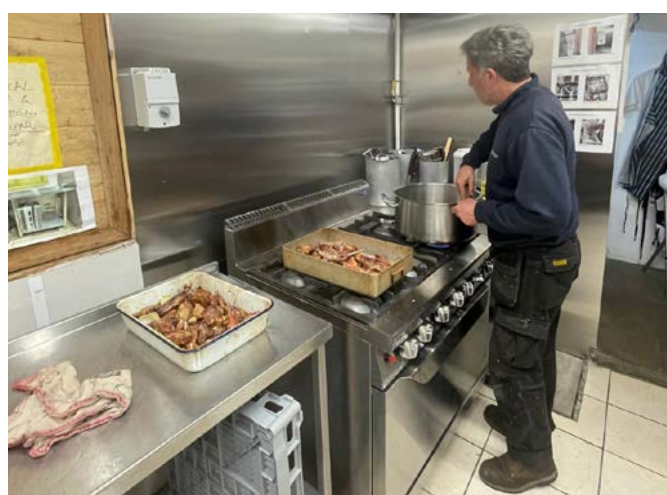
Spring 2025

Southsider NEWSLETTER



SOUTHSIDE
housing association

Southside in the Community



Also featuring in this edition...



Historic Moss Heights



Have your say on your Newsletter

Committee Members



- Alex Cameron
(Chairperson)



- Ruth McCluskey
(Vice Chairperson)



- Alison Devlin
(Secretary)



- Betty Macneill



- Jenna Monteith



- Lisa Peebles



- Liz Ely



- Munir Choudry



- Surjit Chowdhary



- Shirley Robison



- Lillian Peters



- Pamela McLevy

Contents:

Welcome Introduction.....	page 3
Community Initiatives News.....	page 4
Spring Holiday Programme.....	page 8
Supporting Our Communities.....	page 10
Celebrating our Differences.....	page 12
Why your complaints are important to us	page 14
How Are We Doing?	page 16
Rent Consultation-Your Feedback .	page 17
Welfare & Advice Team	page 18
The Radio Teleswitching Service	page 22
Property Services News	page 23
History Corner	page 24
Family Activities	page 25
Factoring News.....	page 26
Our Property Services Team	page 28
Meet the Property Services Team...	page 29
Investment News.....	page 33
Photography Competition	page 36
Bulk Uplift Service	page 37
Development Update	page 38
Arrears & Evictions	page 39
Gardening Top Tips	page 40
Get Involved	page 42

Welcome to our Spring Newsletter

Thanks for opening and reading our Spring Newsletter which has a heavy focus on the good news stories we have been involved in with the community.

Through a combination of our own donations policy and community benefits which we have attracted as part of our contract procurement, this edition demonstrates the impact this has had in helping and working with the community. There are articles focussed on our contributions to helping with the supply of food both at Pollokshields Community Food Point and Cardonald Larder. Our young people have been joining the Dolly Parton Imagination Library which provides age specific books, thanks to a significant donation from one of our contractors.

The article on benefit changes also refers to the donation towards Starter Packs which helps new tenants set up home and is administered by our Welfare Rights & Advice Team.

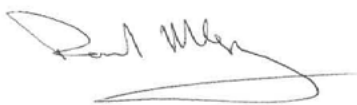
Looking back on last year, we are reporting performance improvements across the board, which we will report more of in the Summer Newsletter. It is pleasing though that we are improving on our repairs, allocations, voids and arrears performance – and we intend to continue that journey of improvement. This means that we are performing better for our tenants and applicants and ensuring that we are achieving value for money in everything we do.

Planned works are continuing with painterwork, kitchen installations, common electrical systems and stair lighting, gutter cleaning etc, and we are in the process of putting contracts in place for window replacements at March Street, Heating Replacements throughout the stock and Close Cleaning and Landscaping.

Our development and regeneration activity is underway with improvements at Halfway Community Park, new build development at 640 Pollokshaws Road and the conversion of the former police station at 84/86 Craigie Street – we will report on these as they progress.

It is with a heavy heart though that I must advise of the discontinuation of the Glasgow Care and Repair & Handyperson Service with effect from 30th June 2025. Southside Housing Association has delivered this service on behalf of Glasgow City Council and the Health and Social Care Partnership for over 30 years, however due to a lack of funding this service will no longer be provided by the Association. We have enjoyed delivering this much needed service and the staff have always taken considerable care and pride when dealing with some of the most vulnerable members of our community. It is hoped that other agencies find a way to deliver aspects of this service which is so crucial to the residents of Glasgow.

As always – thanks for your support and for being an important part of Southside Housing Association.



Paul McVey, CEO



Community Initiatives News

We would like to extend a heartfelt thank you to our reactive repairs contractors CRD Property Renovations, Timetra and MP Group for their generous contributions so that we can continue to provide quality food at our weekly breakfast mornings held in our community hubs at Herriet Court, 150 Berryknowes Avenue and 15 Queensland Gardens. Their support plays a vital role in ensuring that these breakfast mornings continue to be a place where people come together to enjoy good food, build connections, and foster a sense of community.

The breakfast mornings have become well-attended and cherished weekly events, offering a wide range of meal options to suit different tastes, dietary needs and cultural preferences. From hearty classics to lighter, healthier options, there is something for everyone, allowing residents to start their day with a nutritious meal in good company. These breakfast mornings are made possible through the hard work and dedication of our incredible Community Initiative Volunteers, who take pride in catering to the needs of the community. Thanks to their commitment, our community benefit contributions from our contractors as well as financial support from the Association, we can continue to offer this valuable opportunity to all who attend. In addition, we offer a huge thank you to IB Contracts Ltd for their generous in-kind donation which improved the kitchen facilities at Herriet Court. The breakfast mornings restarted on 20th January 2025 and volunteers and residents alike were delighted with the refurb which has created much needed space enabling the breakfast mornings to run more smoothly.



We would like to thank Timetra and MP Group for their generous contributions towards our planned activities in 2025 including a new oven for our resident's lounge at Herriet Court to improve the cooking facilities at our breakfast mornings, school holiday programme equipment and upcoming community activities such as an after-school children's programme.



Our Community Initiative Volunteers and Housing Officer, Lisa Gillon reopen our Herriet Court Breakfast Mornings after the kitchen refurbishment.

Cardonald welcomed calming yoga

Over February and March, Queensland Community Lounge hosted a successful series of weekly chair yoga classes led by experienced instructor Natasha. The seven-week program funded by the National Lottery Community Fund, focused on gentle flexibility and relaxation, making yoga accessible to all. Natasha's calming guidance and tailored approach helped participants improve their flexibility while promoting relaxation through mindful breathing and stretches.



The classes were well-received, with attendees reporting feeling more relaxed, improved flexibility and a sense of tranquillity. The nature of the sessions fostered a strong sense of community, as participants connected and supported one another throughout.

Given the success of these sessions, SHA is excited to announce another block of chair yoga classes on Mondays until 30th June at both Queensland Community Lounge and Berryknowes Community Hub, offering more opportunities for locals to improve their health and well-being.

- Berryknowes Community Flat Mondays 10:30-11:30am
- Queensland Community Lounge Mondays 2-3pm

Super sewing classes

In March 2025, over the course of three weeks, the Queensland Community Lounge hosted a popular block of sewing classes led by Rags to Riches, offering attendees the chance to explore the world of sewing while learning valuable techniques. This hands-on series provided a welcoming environment for participants to practice using sewing machines and gain confidence in their skills.

In week one, attendees got to work creating beautiful lavender bags. Under the expert guidance of Gail from the Rags to Riches team, participants learned basic techniques such as threading the machine, stitching, and finishing seams. The calming aroma of the lavender added an extra touch of joy to their creations, making for a perfect first project. The following week, participants created beautiful, lined tote bags using their choice of fabric. In the final workshop participants used their skills to make eye catching cushion covers, some of which are proudly displayed in the community flat.



Residents getting creative using sewing machines at Queensland Community Lounge.

The following two weeks allowed participants to further develop their skills. With each session, they built on what they had learned, growing more comfortable with the sewing machines and experimenting with different fabrics and stitching methods. By the end of the three-week block, they had produced a range of lovely, handmade items, showcasing their new found skills.

Community Donations

As part of our contribution to develop and support our communities, we allocate a donations budget on an annual basis, for community projects and activities.

In 2024/25 we awarded donations to 12 different organisations, one of which was Galgael Trust and another was Benburb Football Club.

Galgael community's new cooker

Galgael is a community based in the Southside of Glasgow that works together on demanding common tasks that demonstrate ways of living with more humanity in our times.

Galgael was able to use our funds to purchase a new cooker to support their community meals. Volunteer Ricardo, clearly happy with the new equipment said 'It's the first time I've heard something sizzling in the oven! It's already making cooking so much easier.' They have two community meals on each week - lunch on a Wednesday from 12:30pm, and an evening meal on Thursdays from around 6pm.

After their Welcome session every Wednesday they host a community lunch. This is open for everyone, and starts around 12:30pm.

They also have a workshop with tools and benches so every Thursday they open that up to the wider community. They want to share their facilities for people wanting to work on their own projects in their own time. The focus is more on skills sharing than on teaching but there's usually skilled folk on hand willing to teach basic skills. Perhaps you have woodwork skills but just lack workshop space? Or maybe you want to pass on other skills.

Thursdays are an open format - they very much depend on who shows up and what they bring. However, they promise workshop space, a good meal and some banter.

Occasionally people get their guitars out and there's a bit of a jam or a sing-song. Other times there's short talks, spontaneous poetry happenings or whatever else people want to share.

Go along and see for yourself - every Thursday between 5.30 p.m. and 8.00 p.m.

You can find Galgael here:

15 Fairley Street, Glasgow, G51 2SN

☎ 0141 427 3070 ✉ mail@galgael.org



Gehan Macleod Project Coordinator at Galgael with her colleague and the new cooker which was getting ready to be installed and then used to make more delicious food!



Galgael volunteer Ricardo putting the newly installed cooker to good use



Benburb Football Club's first Easter camp

Another organisation Benburb Football Club based in Govan, were able to deliver their first Easter Camp thanks to the support from our Community Donations Fund.

It was a massive success and exceeded their expected numbers allowing them to provide a wide range of activities for the children. Parents are already asking if they can provide a summer camp!

To get in touch with this organisation you can email: contact@benburbfootballclub.com

Please review our Donations Policy to check if your group or organisation meet the criteria and complete an application form using the QR code below. All requests for support are passed to our Leadership Team for consideration.

Our Donations Policy can be found on our website or using the link below;

https://southside-ha.org/data/Donations_Policy_February_2023_2023_10_23_13_57_40_000.pdf?v=1698065860



Southside Housing Association
Community Donations Application
Form

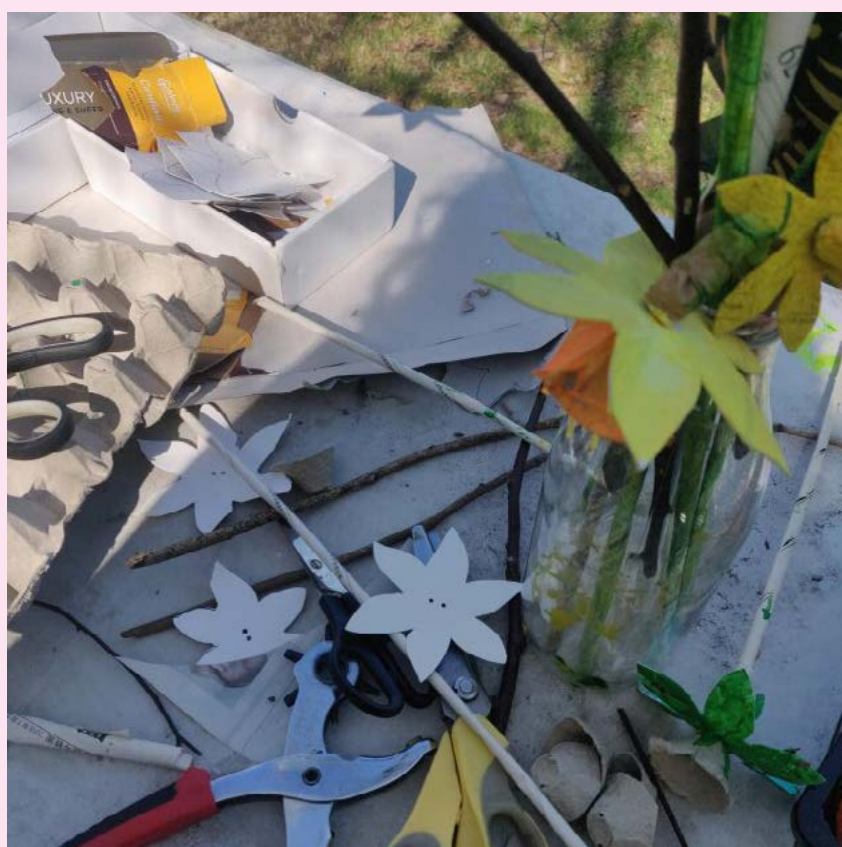


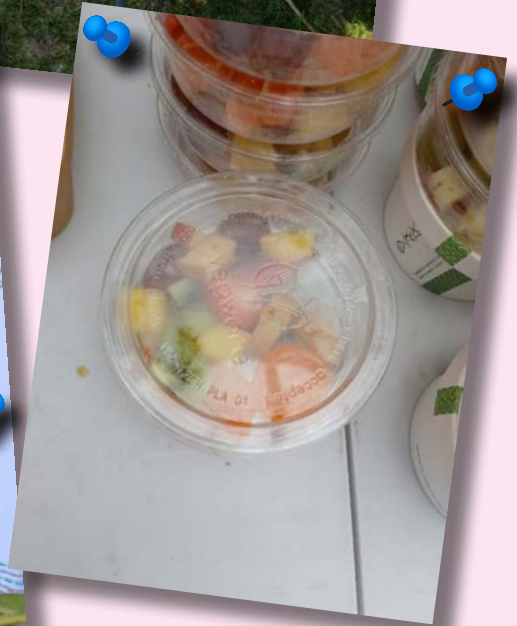
Thank You for a Fantastic Spring Holiday Programme!

We'd like to say a huge thank you to everyone who joined us for our Spring Holiday Programme, which ran from the 7th to the 17th of April across Cardonald and Pollokshields. Over the course of eight lively days, we welcomed children, families, and members of the community to take part in a fantastic mix of activities designed to inspire creativity, build confidence, and most importantly have fun over a delicious and nutritious meal all of which was funded by Glasgow City Council. From nature-inspired arts and crafts to exciting circus skills, engaging drama sessions, storytelling, dance performances, woodland skills adventures, and a daily rotation of delicious food providers, there truly was something for everyone. Whether it was trying out a new performance skill or simply enjoying the outdoors with friends and family, the programme brought energy, laughter, and community spirit to both locations.



We're incredibly grateful to all the talented activity providers (Urban Roots, Nemo Arts, Indepen-dance, Story Wagon, Green Aspirations, EcoDrama, Mobile Print Studio, Operation Play Outdoors, Wildlife Trust and VK Dance), local caterers (Momentous Catering, Freddy & Hicks, MILK and Pollokshields Community Food Point), volunteers, and staff who helped bring this programme to life. Your passion and commitment made a real difference, and we've received some wonderful feedback from participants and families. Thank you once again to everyone who took part—we loved seeing so many happy faces and can't wait to do it all again in summer!

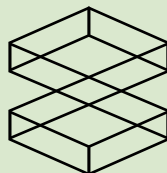




Supporting Our Communities

We would like to thank our contractor, Property One, for their support to Glasgow South West Foodbank, Pollokshields Community Food Point and Cardonald Larder, through their donation to the Community Benefit Fund held by Southside Housing Association.

'At Property One, we believe in giving back to the communities that support and surround us. We're proud to contribute to The Cardonald Larder, Glasgow South West Foodbank and Pollokshields Food Point and support the incredible work they do. It was great to meet Claire from Glasgow SW Foodbank and hear about how she delivers this service throughout the south of Glasgow every week and it's a privilege to stand alongside her in making a positive difference.'



PROPERTY ONE LIMITED

18 Bogmoor Place
Glasgow
G51 4SN

Glasgow South West Foodbank offer food parcels to help people navigate through crisis. By removing the stress of wondering how they will manage to eat, it allows them to focus that energy on working with services to deal with the underlying issues and allows them some breathing space.

Contact Glasgow South West Foodbank by calling 07437 910115
or via email at info@glasgowsw.foodbank.org.uk

We are very grateful that we were able to use the Community Benefit Contribution from Property One, to donate £1000 each to these vital projects within our communities.

The Cardonald Larder will now be known as the **Cardonald Community Shop**. New members are always welcome so please spread the word!

The shop provides excellent deals on a range of household items such as fruit & veg, fresh meat and dairy, frozen produce, pet food, toiletries, feminine items & much more.

Flat 0/4 12 Swinton Place, G52 2EA

Open Tuesdays 10am-1pm.

You don't need to be a resident of Swinton Place to join, so please share with your friends and family. The more the merrier!



Property one with Claire McCunnie from Glasgow South West Foodbank and Pauline Fletcher, Southside Housing Association's Director of Housing & Communities at our offices.

Here's what the staff at the Cardonald Larder had to say...

"Cardonald Larder has been helping people in the G52 area (and beyond) access fresh, nutritious, and affordable food for two years now. With the help of our wonderful volunteers we are open weekly for the local community to purchase groceries and household essentials at subsidised prices. We are also able to assist members in accessing a range of other services, and hope to extend our reach in the upcoming years. Thank you for your support."

Cardonald Larder "Aiming to reduce the financial pressure on households struggling to pay bills & put food on the table"

✉ elaine@goodfoodscotland.org

🌐 <https://goodfoodscotland.org>



Dolly Parton's Imagination Library

Celebrating 30 Years of Inspiring Young Readers!

This year marks 30 incredible years of Dolly Parton's Imagination Library—a global initiative that has gifted over 200 million books since 1995, sparking a love of reading in millions of children around the world.



We are proud to support this amazing initiative! Thanks to Community Benefit contributions from our contractor **CRD Property Ltd**, we continue to offer free monthly books to our tenants with children aged 0–5 through the Imagination Library.

Each month we currently deliver books straight to the door of 50 children of Southside tenants so they can build their own home library and enjoy quality reading time with family.



If you're a Southside tenant, take advantage of this free gift to your children by signing up using the QR code below or give us a call on 0141 422 1112 Please note: children must reside in the Southside Housing Association property.

Let's celebrate three decades of imagination and literacy—and inspire the next generation of readers, one book at a time!



Celebrating our Differences - Neurodiversity

As part of our commitment to Equality, Diversity and Inclusion, we want to celebrate the differences within our diverse Southside communities. That includes recognising and celebrating neurodiversity. We recently marked Neurodiversity Celebration Week by launching a programme of Neurodiversity awareness training for all of our staff, to help them to understand more about neurodivergent colleagues and tenants and other customers.

What is Neurodiversity?

Neurodiversity refers to the natural variation in human brains, and in how they function, learn and process information. Neurodiversity recognises that there are many different ways for brains to work and that these differences are not viewed as a deficiency but are respected as a normal part of human variation.

The term 'Neurodiversity' covers a range of conditions including Autism Spectrum Condition, Attention Deficit Hyperactivity Disorder (ADHD), Dyslexia, Dyspraxia and others.

Neurotypical v Neurodivergent

Most people are viewed as 'Neurotypical', meaning that their brain functions in ways that are generally considered 'typical.' Neurodivergent individuals have brains which function differently and learn and process information differently from the Neurotypical population. These differences may hold people back from doing certain things but then allow them to shine through in other talents, for example someone may struggle with reading and writing, but excel in creative tasks.

Some Neurodiversity quickfire facts

- Many neurodivergent people have unique strengths and abilities. For example, people with autism often excel at attention to detail and problem-solving, while those with dyslexia may be highly creative and have a knack for seeing things from a different perspective.
- Neurodivergent people have made really important impacts on fields like science, sport, arts and culture and many other fields, notable Neurodivergent people include Albert Einstein, Bill Gates, Olympic gymnast Simone Biles and actors Emma Watson and Ryan Gosling and climate activist Greta Thunberg.
- Neurodiversity is about celebrating differences, not fixing or "curing" them. It recognizes that every individual has unique strengths and abilities, and that these differences should be valued and embraced.

Autism Spectrum Condition

A neurodifference that affects a person's social interaction, communication and behaviour. It is a 'spectrum condition' as it affects individuals in different ways and to varying degrees

Dyslexia

A neurodifference which affects a person's ability to read, write and spell. It is often hereditary and affects people of all ages. It is unrelated to 'intelligence' and dyslexic individuals possess many unique skills and strengths

Dyspraxia

A lifelong neurodifference that affects a person's ability to plan and coordinate physical movements. For some individuals it may affect short-term memory and organisation skills. It is unrelated to 'intelligence' and dyspraxic individuals possess many unique skills and strengths.

ADHD

A neurodifference that affects an estimated 5-10% of children and 4% of adults worldwide. It is characterised by a persistent pattern of inattention and/or hyperactivity/impulsivity which interferes with daily functioning



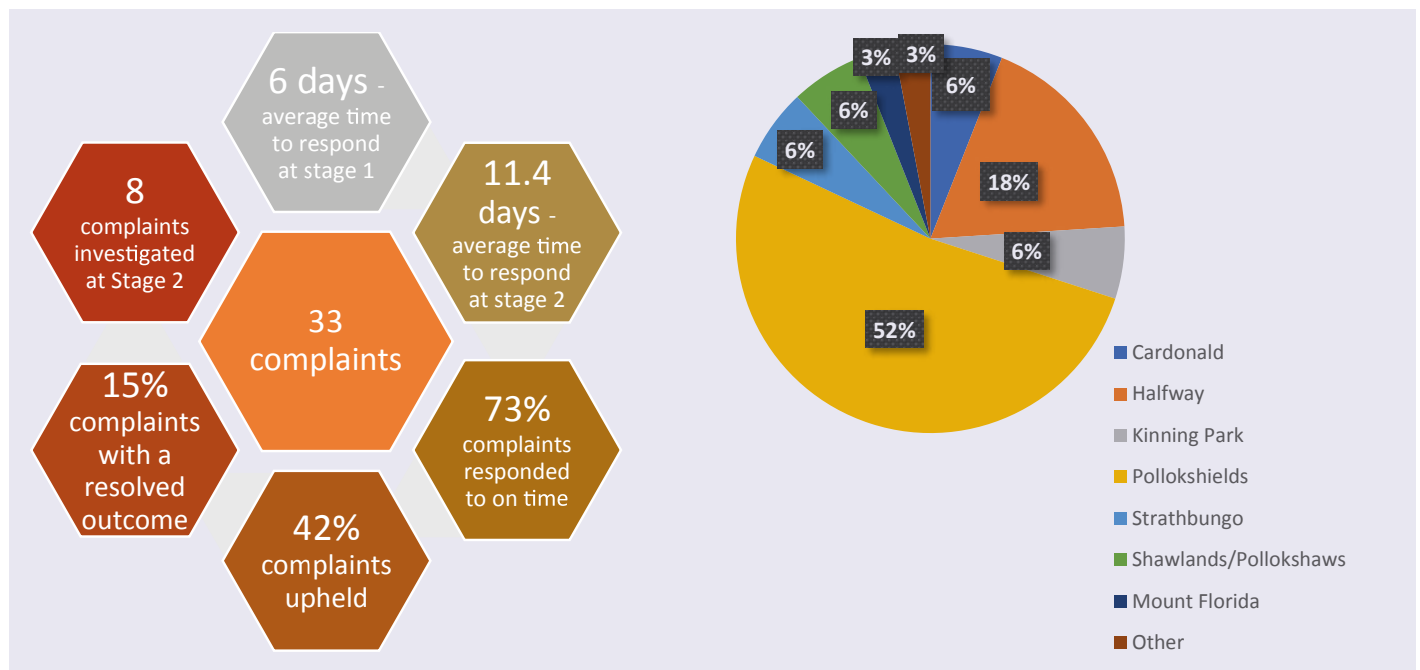
Why your complaints are important to us.

We want to deliver all of our housing and repair services, as well as all of the other things that we do to the highest standards that we possibly can. Occasionally however things don't go as expected or you may be dissatisfied with an aspect of the service that we or our contractors on our behalf have delivered.

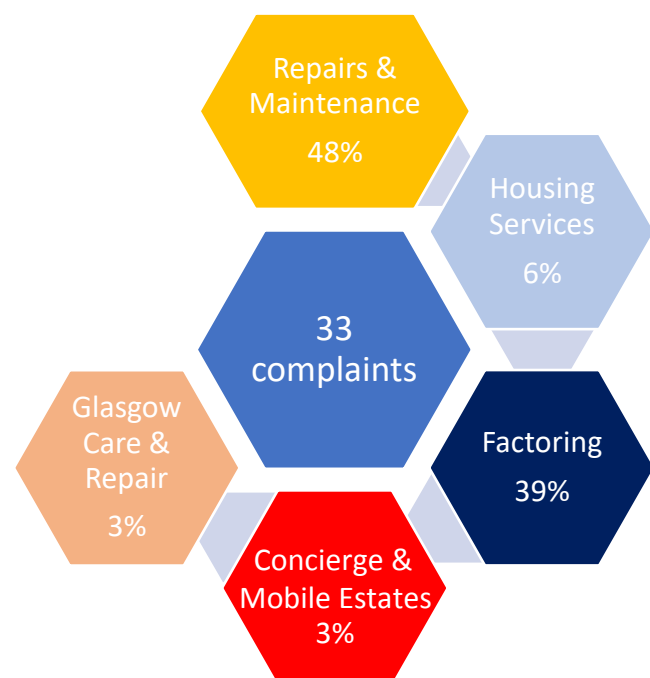
We really welcome your complaints and feedback about our services, and we take them seriously as an opportunity to learn from what we have done, and to improve how we do things in the future.

Here is a quick rundown of our complaints performance in numbers for our Q4 period from 1 January to 31 March 2025.

The services you complained about



What SHA services you complained about



What we are pleased about



We managed to resolve 88% of Stage 2 complaints within 20 working days.



Low number of complaints about our contractors who deliver our repairs and maintenance services.



No complaints were received during Quarter 4 about our subsidiary Southside Lettings (Scotland) Ltd. mid-market rent homes

Where we will focus on improving our performance



reducing the time it takes us to resolve our complaints at the frontline stage



closing more complaints within our target timescales

One of the main reasons why we are really keen to get your feedback on what we do, including when you aren't satisfied with the service we have provided, is that we can use that information to learn and to change how we do things. An example of a change we have made in response to your feedback:



What you have told us

What you have told us	What we have changed
Your Complaints	
An SHA tenant called to report an emergency repair for no lighting within their close. An electrician turned up at 7pm but could not complete the repair as they could not access the key safe code for the service room. The Emergency out of hours line call handlers could not provide the codes.	Our Repairs team have had a review of our process and will ensure that our emergency out of hours team and contractors are provided with key safe codes where required.

How Are We Doing?

We asked: what's important to you in terms of the services we provide and how effective we are at providing them? You said: a good repairs service, ensuring properties aren't left empty longer than necessary and keeping rent arrears low so services can be appropriately funded. Here is a snapshot of how our performance was during the Quarter January - March 2025.

Average time to complete emergency repairs

1.94 hours

Emergency repairs completed within target (4 hours)

99%

Average time to complete non-emergency repairs

4 days



Average days to re-let our homes

14.5 days

Percentage of tenancy offers refused

29%



Current tenant rent arrears as % of gross rent due

4.26%

Rent lost through homes being empty

0.18%



How to buy, charge, dispose and recycle lithium-ion batteries safely

Rechargeable batteries are found in lots of household items such as mobile phones, laptops, e-bikes and e-scooters. Scottish Fire and Rescue Service have shared some useful information about lithium-ion batteries, including how to spot the signs of a damaged battery, and how to safely charge and store batteries.

<https://www.firescotland.gov.uk/at-home/lithium-ion-batteries/>

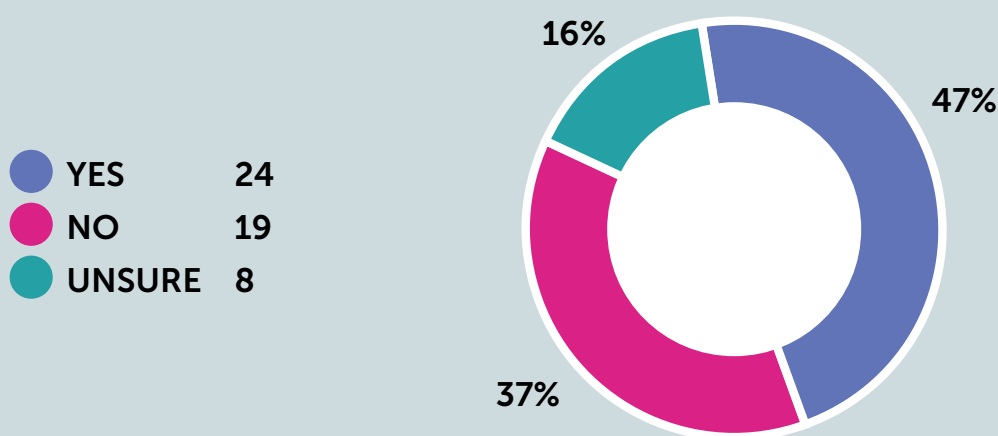


Rent Consultation - Your Feedback

We recently carried out our annual rent consultation exercise, consulting on a proposed increase of 4.2%. We know rent increases are unpopular, and we do try and keep increases as low as possible however we do need to ensure that the income from our rents is enough to cover the costs of the services we provide and improvements to our properties.

We had 51 responses to the consultation, which equates to a 2.2% response rate. This year we asked you if you were clear about what your rent pays for and why it needs to be increased by the proposed amount. 47% of respondents told us that they did, with 37% saying they did not and 16% being unsure.

4. Is it clear what your rent pays for and why it needs to be increased by the proposed amount



We also asked what tenants felt is the most important service that the Association provides, and the most common response was repairs and maintenance services. Customer service and the welfare rights services were also listed as important services.

The consultation also gathered information about what tenants would like to see the Association doing or doing more of and suggestions included –

- Energy advice
- Estate management – ensuring tenants keep bin stores and communal areas clean and tidy
- Play areas for children
- Activities for pensioners
- Digital inclusion

Our Management Committee approved an increase of 4.2% at their meeting on 20th February 2025 which was applied to your rental charge from 28th March 2025.

Thank you to everyone who took the time to complete our survey, we have now responded to any individual questions or issues raised.

Welfare Rights & Advice Team



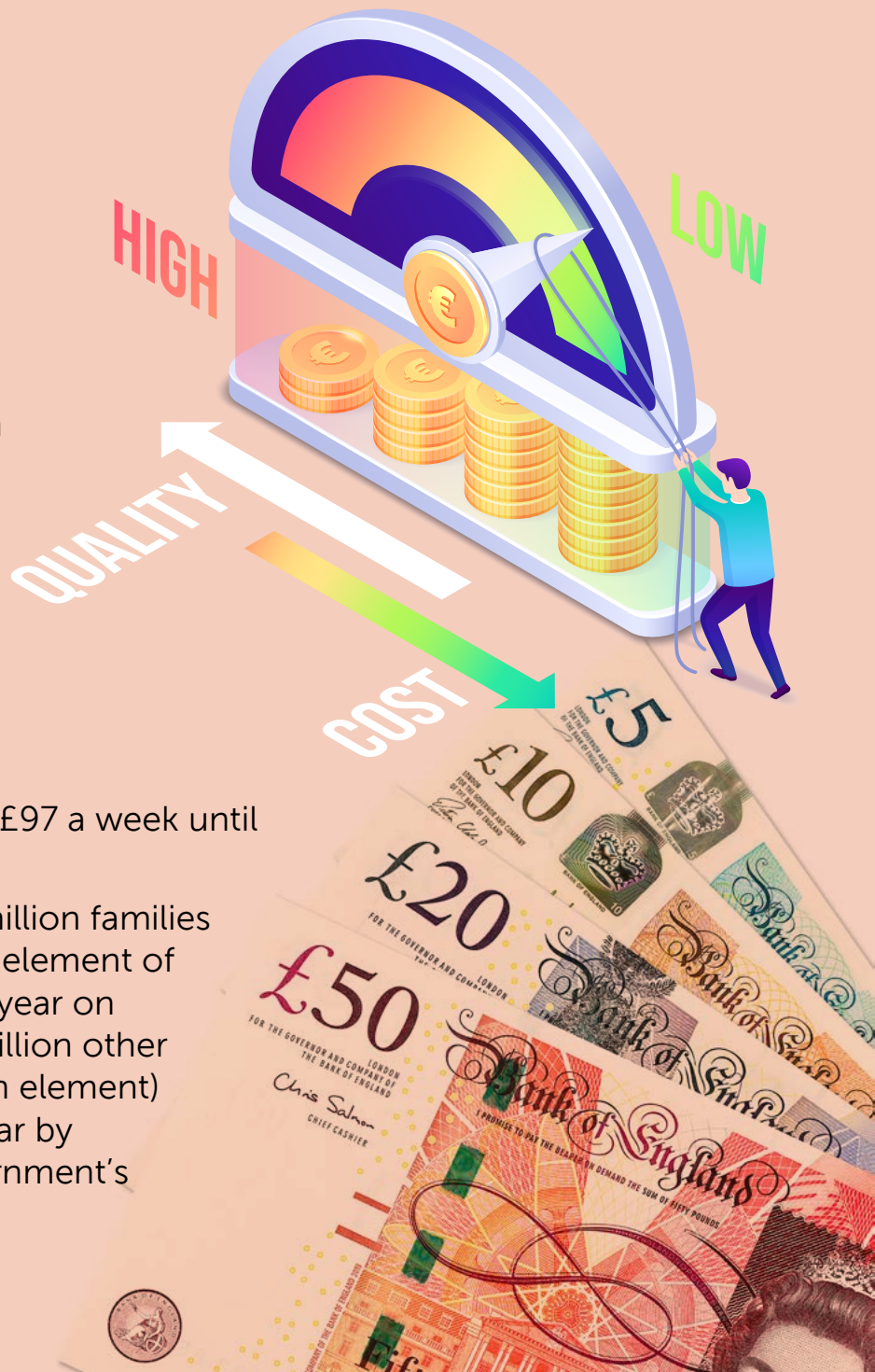
Here's what's happening with Universal credit:

1. From April 2026, the standard allowance (the basic amount you get) will rise for new and existing claimants. The rate for a single person aged 25 or over will rise from £393.45 per month to £400.14 per month in 2025/26. The rates will continue to increase and will reach £459.33 per month by 2029/30.
2. The health addition (Limited Capability for Work and Related Activity LCWRA) which you get if you can't work because of sickness or disability, will change as follows:
 - a) For **NEW** claimants, from April 2026, this element will be almost halved, from £97 a week in 2024/25 to £50 a week in 2026/27, and then frozen at this level until 2029/30.

However, the Government says that those with the most severe, life-long health conditions – who have no prospect of improvement and will never be able to work – will “see their incomes protected through an additional premium”.

- b) For **EXISTING** claimants, the health element will be frozen at the current rate of £97 a week until 2029/30.

These changes mean that 2.25 million families who currently receive the health element of Universal Credit will lose £500 a year on average by 2029/30, while 3.9 million other families (who don't get the health element) will gain an average of £265 a year by 2029/30, according to the Government's own analysis.



Work Capability Assessment to be Scrapped

The test which determines someone's eligibility for the health element (LCWRA) of Universal Credit will be scrapped in 2028.

The Government plans on a new single assessment, based on the existing system for Personal Independence Payments – this will consider on the impact of disability on daily living, not on capacity to work.

Personal Independence Payments (PIP) and Adult Disability Payment (ADP)

As PIP has been devolved to the Scottish Government and replaced by ADP in Scotland, currently claimants are not affected. However, this may change due to cuts in funding received from the UK Government to provide welfare in Scotland.

A new 'Unemployment Insurance' benefit will be established

This would be a new non-means tested entitlement "for people who have contributed into the system".

The plan would be to combine the contribution-based Jobseeker's Allowance (JSA) and Employment and Support Allowance (ESA) into a single new, time-limited benefit, paid at the current ESA rate of £138 a week.

People claiming this would be expected to actively seek work, with accommodations for those with work-limiting health conditions, the Government says.

Establishing a 'right to try work' principle in law

According to a survey by DWP, over half of people claiming Universal Credit or Employment and Support Allowance (with no work-related activity requirements) said they felt worried that they would not get their benefits back if paid employment didn't work out.

The Government says that it will introduce legislation "as soon as possible" to guarantee that trying work will not trigger a reassessment for those claiming.



Managed Migration to Universal Credit. Get Help from our Welfare Rights Service.

If you are under State Pension age and still in receipt of Housing Benefit. You will shortly receive or have already received a letter from the DWP advising you need to make a claim for Universal Credit

This is because legacy benefits are being phased out and replaced by Universal Credit. The letter from the DWP should advise you of the date that you need to claim Universal Credit by, to ensure that you do not get less on Universal Credit than you did on your old benefits.

The following benefits are ending and are being replaced by Universal Credit:

- Working Tax Credit and Child Tax Credit
- Housing Benefit
- Income Support
- Income-based Jobseeker's Allowance (JSA)
- Income-related Employment and Support Allowance (ESA)

To continue getting financial support, you must claim Universal Credit by the deadline date in your letter.

Our Welfare Rights Officers can:

- Check your current benefits are correct and calculate if you are entitled to any Transitional Protection (protection if your current benefits are more than you are entitled to under Universal Credit).
- Assist you to make a claim
- Provide guidance on using your Universal Credit account
- Check the award you receive is correct
- Provide ongoing support with your claim.

Contact us for an appointment:

Email: **advice@southside-ha.co.uk** or complete the form on our website

[https://southside-ha.org/welfare-benefit-money-advice-service-/](https://southside-ha.org/welfare-benefit-money-advice-service/)

Or call **0141 422 1112**



Our contractor Alwurk Electrics provided a fantastic Community Benefit donation of £5000 to provide starter packs to new tenants of Southside Housing Association who have come from homeless backgrounds. Provided by Glasgow Starter Packs, they are a great way to help tenants set up home. 15 new tenants have benefited so far.



Staff from Alwurk Electrics with our Welfare Rights Officer, Kevin

WHAT GOES INTO A STARTER PACK?

DUVET, PILLOWS, COVERS, SHEETS AND PILLOWCASES.
BLANKETS. KETTLE AND TOASTER.

A MINIMUM OF 4-PLACE SETTINGS OF CROCKERY,
CUTLERY, MUGS AND GLASSES. KITCHEN UTENSILS.
POTS, PANS AND OVEN DISHES. TEA TOWELS AND CLOTHS.
STORAGE CONTAINERS. BATH TOWELS, TOILETRIES AND
CLEANING PRODUCTS.

A VOUCHER FOR OUR TWO MAGPIE SHOPS.



Reminder - The Radio Teleswitching Service (RTS) is closing in June 2025

Radio Teleswitch is the device electricity suppliers use to remotely switch large numbers of electricity meters between different tariffs. Radio Teleswitch is also known as RTS.

RTS is used for some traditional multi-rate meters and was designed to support those who use electricity for their heating and hot water. This may include those who use electric storage systems, panel heaters or immersion heaters in water tanks – some of which typically charge up overnight.

If you have this set-up, your heating and hot water is likely to be controlled by a radio signal which tells your storage heaters when to charge and when your hot water heater should switch on.

The system that controls the teleswitch signals is due to close on Monday 30 June 2025. Your electricity supplier may already have been in touch asking you to change your meter. If not then, please contact your energy supplier to check if your meter needs replacing.

Your electric storage heating and hot water could stop working if you do not have your radio teleswitch meter replaced before the radio frequency is turned off on 30th June 2025.

If you are a **Scottish Power** Customer, you can email them on:

smartservices@scottishpower.com.

For more information you can also visit the following websites

- Ofgem
- Citizens Advice
- Energy Networks Association



Southside Systems Continue to Improve

Following the article in the last edition of the newsletter, we can announce that we are one month away from going live with our new housing and repairs system.

Here is the likely schedule and how it will affect our customers:



- Waiting list will move on line from June. All new applicants will be asked to complete an online form. If you will struggle with this, then you can contact the Allocations Team who will assist. More information is available from our website and from a leaflet you can request from the office.
- We will be launching a new Customer Portal on 1st August 2025. It is currently in testing with some customers to ensure it is working for you. We will then contact all customers with information on how to sign up.
- Our staff will start to bring tablets into your home as they can access your details outwith the office. This will assist with us chatting about your home, your rent, your repairs and your complaints.

Property Services News

Drone Pilots at Southside

Congratulations to 3 of our Property Service Officers Shaun O'Hara, Sean McCann and Liam Quinn on receiving their commercial drone pilot licence.

Obtaining a drone pilot license can significantly enhance your capabilities in conducting repairs, particularly in hard-to-reach or hazardous areas. With a licensed pilot status, you are authorized to operate drones legally and safely, ensuring compliance with regulations and minimizing risks. This credential allows you to utilize drones for roof inspections, enabling you to identify repair needs at height that would otherwise be inaccessible or dangerous. By streamlining the inspection process, a drone pilot license not only enhances the efficiency and accuracy of repairs but also reduces the need for costly equipment like scaffolding or cranes, ultimately saving time and resources.



Gutter Cleaning 2025

After a successful procurement exercise Ramora Facilities Support have been awarded the gutter maintenance contract. Ramora will carry out annual gutter cleaning and minor repairs when required.

Gutter cleaning started on April 1st 2025 and will continue across our stock until completion of all required gutters.

We're looking forward to starting the partnership and developing a productive working relationship.



History Corner

Celebrating 66 years of Moss Heights – a history in 6 facts

- Moss Heights in Cardonald was Glasgow Corporation's first experiment in the use of high rise flats for families.
- It was built in the early 1950's, with the build being finished in 1954. It was seen as the height of luxury because it had central heating.
- It had a "starring" role in an information video in the mid 1960's promoting family living in the new multi storey flats, view here:-
https://youtu.be/OzMeb-x9Ewg?si=ZJcBjpiqhA_Nzjmd
- And a further role in the film "An Englishmen Abroad", a 1983 BBC drama about the spy Anthony Burgess. Moss Heights was used as Burgess's Moscow Apartment. In 2000. the drama was listed as number 30 in British television top 100 dramas, hopefully helped by Moss Heights role!!
- There are a few famous faces who grew up in Moss Heights including renowned advocate Thomas Ross KC and actor Peter Mullen.
- In recent years, millions have been spent on the upgrade of the blocks and the exterior where a tiered outdoor space has introduced much more space to play and relax.



1955 photo courtesy of Partick Camera Club.

Family Activities in & around Glasgow

Kelvingrove Art Gallery and Museum

Explore an extensive collection of art and artifacts in this iconic museum, which is free to the public.

Glasgow Botanic Gardens

Stroll through beautifully landscaped gardens and visit the historic Kibble Palace glasshouse which is free of charge.

Glasgow Science Festival

Held every June will be back from the 5th - 15th June with the theme Glasgow Celebrates in venues across Glasgow. Free for everyone to enjoy.

Victoria Park and Fossil Grove

Enjoy the park's amenities and visit the Fossil Grove, home to fossilized tree trunks around 330 million years old

Glasgow Mela

The Glasgow Mela, Scotland's biggest multi-cultural festival of music, dance and arts returns to Kelvingrove Park on Sunday 22nd June!

Riverside Museum Discover

Glasgow's rich transport heritage through interactive displays and historic vehicles at this free museum.

Hunterian Museum

Scotland's oldest public museum, offering fascinating exhibits ranging from scientific instruments to ancient artifacts.

Glasgow Science Centre

Offers interactive exhibits and educational programs suitable for children, providing a fun learning environment. Prices starting around £11.50 per child and £14.75 per adult.

Glasgow Green

Enjoy outdoor activities in Glasgow's oldest park.

Glasgow Climbing Centre

For active kids, this centre offers climbing walls suitable for beginners and experienced climbers alike. Prices starting around £9 for kids and £12 for adults.

Rouken Glen Park

This Park is one of the main tourist attractions within East Renfrewshire and is a fantastic, family friendly, greenspace which hosts a number of events through the year.

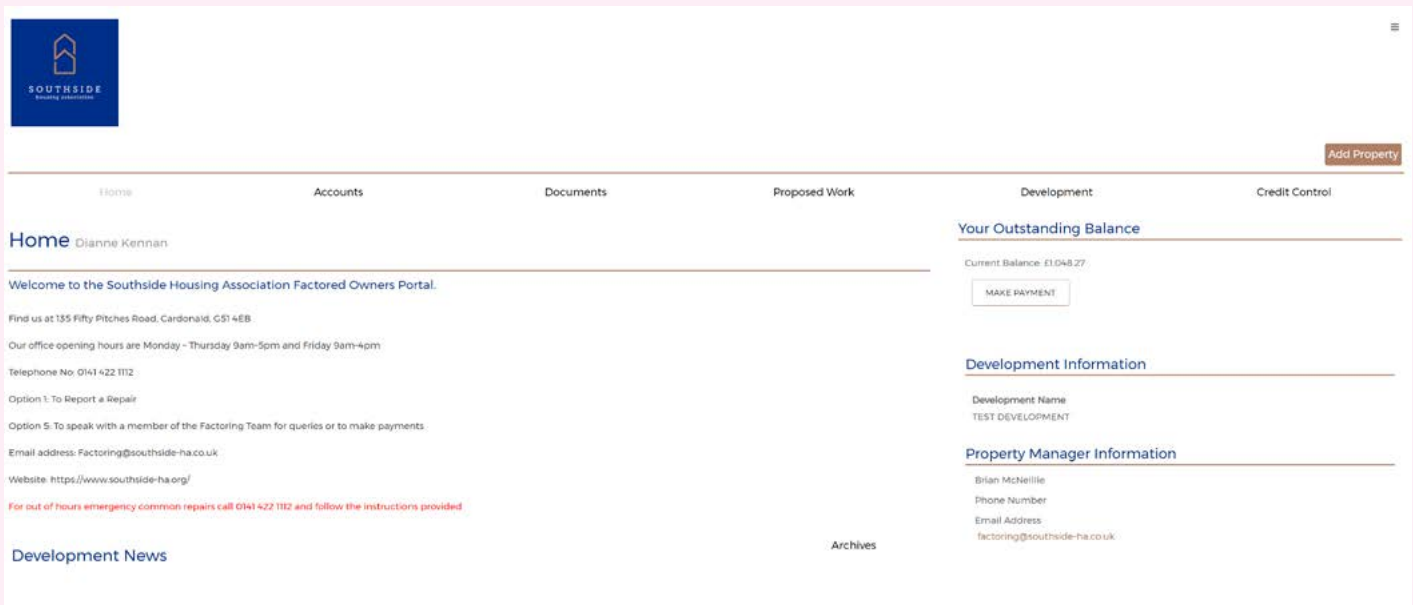
Glasgow Police Museum

The Museum of Britain's first police force 1800-1975.

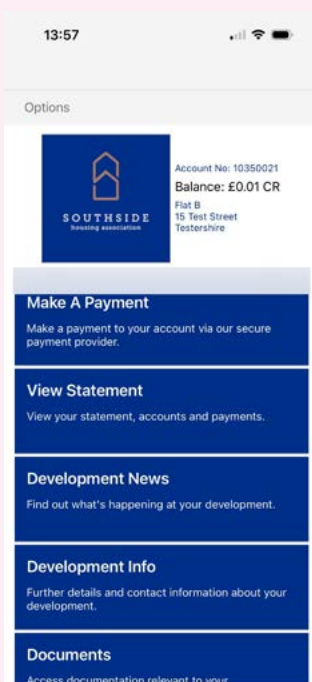


Factoring News

Our mobile app and web portal are now available. If you haven't already, please call us on 0141 422 1112 option 5 or email factoring@southside-ha.co.uk and one of our team will update your email address on your account and provide log-in details.



Here's some feedback from customers already benefiting from the mobile app and portal



I can use the portal on both my laptop and phone so can access my account from anywhere

I can make payments when it suits me and keep track of my balance

A mobile app is really handy, it's what I use to manage my bank account and other services

It gives me more control over accessing invoices and communications

I work shifts and can't always call the office, so this is great for me!

Once you have your log in details for the portal, you can also access the mobile phone app which can be downloaded from where-ever you access apps, just search for SHA Factoring. The app is compatible with iPhones and Androids which allows access to your account on the go from anywhere!

We have helpful tutorial videos available to watch on our website.

They can be accessed here:

<https://www.southside-ha.org/owners-portal-and-app---a-guide/>

UP TO DATE CONTACT DETAILS

It is important you inform us if you have changed any of your contact details such as your mobile number, email, or correspondence address. This allows us to contact you when necessary, provide important updates or changes impacting your service.

Our Team are available Monday - Thursday 9am-5pm and Friday 9am - 4pm

☎ **01414221112** Option 5 or ✉ **factoring@southside-ha.co.uk**

CHANGES TO PAYMENT METHODS

Customers are reminded that ALLPAY is no longer an accepted payment method.

The following other methods are available:

Debit/Credit Card: Via the portal or app, alternatively call us on **0141 422 1112 option 5** and have your card details to hand.

BACS Payment: Name of Account: SHA Factoring

Sort Code: 800767

Account Number: 00781691

ALWAYS REMEMBER TO REFERENCE YOUR PAYMENT USING YOUR CUSTOMER ACCOUNT NUMBER WHICH IS SHOWN ON YOUR INVOICES!

Cash OR Cheque: Payable at our main office located at 135 Fifty Pitches Road, Cardonald, Glasgow, G52 4EB

FACTORING DEBT RECOVERY POLICY

As you will be aware from recent correspondence, there has been an amendment to the Written Statement of Services in respect of the debt recovery policy. This document is also available via the online portal and our website.

Our Factoring Team have started debt recovery activities for customers who have outstanding balances on their account. We understand that the current climate poses financial challenges for many, and we are more than happy to discuss your account and the payment plan options which may be available to you. We would therefore urge customers who receive arrears letters to contact us immediately to open this discussion, as failure to do so may result in additional charges being added to your factoring account.



Our Property Services Team

We wish Bill Lynch all the best as he begins his new role as Service Contracts & Compliance Officer, taking over from Kathy McLeod. Bill has worked within the Repairs & Maintenance Department since joining the Association in 2022 and is looking forward to the challenges this new role will bring.



In March we said farewell to our Service Contracts Officer Kathy McLeod. Kathy worked for the Association for 31 years, she joined in 1994 and had a variety of roles during her time at SHA. Kathy will be greatly missed. We wish Kathy a happy and healthy retirement.

In March also leaving us was John McAlaney, property services officer. John has recently moved to a new post within Hillhead H.A. We wish John the best of luck in his new role.



We welcomed another new addition, Jim Williams taking over the role of Maintenance & Voids Manager on May 14th.

We welcomed Steven Hammell who joined our Repairs & Maintenance Team as a Property Maintenance Officer on May 12th



Meet the Property Services Team



Jim Williams - Maintenance & Voids Manager

I am excited to be joining the team at SHA from Queens Cross HA, I bring over 20 years of experience in reactive repairs and maintenance and am looking forward to a new challenge.



Steven Hammell – Property Services Officer

I have only just joined SHA, my first role in social housing, however I bring extensive technical knowledge and transferable skills from previous roles as well as lots of enthusiasm.



Shaun O'Hara – Property Services Officer

Working in the Repairs Department at Southside Housing Association as a Property Services Officer is both dynamic and rewarding. The team operates with a high level of efficiency and dedication, consistently striving to deliver timely and effective maintenance services to tenants. It is a fast-paced environment where hard work is matched by a strong sense of teamwork and collaboration. The department benefits from a diverse wealth of knowledge, with staff bringing varied experiences and specialisms that contribute to innovative problem-solving and excellent service delivery. This combination of commitment, expertise, and diversity makes it a fulfilling place to work.



Liam Quinn – Property Services Officer

Since July 2024, I have been working as a Property Services Officer for Southside, managing day-to-day repairs. I also oversee void works in my area, making sure homes are ready for new tenants as quickly and efficiently as possible.



Cheryl Burns – Repairs Co-ordinator

I have been working in the housing sector for 19 years. I joined Southside Housing Association in 2008 as a receptionist. In 2011 I moved into the newly restructured repairs team following two stock transfers. My role then changed to the Repairs Co-ordinator within this role I supervise the repairs/ property assistants. We are a busy team that carry out a range of tasks including raising repairs and maintenance inspections, processing contractor's invoices and processing insurance claims. We are also responsible for arranging annual gas service checks and periodic electrical testing which is a vital part of the role to ensure tenants can live safely in their homes.



Deborah McAreavey – Repairs Assistant

I have worked at SHA for over 2 years. My main responsibility is making sure all the Gas Services are complete and within the correct timescale ensuring all our homes and tenants are safe. I do enjoy my role and engaging with our tenants.



Maureen Faulds – Repairs Assistant

I have worked within the Social Housing Sector for 43 years and joined Southside Housing Association 7 years ago as a temporary member of staff. I deal with the day to day raising of repair job lines by communicating with residents and contractors. I enjoy the variety of the job and working within a team.



Gayle Nugent Breslin – Property Services Assistant

I joined Southside Housing Association in August 2024 as a temporary member of the repairs team. Social housing is a new sector for me, my background is in the arts, co-ordinating community programmes and teaching. I log work's orders, coordinate contractors and follow up if necessary. I enjoy the variety and the challenges. I am fortunate to be working alongside a hugely knowledgeable, friendly, and skilful team. I like to think I am making a positive difference, even in a small way.



Sandra Thomson – Repairs Assistant

I have been in Housing for 21 years and have carried out several roles within that time, Housing Assistant, Investment Officer, and my current role is now in Maintenance & Repairs. I carry out invoicing, take calls and raise jobs to our contractors for repairs.



Shabana Kouser – Repairs Assistant

I have worked for Southside Housing since 2006. During my time with the Association I have spent many years working within the community, supporting vulnerable tenants sustain their tenancies. In 2024 my job changed and I joined the Repairs team as a Repairs Assistant. This has been a complete change for me but an enjoyable change, learning the new role and continuing to work with our residents to maintain their homes.



Andrea McLean – Repairs Assistant

I have worked with Southside Housing Association since June 2021, I came to the newly created Customer Service Department after coming from a local authority with 8 years' experience. I was responsible for taking all incoming calls for the association but since April 2024 my role changed to become a Repairs Assistant. In this role I take all incoming enquiries relating to repairs which I really enjoy. It is more specialised, and I am gaining exceptional technical knowledge to better assist our tenants. I enjoy working for Southside as each day is varied and you get to help tenants feel safe and secure in their home.



Fauzia Jubbein – Repairs Assistant

I have been part of the association since 2017 and started through PATHs, an organisation that Southside Housing Association supported to take on traineeships for the BME community. I am currently part of the Property Services Department and can be found at our Shields Road office on a Monday. I am bi-lingual, can speak Punjabi and Urdu which helps me to connect with our diverse customer group.



Sonia Mehmi – Asset Management Officer

I have been with SHA since 2003 and have worked in various roles within the Repairs and Property Services Team. I now work as an Asset Management Officer responsible for delivering effective, efficient, and legally compliant planned and capital works programmes. I also assist the Association with the development of the Asset Management Strategy and delivery of Investment programmes to ensure the Associations stock complies with statutory Scottish Housing Quality Standards and EESSH standards to provide well maintained and energy efficient homes.

I can speak Punjabi, Hindi and Urdu Languages which help me to communicate with the diverse community members of Southside HA.



Nadia Simonetti – Property Services Assistant

I am new to the housing sector and started working with SHA in December 2021. I started in the Customer Service Department, quickly moving into the Repairs Team and from there to the Investment Team in May 2023 as Property Services Assistant. I am responsible for liaising with both tenants and contractors during our investment projects including new heating installations and new kitchen installations. My favourite thing about working in housing is the variety of the job and being part of a team that are constantly improving resident's properties and homes.



Bill Lynch – Service Contract and Compliance Officer

Working as a Compliance Officer at Southside allows me to ensure policies and regulations are followed to protect tenants and the organisation. The role is a blend of problem solving, attention to detail and the opportunity to learn about changes in legislation, compliance, and best practice. It is rewarding to know my work helps to maintain a safe and compliant environment for residents and supporting the overall mission of providing affordable housing in a responsible and effective way.



Linda Torrance Devers – Service Contracts Assistant

Service Contracts oversee various health and safety maintenance contracts including Fire Safety Systems, Water Hygiene and Legionella Monitoring Schemes, Commercial Gas Heating and Hot Water Systems and Lifts. We ensure all assets are maintained improved where necessary and achieve full compliance in line with legislation and best practice guidelines.

Investment News

Lift Upgrade Works have now started at 20 & 120 Moss Heights Ave.

Why are we modernising the Lifts? They are beyond their serviceable life expectancy and need to be upgraded. The aim of the lift upgrade is to improve lift safety, reliability, energy efficiency and aesthetics, reduce lift breakdowns and downtime, and to be compliant with current lift regulations and standards.

How long will the work take? Average time for the upgrade work is approximately 16 weeks per lift, depending on various factors such as material availability and delivery, site set up, access and any unforeseen construction issues.

During the works, please keep landings clear of all belongings to ensure no damage to property and no health and safety hazards.

Please be aware of workmen and heavy machinery on and around the site. Please keep children away from the works for everyone's safety. Please also be considerate when parking.

Lift upgrade works scheduled Start Dates:

40 & 100 & 160 Moss Heights Ave	2025-2026	Proposed Start Date - 28 July 2025
60 & 140 & 220 Moss Heights Ave	2025-2026	Proposed Start Date - 05 January 2026
80 & 180 & 200 Moss Heights Ave	2026-2027	Proposed Start Date - 25 May 2026

Please note that all dates are subject to change.

20-180 MHA -

Fire paths on 7th & 3rd floors can be used to access the lift in the neighbouring building.

200 MHA -

Fire paths on 6th & 2nd floors can be used to access the lift in the neighbouring building.

220 MHA -

Fire paths on 8th & 4th floors can be used to access the lift in the neighbouring building.

Please be respectful when using the fire paths as they run past others homes.

FOBs will be reprogrammed to allow access into neighbouring buildings.

The Concierge Service can be contacted for day-to-day assistance on 07786 375816. They are on site daily from 8am-8pm.

Please complete the survey previously sent advising SHA of any mobility issues you have, alternatively please scan the QR code below and thank you in advance for your cooperation.



Close Painter Works have now been completed. With many of our residents who responded to the customer satisfaction survey being very satisfied with their newly painted close.

Very satisfied.
No inconvenience
whatsoever.
Great job.

Makes the close
look so much
bigger/wider.
Like the 2
colours.

I have nothing negative to
say as the contractors made
the entire process as easy as
possible with minimal disruption
to me.



The Common Landlord Electrical Systems & Internal Stair and Emergency Lighting

Works have re-started and have now moved to the new phase at St. Andrews Drive and Crescent.

The works comprise of the removal and replacement of the existing mains switchboards. The replacement of common area lighting and emergency lighting including distribution boards and cabling.

Our contractor, A. Alexanders Group, will be working in common areas, lobbies, bin areas and stairs. At points, there will be some disturbance to common services such as the door entry system, lifts and lighting. These will be minimal, however, the contractor will notify all residents in advance of any planned shutdowns.

If you have enquiries about these or any investment team works, then please contact

Nadia Simonetti or Sonia Mehmi on ☎ **0141 422 1112**.



Kitchen Replacement Works are ongoing and will soon be moving to the new phase at St Andrews Drive. Our contractor has successfully installed over 100 kitchens in the Hartlaw/Chirnside area and many of our residents are very satisfied as shown from their feedback below.



Upcoming Investment Works

Heating and Hot Water System Replacement (2025–2027)

We are planning essential upgrades to the heating and hot water systems at the deck access properties located in Hartlaw Crescent, Chirnside Place, and Paisley Road West. These improvements are scheduled to take place over two financial years, from 2025 to 2027.

The project is currently at the options appraisal and procurement stage. Once a contractor is appointed, we will arrange resident consultations to share the programme of works, discuss access arrangements, and answer any questions you may have.

Benefits of the New Heating System:

- Improved energy efficiency, helping reduce energy bills.
- Off-peak electricity charging, lowering operating costs.
- Timer controls, so heating is used only when needed.
- Temperature controls, for consistent and comfortable room conditions.
- Enhanced water pressure at hot taps.

Flat Windows, Common External Doors and Window Replacement Works 2025-2026

We will be replacing the windows to individual properties and common area windows and doors at 55/57 Nithsdale Drive and 10 March Street, Pollokshields. Following a recent tender exercise, we will be carrying out over £421,000 of investment works to this block which required planning permission from Glasgow City Council, as the block is located within the Strathbungo Conservation Area. The contract has been awarded to CCG Scotland, and we will be in contact with our residents to confirm the process which will include a pre-start survey being undertaken, at which, the contractor will explain the extent of works and programme with the household involved.

Gas Boiler Upgrade Works (2025-2027)

We have a gas boiler upgrade programme for the coming years with over 200 replacements being planned. The sites in this programme include Pollokshields and other stock in Southside. This Project is at the pre procurement stage, and we will shortly be appointing a contractor. We will contact the tenants of those properties involved prior to a pre-start survey being undertaken.

If you have any questions or would like more information about planned investment works, please contact the SHA Asset Management Team at ☎ **0141 422 1112**.

Photography Competition

Following the success of our competition last year, we are once again looking for photographs of your local area.

Are you a tenant or factored owner of Southside Housing Association with a passion for photography or just capturing interesting scenes with your phone? We are keen to see the bits that you are proud of or make you happy, a quirky aspect of a building or a park. We are not looking for people shots, this is about your environment, the area you inhabit, the building you live in. Do you have a beautiful old tenement close that you want to show off, or is there a park beside you that you enjoy spending time in?

There will be three winners, and each will have their photo immortalised on a good quality canvas for you to hang on your wall. Southside Housing Association would also like to use the best shots to create pictures for hanging around our office to show off to visitors.

There are a few rules. These are listed on our website, where you can also upload your photographs. Each person can submit up to 3 photos. The closing date is 31st July 2025, and the winners will be announced mid-August. To give you some inspiration, below are our runners up and winner from last year, good luck and happy snapping!



1st Prize



2nd Prize



3rd Prize



Commended

Bulk Uplift Service

Did you know Southside Housing Association provide a FREE bulk uplift service to our community?

If you have any bulk items to be uplifted, or are aware of any that need to be removed in your area, please contact us on ☎ **0141 422 1112** or ✉ **csd@southside-ha.co.uk** providing:

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

We will collect items such as household furniture and other items that will not fit in a normal household waste bin. We will not collect items such as rubble, builders' materials, or supermarket trolleys. Please call or email us if you are unsure.

Please be aware, via the Scottish Environmental Protection Agency & Glasgow City Council, we have been instructed to follow new guidance regarding how we manage our bulk uplifts.

Our customers will often leave out several different items such as sofas, beds, cushions, bean bags, wardrobes, drawers, tables etc. Previously we could uplift all these items together and dispose of them at our Council waste facilities, however we are now required to separate these items and dispose of them into different areas at the Council waste facilities. For example, soft items such as mattresses, cushions etc. cannot be disposed of together with bed frames, wardrobes etc.

So, what does this mean for tenants and residents?

We require customers to continue to request for items to be uplifted as normal, however where there are a mix of items that cannot be disposed of together then we will do two separate uplifts to allow us to keep the items apart. Therefore, please don't be concerned if you see us only lifting some items, we will be sure to come back for the remaining items at a later point.

We must follow these new procedures to avoid any penalties for mixing up items and to ensure we are helping the city meet its environmental standards.

Thank you for your patience while we adapt to this new process.

Mobile Team Services

We have been reviewing how we deliver our mobile estates services, such as close cleaning, bulk uplifts and landscaping works. As a result, we are in the process of procuring our close cleaning services and some of our landscaping services, and once this is complete you will see external contractors delivering these services. Our bulk uplift will remain a service delivered internally by Southside staff. In the meantime, we may not be able to provide the level of service that we want to offer, or that you expect. However, we expect this to improve in the coming weeks, and we really appreciate your patience in the meantime.



Development Update

84/86 Craigie Street

The Association owns 16 flats in the tenement building at 84/86 Craigie Street in the Strathbungo area. The tenement building is listed Category 'B.'

Located within the ground floor is the former 'Craigie Street Police Station' which the Association acquired with grant funding from Glasgow City Council in March 2023.

The Association appointed MAST Architects who have designed the conversion which can accommodate 3 flats which will deliver 2 x 1-bedroom flats and 1 x 2- bedroom flat.

Grant funding has been provided from Glasgow City Council for the conversion works which are likely to start in June 2025.



Halfway Park Upgrade

The Association has embarked on a programme of remedial works to repair and upgrade part of the drainage system to the pitch and trampoline area.

Unfortunately, this will temporarily suspend the use of the trampoline and pitch areas which have been fenced off since April 22nd until 15th July 2025.

We apologise for any inconvenience this may cause.



Pollokshaws Road

The development at 640 Pollokshaws Road is on site and will provide 50 new homes for social rent.

The project, which initially saw ground preparation works underway in early 2024, has experienced delays due to additional site investigation information being requested by GCC. Works restarted on site on 17th March 2025 and are now expected to be completed by late 2026.



Arrears & Evictions

As a Registered Social Landlord and a charity – tenants rent money is the main source of income for Southside Housing Association. Rental income is what pays for all the services we provide including reactive repairs to the properties and communal areas; investment work and planned maintenance upgrades to different components like kitchens, bathrooms, windows and boilers; our mobile estate and site concierge teams; welfare rights and money advice services; our neighbourhood and tenancy management services; and various events provided by the Community Initiatives team.

When rent goes unpaid, this seriously impacts upon our ability to provide the above services to you, our tenants and communities. This is why we need to take outstanding rent debt very seriously, and when tenants aren't taking meaningful steps to address any outstanding monies owed, we must take debt recovery action to recover the existing debt and prevent it from increasing further. This action will include court proceedings and in the most serious cases, eviction and the loss of someone's home and tenancy.

Since March 2024, we have carried out 5 evictions due to unpaid rent and we currently have a further 12 court cases ongoing.

Eviction is always a last resort for us and in most cases, this can be avoided where tenants work with us to resolve issues with their rent account. Our Housing staff will contact anyone who goes into arrears or is not paying their rent. As the tenant however, it is also your responsibility to ensure you don't owe money on your account – this is regardless of whether you pay your rent directly, or get help to pay this through benefits. Our staff can talk

to tenants about any issues with payment, make referrals to our welfare rights and money advice services, link tenants into other help which may be available like charity assistance, and if required agree a plan to help tenants pay off the debt to us, the landlord. We will try to make any repayment arrangements affordable however, they must be meaningful and ensure debt is paid off within a reasonable timescale. We will also frequently review repayment arrangements even when they are being maintained, to try and help tenants get out of debt quicker. If you are worried about paying your rent or struggling with your payments, please contact the Housing team right away so that staff can work with you to prevent issues from growing or help you to resolve them as early as possible.

We have a welfare rights and money advice service who can assist with ensuring all tenants' income is maximised through benefit entitlement and earnings from any work. They can offer assistance with a benefits assessment, a new claim or any issues you may be experiencing with an existing benefit. They can provide money and debt advice where there may be multiple debts within a household. We also have energy advisers who can help you with utility debt, advice on efficient use of your gas and/or electricity and help ensure you are on the most competitive energy tariff for your needs.

Your rent must be a priority. Where you owe rent arrears, you should prioritise this over other debts as failure to pay may result in the loss of your home. When we take action to evict someone from their tenancy, we are under no obligation to rehouse them and they will become homeless.

Gardening Top Tips

Make your summer colourful with planters

Written by an enthusiastic amateur gardener/staff member

Planters can add instant colour to any garden or balcony. And at the same time, can be planted to ensure flowering throughout the year. They can be cheap and very cheerful or can be a longer term investment with plants that will last many years.

Only got a small space?

Try small pots with an individual geranium in each. They will grow quickly and can look lovely either sitting in a row or grouped together.

At this time of year, you will get many bedding plants that only last a year but give an instant flower hit. Some people like to stick to the same colour – all yellows, all pinks – but for full on colour, mix and match. Some garden centres offer a pack of bedding plants that can be planted together – a few flowering plants, a foliage plant and one that will trail over your pot. These help when you are scratching your head about what to choose or just don't know enough about plants.



You will need a bag of compost – preferably peat free and pot or pots. And your pots will need holes if they are outside. It allows water and rainwater to run through without drowning the plant.

Pots can get expensive, so why not try a few “free” options – a few washed out and de-labelled tins with a few holes punched in the bottom (wear gloves and watch for sharp edges) will take a single pansy or other small growing flower. Or use an old clean bucket – the plastic will soon disappear under your trailing plants. Old watering cans can look rustic and fun. Or look for cheap plastic pots that mimic more expensive pots. There are some really good examples in the shops.

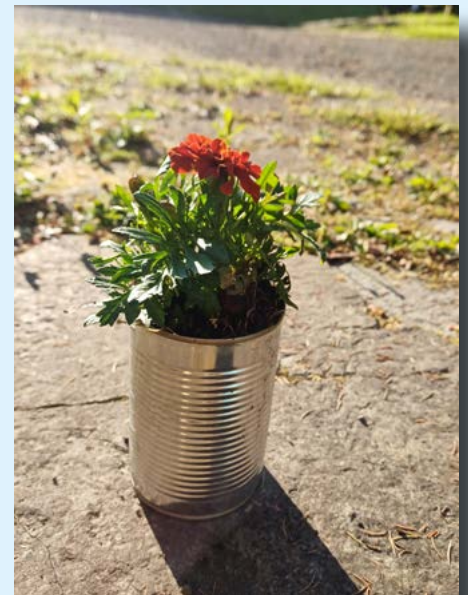
And if you fancy growing seeds, always check the back of the packet to see what seeds can be put out for the time of year you are planting. For example, you can get packets of mixed salad leaves that can be grown and cropped throughout the year. And some herbs will come back year on year, thyme, marjoram and rosemary, to name a few and can be started as seeds. Or grow basil on your window ledge to pop in your Italian sauces.

Got a garden?

You could invest long term in a small acer tree or conifer and each year, replace the bedding plants around it to give colour and interest. Make sure your pot has stones or some other heavy drainage at the bottom in case it topples over. And make sure it is big enough but not too big. Some shrubs take time to establish, and an over-large pot can cause the roots to drown in too much soil and water.



Or for year-round interest, plant up bulbs that flower at different times of the year, so as one set of bulbs die off, the others are pushing through. A really good way to do this is in the autumn, when you can plant some tulips at about 5 cm depth, then some soil then daffodils, and on top of this again crocuses. Finish with a 5 cm layer of soil. Tuck the pot away outdoors and then bring it out in late winter/early spring when the crocuses start to come through. This is called a bulb lasagne. Look it up online for full instructions.



Good websites for advice:

RHS: <https://www.rhs.org.uk/advice>

<https://www.gardenersworld.com/>



Inspiring everyone to grow

**Gardeners'
World.com**

New Raingarden Planters at Queensland

We've replaced the SuDSPlanter® raingarden planters at Queensland with brand-new units! The previous planters experienced some material issues, but these fresh installations will continue to do their important job. As part of the '10K Raingardens for Scotland' project, these planters help absorb surface water, reducing the risk of flooding and standing water in the area. A great step towards greener, more sustainable communities!



GET INVOLVED Membership

Help us, help you, to shape your community by becoming a shareholding member of the Association. For only £1 you will receive lifetime membership which allows you to attend our Annual General Meeting and find out more about the workings of your landlord.

If you would like to become a member, please complete the application form using the QR code or link below.



<https://forms.office.com/e/rhE0jSq6H7?origin=lprLink>

The £1 membership fee can be paid by BACS using

A/C no: 00781704

S/Code: 80-07-67

A/C Name: SHA Business

Alternatively please call us on **0141 422 1112** and have your credit or debit card to hand



Contact Us

Southside House,
135 Fifty Pitches Road,
Glasgow, G51 4EB.

 0141 422 1112

 csd@southside-ha.co.uk

Telephone Line Opening Hours:

Monday - Thursday 9-5pm
Friday 9-4pm

**For Out of Hours Emergency Repairs
Call 0141 422 1112.**

Cardonald Office:

135 Fifty Pitches Road,
Cardonald, G51 4EB.

Monday – Friday
9:00am – 5:00pm

Shields Road Office:

435 Shields Road,
Pollokshields, G41 1NP

Monday, Thursday & Friday
9:00am – 5:00pm

Holiday Closure
Friday 18th & Monday 21st July



SouthsideHA



@southside-HA



Southside-ha.org

