

Autumn 2024

Southsider NEWSLETTER



SOUTHSIDE
housing association

Summer Fun at St Andrews Drive Gala Day



Also featuring in this edition...



We say thank you to Margaret McIntyre



We introduce our new Corporate Plan



Revealed, the results of our Photography competition

Committee Members



- Alex Cameron
(Chairperson)



- Ruth McCluskey
(Vice Chairperson)



- Alison Devlin
(Secretary)



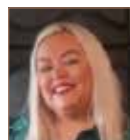
- Betty MacNeil



- Iain Dyer



- Jenna Monteith



- Lisa Peebles



- Liz Ely



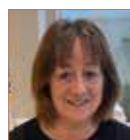
- Margaret McIntyre



- Munir Choudry



- Surjit Chowdhary



- Shirley Robinson

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Welcome to our Summer Newsletter



Welcome to our Autumn Newsletter

The year is flying by!! I hope you all had a great summer, despite the weather being hit and miss.....

This edition of our newsletter features a number of interesting articles which include pictures of our St Andrews Drive Gala Day and the results from our Queensland Community Park Consultation.

We are pleased to feature the transformation of the flats at McCulloch Street/ Lincluden Path which will be occupied very soon. Working with Lochlie Construction, we have significantly improved the insulation of the properties and they have been finished to a very high standard. The fire at the properties was devastating and a criminal act which resulted in a fatality. The work that followed has been significant and while the end result is hugely impressive, the losses people suffered will not be forgotten.

I hope you find articles of interest to you and your feedback is always important to us. There is some reference to our new Corporate Plan which you can see on our website, and we will shortly be adding a summarised version on-line too. This plan outlines what we intend to do in the years ahead as a business and details our new set of core values which will be at the centre of all our behaviours and decisions.

Next month we will be launching our Annual Landlords Report on the Charter which will benchmark our performance against the Scottish Average. Look out for this on our website www.southside-ha.org

Finally, you will learn about our former Chairperson Margaret McIntyre who has chosen not to stand for re-election at the recent AGM. Margaret has made a massive contribution to the work of Southside HA working as a voluntary committee member, and championing particularly the Cardonald area, both at Southside HA and the Cardonald Area Partnership. She certainly deserves a break from the significant number of reports and meetings which she so diligently reviewed and contributed to. Thanks Margaret for all your support.

Best Wishes

Paul

An introduction to our Concierge and Mobile Team

The Concierge Team are available 7 days a week from 8am to 8pm. Their time is spent on a number of duties,

including:

- Safety and security: Ensuring the safety of the building and its residents, including patrolling the area, monitoring access, and dealing with emergencies
- Maintenance: Overseeing building maintenance, reporting faults, and keeping keys safe for maintenance and repairs
- Handling mail
- Customer service: Providing a professional and courteous service to customers, acting as a first point of contact for queries and complaints, and helping new residents find their way around
- Community events: Helping to support community events.

Concierges may also need to have a basic understanding of working with clients who have complex issues, such as mental health challenges, substance use, or challenging behaviour.

They enjoy interacting with the tenants, particularly the elderly and vulnerable. Some tenants rely on them to help with taking shopping up and they are all happy to help where and when they can. If the community clubs are on, they'll pop in for a cuppa and a chat. They've even been known to change lightbulbs and sort peoples heating for them. All in all, there is some satisfaction knowing that helping tenants can be rewarding. Some of the team has been with us for several years and will be well known to most but some are new. Here's an introduction to who works on what site and a little information regarding them.

Ways to help concierge keep your close and areas tidy;

- Bag and tie all rubbish before putting in the bin
- Clean up any spillages that occur on the landings in between weekly concierge cleaning.
- Please pick up dog poo and put in bin.
- Please be mindful when putting rubbish down the hoppers, large items cause blockages which then incur costs to have them cleared
- Please do not let strangers come in the door behind you.
- Please don't dump furniture in the landing, if you need help to move it down ask, if we can we'll help you move it to a more convenient location awaiting pick up.



Moss Heights Ave

Chris Burns
Alex Clark
Steven Wotherspoon
Andrew Smillie

Pollokshields

Derek Reid
Joe Lewis

Hartlaw/Chirnside

Andrew Johnston
Alister Brown

Queensland

Patrick Shields
Kevin Christie
Eddie Beer

Swinton

Graham Gibson
Peter Fitzpatrick

Sessional Worker

Gerry Kennedy

Our Mobile Services Team looks after the open space areas. They have experienced some staffing issues over recent months and some duties may not have been carried out as regularly as we'd like. We apologise for this and are working hard to get things back on track. The Mobile Team are responsible for:

- Various close cleaning duties
- Lifting bulk or dumped rubbish.
- Cutting grass (during the cutting season)
- Weeding on open spaces.
- Hedge trimming on open spaces.
- Small painting projects such as fences and railings.
- Graffiti removal.
- Gritting.
- De-mossing.
- Cleaning bin stores.

We have 6 members of staff in the team

Ronnie McGowan Brian McKenzie
Corey McCormick Jordan Mullen
Marissa Nicholson Lloyd Wylie



Looking after our Community

Estate Management

We would like to continue to improve the overall cleanliness and maintenance of our community and would appreciate residents' support to achieve this.

Please continue to report any issues of incorrectly disposing of waste, fly tipping and littering to us – particularly if you can identify the culprit.

Where an issue exists within a public space, such as the street outside your property or a main road, you should report this to Glasgow City Council. The easiest way to do this is using the MyGlasgow app which is available on Apple and Android smartphones. You can download the app from your app store.

If you do not have a smart phone, we will be happy to assist you to report any issues in your area. We can also help if you are unsure of how to download or use the app.

Common Areas

In many of our homes, we hire contractors to clean common areas and back courts. However, all tenants are jointly responsible for keeping common areas and back courts clean and tidy.

- Anyone who witnesses vandalism to our properties or common areas must report this to us and the Police. We will repair any damage to common areas as quickly as possible.
- Common areas must not be used to store any items such as bin bags, bikes, prams or furniture.
- You must make sure that all landings and stairwells are kept clear of any obstructions as this would be a fire hazard.
- You must make sure all outside doors are kept locked to stop unauthorised visitors coming into the building.
- If you have any pets, you are responsible for cleaning up any mess from the common areas or back court.



Close Inspections

Our Neighbourhood Team has been out and about completing close and back court inspections. Each staff member has their own area which they will inspect regularly. During each inspection, your Assistant Housing Officer will check for cleanliness, common repairs and report trip or fire hazards.

The common stair is the only access from the street to your door. Although you may be confident of avoiding hazards such as bags and bikes, if the close is filled with smoke it could be very different, causing problems for visitors or Fire officers.

So, we are asking residents to work with us to keep your close clean and clear of any obstructions. If rubbish bags, shoes, bikes, prams, tables and old furniture are left in the stairwells or landings we will request that you move them. This is part of your Tenancy Agreement.

The common stair is your only means of escape in the event of a fire.



Have you ever thought what you would do if fire were to break out in your stair? It may not necessarily be in your flat! A fire started in a common stair could kill you and your family. Even a small bag of rubbish can create enough smoke to fill a whole stair. Items left in a common stair are often deliberately set on fire.

Keep it clear

- Get rubbish, old furniture, etc out of the building
- Make sure storage areas are kept locked
- For assistance in removing bulk items, call the Neighbourhood Team on 0141 422 1112 option 2

If fire does start

- Keep doors closed to prevent smoke filling your house
- Dial 999 and ask for the Fire and Rescue Service, giving as much information as you can

For free home fire safety advice
CALL 0800 0731 999
or visit our website at
www.fireScotland.gov.uk



Bins

We have had an increase in reports of residents dumping rubbish bags in common areas and not putting these within the bins provided – it is a tenant's responsibility to put all waste in the bins provided and keep the bin area clean and tidy.

You must put all household waste securely into bin bags and put inside the bins provided.

We have had to instruct cleaning of these areas due to the risk of pests and vermin being attracted to the area. Going forward if we must instruct works and cannot identify who is responsible, each resident within the relevant block will be recharged a share of the cost for clearing any common areas.

All bin issues can be reported to Glasgow City Council via **MyGlasgow app**

Types of problems that can be reported:

- A damaged bin
- A bin that has not been emptied or is overflowing
- A bin that has been vandalized
- Our Mobile Team can uplift bulk items, contact our Neighbourhood Team to arrange



Pest Control

The Association will only carry out treatment for bedbugs and cockroaches.

We will not carry out treatment for any other pests such as rats, mice or birds.

Preventative works may be carried out if rodents access properties via holes, but we would have to inspect this prior to ordering any repair work.



Glasgow City Council will do the following:

- investigate and treat issues with mice when the pests occur indoors at domestic properties.
- investigate and treat issues with rats at domestic property either indoors or outdoors.
- liaise with property managers to resolve issues that cause the rodent infestation.
- collect stray dogs throughout the city
- offer a non-refundable service for live wasp nests to residents in Glasgow between June and September (please note if an Officer inspection identifies bees they will not be treated and will not refund this service). This service is chargeable at £109 including VAT. The exact location of the wasp byke must be known, visible, accessible and no more than 20 feet from the ground.



Contact details:

<https://www.glasgow.gov.uk/MyGlasgowCC>

<https://www.glasgow.gov.uk/pestcontrol>

<https://www.glasgow.gov.uk/article/5060/Report-Mice-or-Rats-Problem>

<https://www.glasgow.gov.uk/reportstraydog>

Condensation?

Condensation occurs when moist air meets with a cool surface, such as when your windows steam up. If this happens to a wall, it can become damp, and mould can grow. We create moist air in our homes all the time, by cooking, showering and drying clothes indoors. To prevent this moist air turning into condensation, keep your home warm and well ventilated. This is important, as you are responsible for controlling condensation levels in your household.

Tips to reduce condensation:

Ensure an adequate amount of heating in your home.

Where possible, try to dry clothes outdoors to prevent excess moisture escaping into your property. If you have no choice but to dry clothes inside, we will always advise that you open your doors or windows in these rooms.



Never block or cover an extractor fan or vent. If you think your extractor fan is not working to full capacity, please contact our Repairs & Maintenance Team for advice.

When cooking ensure that you cover your pans with a lid to reduce moisture. Also ensure that you have opened a window, or you are using an extractor fan if you have one fitted.



When taking a shower or a bath ensure that you turn on an extractor fan or open a window to get rid of the steam that is created.

If you have a washing machine or tumble dryer in your property, ensure that it is vented correctly.



Make sure that your furniture is at least 5 cm away from the surrounding walls so that air can move around the property.

If you still have a problem with mould or damp after following this advice, it could be the result of a burst or leaking pipe.

If you think this may be the case, please contact:

✉ **0141 422 1112** option 1 to speak with the Repairs & Maintenance Team, alternatively you can email

☎ **Repairs@Southside-ha.co.uk**

GET INVOLVED Membership

Help us, help you, to shape your community by being 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 want more details on becoming a member of the Association, please complete your name and address in the space below, and hand in to the Association's Office, or post it to:

The Secretary,
Southside Housing Association,
135 Fifty Pitches Road, Glasgow, G51 4EB.
Alternatively drop the form into the local office at Shields Road in Pollokshields, or your local concierge office.

Or you can send us an email to CSD@Southside-ha.co.uk

FULL NAME:
ADDRESS:
.....
.....
DATE:

We will send you an application form and more information on how to join and make your voice heard.

NOTE: This is not an application for the Association's Housing List. If you wish to apply for housing, please contact us for an application.



Dangers of Energy Theft

Please be aware about the dangers of tampering with electricity meters and energy theft. Energy theft is a criminal offence and is punishable by a fine or imprisonment.

'Rigged' meters are sometimes discovered after a household fire. We take a zero tolerance approach to this behaviour. If we identify anyone tampering with a meter, court action will be taken which may lead to a criminal conviction.

Tampering with a meter can cause a significant fire risk which can be potentially devastating to the home and those around it and, in some cases, can be life threatening. We urge any tenant who is aware of this activity to contact us.

If you are struggling with fuel poverty or fuel debt please get in touch with our Fuel Advisors:

- ☎ 0141 422 1112
- ✉ advice@southside-ha.co.uk



Allocations Policy Review and List

Our housing list applicants will be aware that we have recently completed our annual review – thanks to those who responded.

The review was the first step taken this year to make sure we have an accurate picture of the needs of those waiting for housing. This year our Allocation Policy is being reviewed and we have been consulting on the policy in recent weeks.

The policy sets the rules used to decide how we match housing applicants to our available homes, with applicants typically being given an offer of housing based on their 'housing need' and points awarded. Some of these rules are set by the Housing (Scotland) Act 2001. There are however other aspects within the policy which are open to us to decide ourselves.

Director of Housing and Communities, Pauline Fletcher explains: "The allocation of properties is at the very heart of what we do. We want to make sure the new policy will be as fair and transparent as possible, enabling us to best meet housing needs within the community and make best use of our housing stock. Our tenants, applicants and local community are an important part of helping us to discover the best way to achieve that, thank you to everyone who has participated."

We know that this is an important topic for applicants, tenants and the wider community, so before making any changes to this policy, we asked you to give us your views with the aim of improving the standard of service we provide. Your feedback will play an important role in helping us identify what changes need to be made before we ask our Management Committee to approve the new Allocations Policy later in the year. Once available, the outcomes of this survey will be posted on our website and social media.

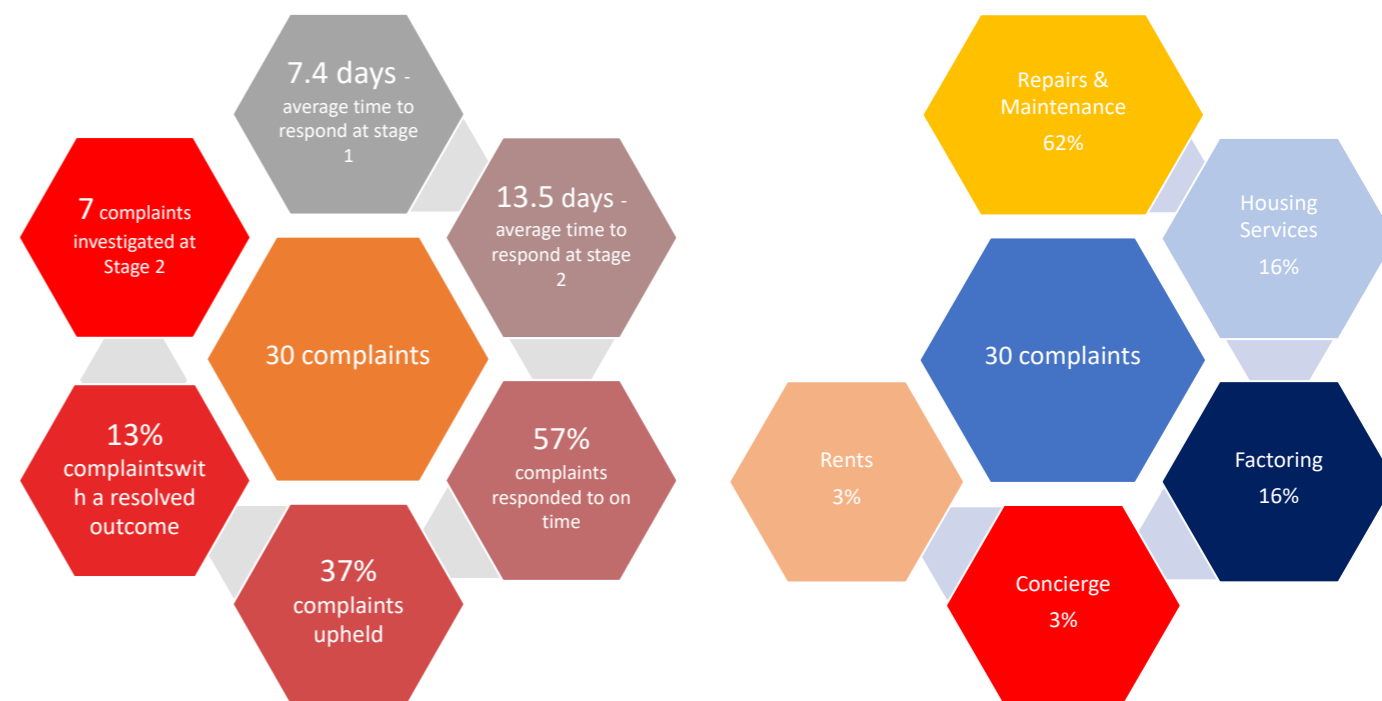


Complaints - We value your feedback!

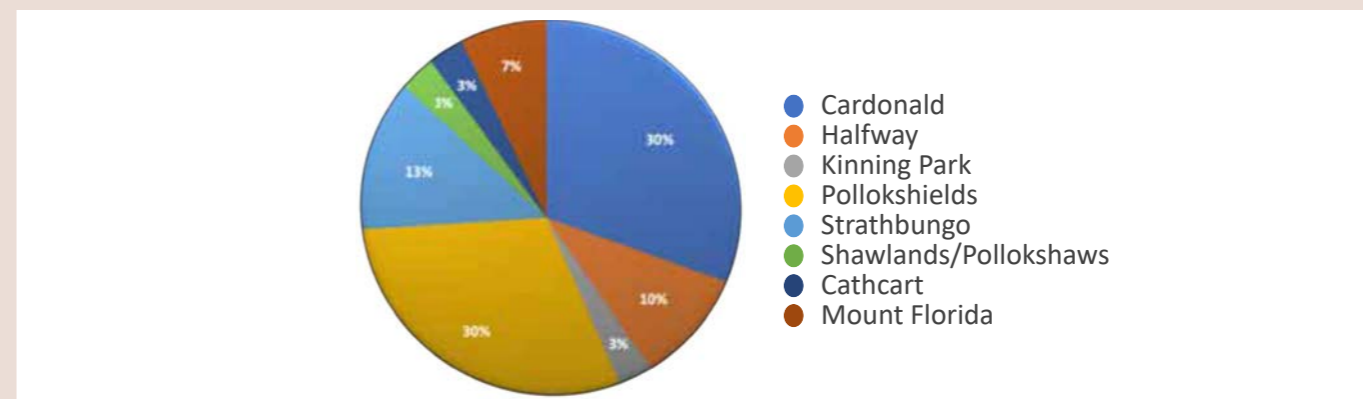
We want to deliver all of our housing and repair services, as well as all of the other things that we do to the highest standards that we possibly can. Occasionally things don't go as expected or you may be dissatisfied with an aspect of the service that we or our contractors on our behalf have delivered.

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 Q1 period from 1 April to 30 June 2024.



Where did your complaints come from?



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. Here are a few examples of changes that we have made as a result of your feedback:



What you have told us

What you have told us	What we have changed
Your Complaints	
Tenants and residents aren't given enough notice when scaffolding is being erected in or around their homes.	We'll ensure we write providing as much advance notice that we can when we are erecting scaffolding or other plant or machinery for repairs and maintenance work that may cause inconvenience.
Issues with newly installed shower have taken three months to fix	Our repairs team check where there is a warranty in place for newly installed items before instructing other contractors.
We have also published our Annual Complaints Report for 2023/24 which sets how we have performed in handling complaints from tenants and other customers over the past year. We have also produced a brief summary video report which provides some headline details of our complaints performance. You can find it at https://southside-ha.org/#	

What we are pleased about

-  We improved the time it takes us to resolve Stage 2 complaints from 14.9 days to 13.5 days
-  Complaints reduced across all of our neighbourhoods during Q1
-  Our weekly complaints meetings help keep our staff focused and accountable for resolving your complaints

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



How Are We Doing?

You've told us what's important to you in terms of the services we provide and how effective we are at providing them, and that is how good our repairs service is, how we let our homes and collect rents to enable us to do the things we do as a social landlord. Here is a snapshot of how our performance has been during the quarter 1 period.

Average time to complete emergency repairs

2.2 hours

Average time to complete non-emergency repairs

4.4 days

Emergency repairs completed within target (4 hours)

98.4%

Average days to re-let our homes

10.1 days

Percentage of tenancy offers refused

13.3%

Current tenant rent arrears as % of gross rent due

4.94%

Total rent collected

98.6%

Rent lost through homes being empty

0.15%



Launching our new Corporate Plan

Over the summer the 5-year plan for Southside, called the Corporate Plan, was finally published. This document sets out what the Association's aims are for the next 5 years, focusing on key areas of our activities and setting out what we would see as success in these areas.

It also sets out our Vision and Values. These are important to the staff and Management Committee because they are about who we are and the culture and intent of all our activities. These will now be visible in our offices so that everyone has them at the front of their minds and we are making sure that our plans fit with the stated Vision and Values.

OUR VISION

Impacting & Improving people's lives in a positive way.

OUR VALUES



The 6 key areas are.....



We hope you agree and you can find either the full plan or a summary on our website now. <https://southside-ha.org/southside-housing-associations-corporate-plan-for-2024-2029/>

A welcome back to McCulloch Street & Lincluden Path

The reinstatement and restoration of the Association's properties at 144/146 McCulloch Street and 12 Lincluden Path that were damaged by a major fire more than 3 years ago are nearing completion.

As a result of the fire the existing tenants at that time were displaced to a number of other properties within the Associations stock. The majority of these tenants will return to the newly refurbished homes.

The project focussed on full reinstatement works of the flats in line with the Association's sustainability and build quality programme.

Southside Housing Association wanted to ensure not only better insulated flats, but also more comfortable accommodation and reduced energy bills for tenants, with the aim of achieving an EPC 'B' rating.

Works included not only the replacement of new kitchens, bathrooms windows and heating but also a new roof structure installation.

Paul McVey, CEO, commented "Tragically, this fire resulted in a fatality and a displacement of many households. The devastation has been a blight on McCulloch Street for some years now, and we are delighted to be reaching the final stages where our developer, Lochlie Construction have partnered us in a difficult yet very successful project. Their workmanship is to be applauded, as is the efforts of our own team at Southside".

The redevelopment project is anticipated to be completed in September 2024.

From this



To this, ready to welcome our tenants back home.



Importance of working Fire Detection Alarms:

Smoke alarms are essential for every home. They should always be combined with a heat alarm placed in the kitchen. All smoke and heat alarms should be mounted on the ceiling and be interlinked. Interlinked alarms are when one alarm is triggered all the alarms will go off simultaneously. This means you can be alerted no matter where you are in your home.

Every home must have:

- one smoke alarm in the living room or the room you use most.
- one smoke alarm in every hallway or landing
- one heat alarm in the kitchen



Carbon monoxide alarms should be used if you have heating or cooking appliances fuelled by gas, coal, wood, or oil. This does not need to be linked to the fire alarms.

Specialised smoke and heat alarms

There are a range of specialised alarms for people with sight, hearing, mobility issues or other special needs. These include mains-powered smoke alarms with back-up batteries, and vibrating pads and flashing lights that warn people who cannot hear well.

For advice about where you can get additional help contact our Investment Team on **0141 422 1112** Option 6. Our staff can help you in finding assistance.

Looking after your alarms

Never

- Remove or disconnect alarms.
- Take the batteries out, even for a short time.
- Paint over or put stickers on the smoke alarm.



If your smoke and heat alarms are not working. Please contact our repairs team **0141 422 1112** Option 1 to arrange electrician to repair or replace faulty smoke alarms.

The Scottish Fire & Rescue Service can help enhance fire safety in your home with a home fire safety check or visit. They will take you through a questionnaire and then help you sort out a fire escape plan. They can also provide information about smoke, heat and carbon monoxide alarms.

<https://www.firescotland.gov.uk/contact-us/home-fire-safety-visits/>

Portable Appliance Testing – Access Required



If you have been provided with small electrical items, for example iron, kettle, toaster or white goods, a cooker, fridge freezer or washing machine, as part of your tenancy agreement, you will shortly be receiving a letter from us regarding this year's PAT Testing.

Portable Appliance Testing or PAT Testing is the process of checking electrical appliances for safety through a series of visual inspections and electronic tests.

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

The test will not disrupt your home or make a mess and will take at less than an hour to complete.

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

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



We have launched our new Energy Advice Service! Get ahead of winter energy bills, contact us today!

What we offer:

- A Home Energy Efficiency visit by one of our Energy Advisers to identify ways to help reduce the cost of your bills
- Practical Energy Saving tips
- Heating System Guidance to help you get the best value for money, understand thermostats, meters and billing
- Help you find the most suitable tariff and payment method for your circumstances
- Complaints Assistance, we can liaise with your Energy Provider
- Financial Support- we can assist you to access available grants and assist with fuel debt
- Specialist referrals to our Benefit & Debt advice services to help maximise your income and reduce your expenditure

Contact us at [✉ energyenquiries@southside-ha.co.uk](mailto:energyenquiries@southside-ha.co.uk) or [☎ 0141 422 1112](tel:01414221112)
Some Energy Saving tips. Keep Warm!

- 1** Close your curtains as soon as it starts getting dark
- 2** Tuck your curtains behind the radiator or shorten them, do not have them covering the radiator
- 3** Move your bed or sofa away from external walls
- 4** Don't block a radiator with furniture
- 5** Wear layers to keep warm. Clothes made from natural fibres keep you warm and help regulate your body temperature

Examples of ways to reduce energy costs:

- Energy Saving Measures
- Switch off standby on appliances
- Draught-proof windows
- Turn off the lights when you are not in the room
- Where possible, wash laundry at 30 degrees
- Avoid using the tumble dryer
- Time your shower to 4 Minutes
- Don't overfill the kettle, boil only what you need
- Swap one bath per week for a shower



ST ANDREWS DRIVE GALA DAY



Southside Housing Association were delighted to host a Gala Day on Saturday 24th of August to celebrate the opening of our New Build Development Project in Pollokshields. The day was a great success helped by some dry weather and sunshine. The day was made possible thanks to a generous community benefit donation from one of our main contractors, CRD Property, who helped fund the event.



We welcomed tenants, residents, and members of the community for a fun-filled day of activities for the whole family to enjoy. Everyone was blown away by Franc Karpo magic tricks and magic show! Ink Spot Face Painting and the Splat Balloon Modeller being big favourites with the kids and even a few adults getting involved too for the Gala Day.



Thanks to Sunny Govan Radio for keeping the vibes up even through the rainy patches, the music really set the scene for the event and Awaz Radio were broadcasting live. Another massive hit was the food stalls provided by Pollokshields Community Food Point and Freddie and Hicks offering lots of tasty snacks and food which were all delicious and of course we all loved getting a dessert from Parducci Ice Cream Van.



The Southside Housing cupcakes didn't last too long as everyone wanted some cake with their coffee, tea and juice!! Visual Art offered everyone the chance to get involved in some fun activities and there was so much more including football shootout, hook a duck, Urban roots, a craft market, Candy Floss and Popcorn! A great event was had by all, and the community really came together.



Thank you to everyone who made it along to our St Andrews Drive Gala Day! We hope everyone had a fantastic time.



Meet Our Tenants

We met up with Mr & Mrs Feeney, tenants of our new development at St Andrews Drive, to ask their opinions of their home.

Mr Feeney, who moved to his new property following a major flood to his previous flat, says "Our favourite feature is the balcony. It's great having our own private outdoor space, which we didn't have in a traditional tenement before". He also says that "if there is an award for best social housing design then these flats would merit it!".

Mrs Feeney particularly likes the full-length windows and triple glazing in the flat – she likes how the windows allow lots of light to get in! Mrs Feeney also says "I love the layout of our kitchen, the flat is spacious and we have plenty of room for when family come to visit".



The couple also expressed their appreciation of the local community and enjoyed the recent Gala Day, "it was really nice to see people coming down to socialise and gave the children from the local community the opportunity to get to know each other".



Support to our local community groups

We want to support the small groups and charities who work so hard to keep communities thriving. We have two ways that we can contribute funds, time and materials to groups. We have a Community Chest that allows us to make direct donations to small groups and charities and we have Community Benefits from our contractors. Each year, contractors may contribute labour and materials to help a community project, donate to a charity or provide funding which can be used for food vouchers, as an example either providing labour and materials to help a community project or will donate to a charity or will provide items like food vouchers.

Community Chest Donations

We also have a Donations Policy which controls a pot of money set aside each year to donate to small local charities and organisations within the community. View our Donations policy here https://www.southside-ha.org/data//Donations_Policy____February_2023_2023_10_23_13_57_40_000.pdf

In the last 12 months, we have donated:

East Pollokshields for Festival of Lights
£750

Giggle & Grow
Group – selection
boxes
£29.09

Giggle and
Grow Group –
Easter Eggs
£46.75

East Pollokshields Out of School Care –
holiday fund
£500

Pollokshields Community Food Point -
Christmas Donation
£750

AWAZ – Trips
for elderly Mens
Project
£400

To apply for up to £750 of funding, fill in the form on our website at <https://www.southside-ha.org/community-donations-form-/> or email CSD@Southside-ha.co.uk
All applications will be acknowledged and considered by our Leadership Team.

Energy Advice Service

This summer, working in partnership with neighbouring Housing Associations, we are set to launch a new advice project funded through the Energy Industry Voluntary Redress Scheme.

The project will provide two energy advisers for a period of two years. The energy advisers will provide a service to four housing associations including Southside, New Gorbals, Cathcart & District, & Craigdale Housing Associations and the Glasgow Care & Repair service. They will offer support to prevent fuel poverty, tackle fuel debt, help to access best value tariffs and reduce household energy consumption through better energy usage.

The funding includes 400 pre-payment meter fuel vouchers that will be ringfenced for this project.

If you currently have an energy related issue and require support, please get in touch with our Fuel Advisors:

☎ **0141 422 1112** Option 3, Tenancy Issues then Option 2 Advice

✉ advice@southside-ha.co.uk



Welfare Rights & Money Advice Service

What is Universal Credit Managed Migration?

The Government are moving some people who are currently claiming legacy benefits such as tax credits onto Universal Credit. You don't need to do anything until you've received a Universal Credit 'Migration Letter.'



Once you've received the letter, you will have 3 months to make your claim for Universal Credit. This is called your deadline date, and it is printed on your letter.

No one should lose out by migrating to Universal Credit. Your current benefits will be protected by 'Transitional Protection'. Transitional Protection is a top-up payment to ensure you do not receive less than your current benefits at the time when you move to Universal Credit.

You should contact our Advice Team by calling **0141 422 1112** as soon as possible to check your current benefits are correct before you move to Universal Credit. This will make sure you receive the maximum amount of transitional protection.

What happens if I don't claim Universal Credit by the deadline date on my letter?

- Your legacy benefits will stop immediately from your deadline date.
- You aren't able to get transitional protection, and you could be financially worse off.
- Your Universal Credit won't be backdated.

How do I pay my rent once I'm on Universal Credit?

Universal Credit is an all-in-one benefit and is paid in one lump sum. Any Universal Credit you are entitled to is paid directly to you and this will include money towards your rent. You are responsible for paying your rent directly to Southside Housing Association. You can contact us on **0141 422 1112** to make a payment or set up a Direct Debit.

You can ask the Department of Work & Pensions (DWP) to pay Housing Costs direct to us. It is important that you check your Universal Credit statement every month to confirm who your rent has been paid to. The Universal Credit statement will confirm if housing costs have been paid to you or your Southside Housing Association. Important! Please do not ignore a Universal Credit migration notice!

If you do not claim Universal Credit by your deadline date your legacy benefits will stop. Please seek advice from our Advice Team by calling **0141 422 1112** as soon as you receive your Universal Credit migration notice.



Carer Support Payment

Social Security Scotland's Carer Support Payment replaces Carer's Allowance for people in Scotland.

If you already get Carer's Allowance, you don't need to apply as your award will transfer automatically.

Carer Support Payment is being piloted now in Dundee City, Perth & Kinross, the Western Isles, Angus, North Lanarkshire and South Lanarkshire. More areas will be added in August 2024. The payment will be available across Scotland in November 2024.

People may be eligible if they:

- are 16 or over
- provide 35 hours or more of care a week to someone of any age who is getting certain disability benefits
- earn £139 per week or less on average after some deductions live in an area the benefit is available

Find out more at mygov.scot/carersupport

Social Security Scotland

Carer Support Payment
Financial support if you look after someone who gets a disability benefit

Social Security Scotland
Tearannteachd Shòisealta Alba

Adult Disability Payment

Help with the extra costs that come with living with a disability or long-term health condition.

0800 182 2222
mygov.scot/adultdisability

HAPPY TO TRANSLATE

Scan the QR code to find out more and apply.

Summer Holiday Programme

We hope you enjoyed the Summer Holiday Programme as much as we did!

The sessions were a great hit, thank you everyone who came long and participated we love to see everyone enjoy all the activities during the school holidays.

We had lots of fun tasks to get involved with, the jewellery making and strawberry planting being big favourites!

Thanks to Scott Houston for the fantastic Parkour sessions and Operation Play outdoor for their exciting outdoor activities and marshmallow roasting! We enjoyed taking a step further into nature with some nature-based mindfulness activities and crafts which offered a great chance for everyone to slow down and find some peaceful moments in the excitement of the holidays. Everyone got a boogie on with Biodanza and learned some fab circus skills with Nemo Arts too. This is exactly what summer holidays are about, having fun and having a good time.

A big thank you to Food Point for providing all the delicious food at the programme and refreshing treats like ice-cream!

We will be running our Holiday Programme again during the October school holidays with FREE food and activities for school age children and their families, keep an eye on our Facebook page for more details.



Easy Halloween Costumes for kids

Take the stress and cost out of the spooky season with these easy Halloween costumes:

Ghost

Grab a white sheet, cut eye holes into it and put over child

Pumpkin

You need a black t-shirt or vest and an orange t-shirt.

Place the orange t-shirt over the black one and cut out eyes, nose and a mouth for the pumpkin. To finish of the look, you could paint a pumpkin on the kids face.

A Mummy

Grab a load of toilet roll or bandages (Gauze Roll) and wrap this all around leaving space for the eyes and paint black circles around the eyes.

Wednesday Adams

Put hair into a middle pattern and plait the hair.

Use a black dress and put a white shirt underneath the dress. You can also paint the face white.



Get ready for the spooky season with these easy-to-follow recipes:

Ghosts

Ingredients

- 4 Bananas
- 200g White Chocolate
- 24 Milk or Dark Chocolate Chips
- 1 cup coconut strands (not essential)
- Ice-lolly stick or skewer

Methods

- Cut the bananas into 3 parts.
- Melt the white chocolate.
- Gently insert ice-lolly sticks into banana pieces.
- Dip and swirl each stick of banana into the melted chocolate.
- Place onto a tray.
- Once the chocolate has almost set, press 2 chocolate chips into the banana for the eyes.
- If using the coconut strands, gently roll each banana through a bowl of coconut strands, so that it is fully coated. Place back onto the tray.
- Put the tray into the freezer for the bananas to set.



Spider Cookies

Ingredients

- Oreo
- Pretzel sticks
- Candy Eyes
- Chocolate Chips

Method

- Break the Pretzel sticks into half
- Put the pretzel sticks into the side of the Oreo
- Melt a Tablespoon of chocolate chips
- Place the melt chocolate at the edge of the Oreo creating circles
- Put the candy eyes on top of the melted chocolate
- Leave to set



Southside's 1st Photo Competition is Picture Perfect!

We asked you to send in your photos for our inaugural photo competition, showing off your area or your estate and we got some crackers. The range of photos was outstanding and there are clearly a lot of skilled amateur photographers in our community.

A judging panel made up of Lisa Peebles and Alison Devlin from our Management Committee and Paul McVey, our CEO, had a hard task, but in the end, there were three clear winners who stood out from the group.

1st Prize goes to **Andrea Crawford** of Moss Heights.

Her stunning photo of a sunset over Moss Heights was a clear favorite with the judges.

2nd Prize goes to **Mrs Al Dulaimi** of Maxwell Avenue.

The nighttime street picture is peaceful yet gives a sense of movement.

Mrs Al Dulaimi's picture of a rose in Shields Road was commended for its sense of colour and place.

3rd Prize goes to Sandra Young of Kenmure Street.

The choice of the allotments in the photo is a delightful reminder of the community activities in the area.

Each winner will receive a canvas of their photo, and we hope to display the photos in our office.

After this success, we intend to run the competition next year, so why don't you get your phone or camera and start snapping now.



1st Prize



2nd Prize



3rd Prize



Commended

Staff Changes Farewells and Promotions

Over the last few months, we have said goodbye to some members of staff and welcomed new ones. We celebrated Housing Officer, Bridget Maguire's retirement. After many years at SHA, we wish her all the best in her next chapter.

SHA have also launched a new Energy Advice Project funded through the Energy Industry Voluntary Redress Scheme. We have therefore welcomed two new Energy Advisers, Mark and Sorcha to the Association. They will work closely with the existing Welfare Rights & Money Advice teams to facilitate access to support with debt, benefits, and other community support services. We have also recently welcomed Liam to our advice team as he began the role of Welfare Rights Officer.

In July, we said goodbye to Housing Manager, Thomas McIlvaney. Thomas had a variety of roles during his time at SHA – from Housing Officer to Customer Service Team Leader to Housing Manager! He provided an extremely valuable contribution to the Association, and we wish him well for the future.

We have had some new additions to our repairs team. Liam Quinn joined the Association as our newest Maintenance Officer, covering our Halfway patch. Gayle Breslin-Nugent also started as Property Services Assistant, providing support to our repairs team. In September, Linsey Matthews joined the Association as our new Housing Officer, covering the Halfway patch.



Some of our existing staff have recently started new, exciting roles!

Congratulations to Chris O'Brien, who was promoted from Housing officer to Housing Manager.

We also wish Christine Adams all the best as she begins the role of Housing Officer for our Cardonald patch.

Christine Harding has taken on a twelve month maternity secondment as a Housing Administrator as she begins studying for her Diploma in Housing.

Maxine Dock has transitioned to a Housing Officer role within the Allocations Team and has also started studying for a Diploma in Housing.

We say thank you to Margaret McIntyre for all her years of service



It is with a mix of gratitude and sadness that we announce the departure of Margaret McIntyre from our Management Committee. Margaret has been a cornerstone of the Association, having served as our Chairperson with great distinction.

During her time as Chair, Margaret's leadership was instrumental in guiding us through both challenges and successes. Her unwavering commitment, wisdom, and genuine care for the organisation and its people have left a lasting impact. She has not only helped shape the strategic direction of the Association but has also been a wonderful colleague and mentor to many.

As she moves on to new ventures, we want to extend our heartfelt thanks to Margaret for all her hard work and dedication. While she will be greatly missed, her legacy of strong leadership will continue to inspire us.

We wish Margaret all the very best in her future endeavours and thank her once again for her invaluable contributions.

Warmest regards,

The Management Committee and Team

Margaret shared some of her experiences and memories of her time with SHA

What inspired you to join SHA Management Committee?

I was already part of the tenant management committee for Cardonld and this followed over in 2012/2013 when SHA took over after the stock transfer.

Describe your responsibilities both as a member and as Chair of the member of the Committee?

During my time as Chair for 5 years between 2017-2022 and Vice Chair for around 2/3 this was a huge responsibility, being accountable for things such as finances but the staff were extremely helpful, the members I had were really good too.

What has been the Committee's greatest achievement during your tenure?

I think St Andrews Drive flats are lovely and have done really well. There was a lot of money spent on the modernisation of Moss Heights, finances at the moment are making things difficult but you have to work with what you have got. I think the Cardonald office is a great achievement for staff and residents, compared to what we had before people sitting on top of each other with no room to move. We looked at several different offices, we understand this office is slightly out the way but it is a fantastic office space that has allowed the business to grow and we have the base at Pollokshields to have that option as we cover a large area.

What are the most significant changes you've seen throughout your time with SHA?

The offices for a start and change of director and a lot of senior staff, everyone comes to the end of their time at some point and a lot more staff that what we did have. I think another really good thing is keeping the concierge in the flatted properties, I believe that is a necessity. It is a really great service that we are proud to offer the guys will help you if they can.

What are the most significant changes you've seen within the community?

The grounds at Queensland and at Halfway have offered a lot for local children, getting them out to play however it is a big upkeep.

The holiday programme we can offer children over holidays and breakfast clubs are a great thing to be able to offer families. The volunteers that help with the bingo nights and Christmas nights to allow residents to get out their flat for a while without leaving the building deserve 10/10 they do a great job. There has been a lot of changes throughout the community. The Open days and Gala days are a great way to speak with people within the community.

What has been your greatest challenge both as a member of the committee and as Chair?

Finance is a challenge, fuel poverty and the lack of funds makes it difficult. I think its difficult now and will be difficult some time due to the crisis going on. Doing a business plan and working within a budget is hard when money isn't going far, and with the lack of funds and grants from the government this is a real challenge and always will be with the way things are. Development is very expensive and it's important that we focus on our existing properties.

What is your fondest memory of your time on the Management Committee?

The people, the friends I have made throughout the challenging times and the hard work I have enjoyed my time. The staff and management committee have made my time something I'm glad I done, but it is my time to go. Its time for new blood to come in and have their say after 14 years of my involvement.



What would you say to someone considering joining the Committee or taking on any voluntary role within their community?

I would say its very rewarding, you get a sense of satisfaction out it that you have done something. If you have the time and are able to volunteer you will be thankful for what you get back for your time, especially having a say in your community when your trying to improve the local area.

You must have some funny stories, any you can share with us?

I have many funny stories from the committee nights out, and the Christmas nights out always ended with a sore head the next day. Patrick was a great laugh although committed to his job. And Donna, you haven't lived till you have had a night out with Donna, you can always rely on her for a good story.

How would you like to be remembered from your involvement within the committee and as Chair? What is your legacy?

I done it the best I could, I loved my time. I wish the committee and Southside Housing all the best for the future, I hope to see everyone at community events and will still help with the tea or anything I can. I would just like to thank all the staff past and present and my fellow committee members for all the help and support I had, I couldn't have done it without them.



National Hate Crime Awareness Week 12 – 19 October 2024



Everybody should be able to live their lives being comfortable being their real selves, and no-one should have to suffer harassment, victimisation or physical or mental damage on account of who they are, or as a result of another person's hatred.

Acts of hostility or violence against a person or a group of people because of who they are is called a Hate Crime, and acts motivated by hate can have a debilitating and long-lasting negative effect on people who are on the receiving end of a crime which is motivated by hate.

Hate crime is also any criminal incident which is targeted at a person or group because of hostility or prejudice towards them on account of their:

- Disability
- Race, ethnicity, and/or nationality
- Religion or belief
- Sexual orientation, or
- Transgender identity

National Hate Crime Awareness Week aims to address hate crime by highlighting the damaging and corrosive effects it has on individual and our communities, promoting good relations and showing solidarity with and signposting help and assistance for people who are the recipients of a hate crime. We're proud to back National Hate Crime Awareness Week and we are proud to celebrate the real diversity among our Southside neighbourhoods. We are a designated Third-Party Reporting Centre for Hate Crime, this means that if you are the victim of a hate crime but you don't feel comfortable or confident in reporting this directly to Police Scotland, you can report this to us and as a third-party reporting centre we can report a hate crime which you tell us about.

Hate Crime in Glasgow in Numbers.

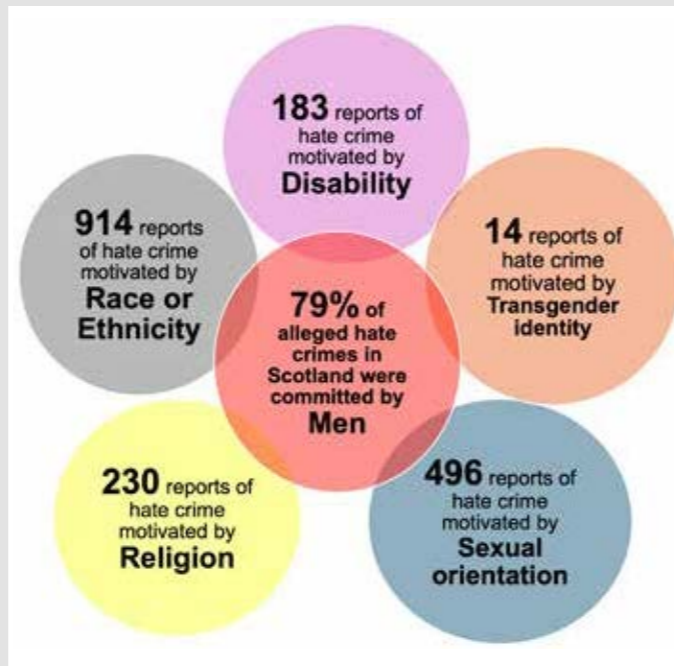
Our Equality, Diversity and Inclusion Commitments; We want your views!

Our communities are among the most diverse in Scotland, and it is that wide range of different cultures and backgrounds which makes our neighbourhoods really vibrant and enjoyable places to live and work in.

We are proud to serve those communities, and to work with and across the diverse range of people within our communities to promote good community relations and to bring real positive benefits to everyone.

We are currently looking at how we may advance fairness and inclusion in what we do as a provider of high-quality homes and much more over the next three years. Our Equality, Diversity and Inclusion Strategy 2024 – 2027 will set out our commitments and priorities in relation to fairness and inclusion, and we want you to help us to shape our Strategy. We have developed a brief summary document and questionnaire which you can find on our website at

<https://www.southside-ha.org/> we would really appreciate you taking some time to provide us with your views and comments on what we intend to do over the next few years.



*Data represents Hate Crimes reported in Glasgow and submitted for charge by Police Scotland to the Procurator Fiscal

Crown Office and Procurator Fiscal Service – Hate Crime in Scotland 2023-24 (June 2024)

How we performed during 2023/24

Every year, each of Scotland's 164 housing associations, co-operatives and local authority landlords submits an annual return to the Scottish Housing Regulator which shows how each landlord is performing against a range of indicators linked to the outcomes within the Scottish Social Housing Charter.

The SHR has just published data for all landlords which sets out how each landlord has performed over the past year. You can check out our Landlord Report for 2023/24 at <https://www.housingregulator.gov.scot/landlord-performance/landlords/southside-housing-association-ltd/>

You can also have a look the full range of data and how our performance compares with other landlords at <https://www.housingregulator.gov.scot/landlord-performance/statistical-information/>

How did we compare with other landlords?

Here is a quick snapshot of how our performance over the last year compared with the average for social landlords in Scotland although we will put online our official "report card" by the end of October.



Emergency repairs

3.2 hours

Scottish Average

4 hours

Days to re-let homes

19.8 days

Scottish Average

56.7 days

Anti-Social Behaviour resolved

98.5%

Scottish Average

94%

Non-Emergency repairs

4.4 days

Scottish Average

9 days

Gross rent arrears

7%

Scottish Average

6.7%

Rent lost due to empty homes

0.5%

Scottish Average

1.4%

Repairs right first time

89.8%

Scottish Average

88.4%

Average weekly rent

£103.45

Scottish Average

£91.81

Congratulations!

In July 2024, we were pleased to hear that a number of our staff were successful in achieving a Level 3 Certificate in Letting and Managing Residential Property from the Chartered Institute of Housing. Jenna Stevenson, Shahnaz Shakoor and Paul McVey all received the good news following several months of online learning and study. This will help ensure that Southside HA and our subsidiary Southside Lettings (Scotland) Ltd receive advice and guidance on their Mid-Market Rent activities from trained and qualified staff.



QUEENSLAND COMMUNITY PARK - RESEARCH RESULTS



Key findings

90%

Agree neighbourhood is a good place to live

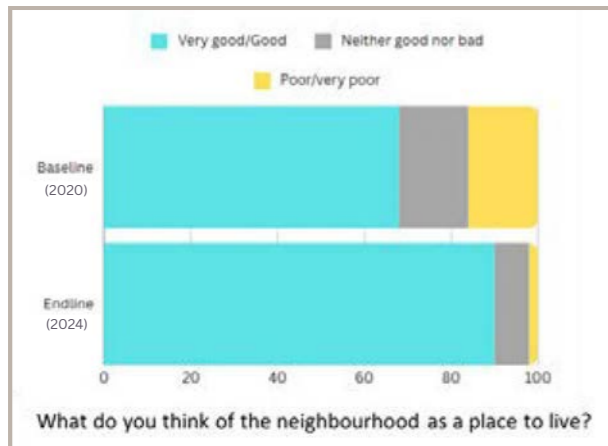
97%

Satisfied with play facilities

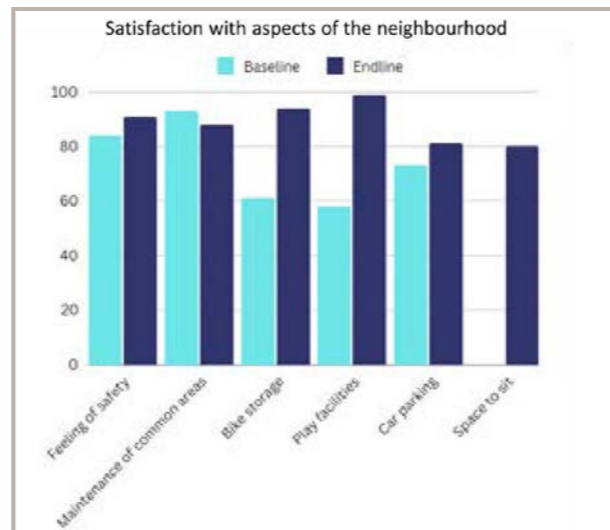
64%

Of residents now use the space

Neighbourhood Satisfaction

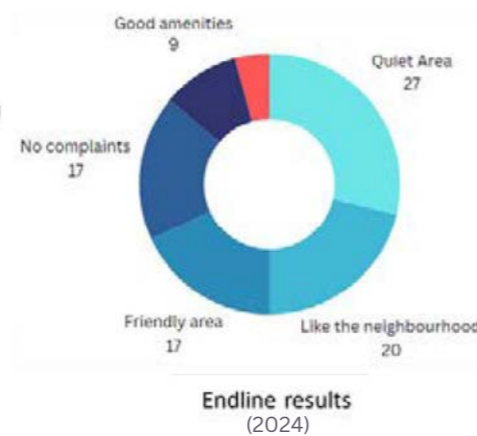
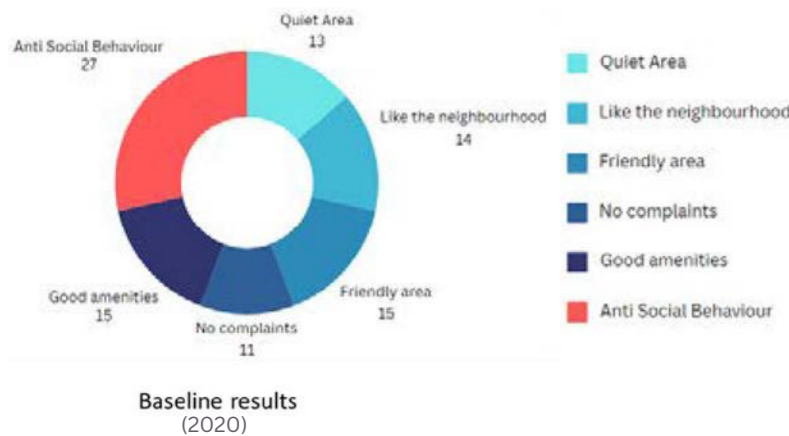


Increased Satisfaction: The percentage of respondents who view their neighbourhood as a good or very good place to live rose significantly from 68% to 90%



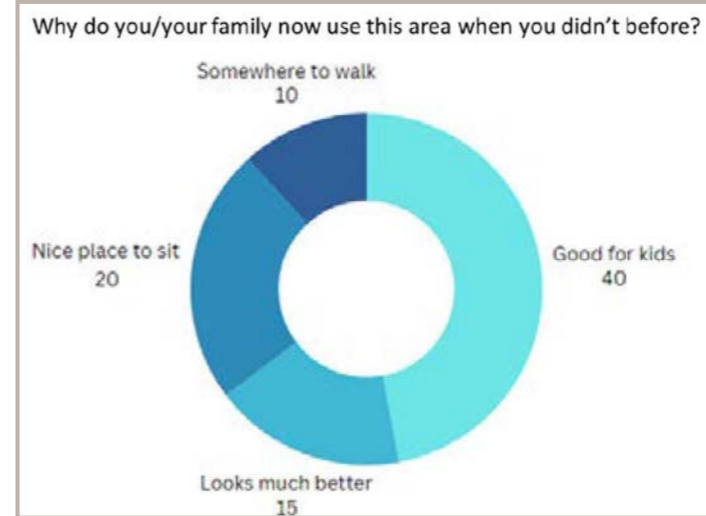
Improved Amenities: Satisfaction with amenities such as play facilities and bike storage saw substantial increases, with satisfaction in play facilities jumping from 58% to 99% and bike storage satisfaction rising from 61% to 94%

Perceptions of the neighbourhood: Respondents who were satisfied with the area said the area is quiet, that they like the neighbourhood and that the area is friendly. Anti social neighbours was the least liked aspect of the neighbourhood, but this has decreased from 31% to 18%



Queensland Community Park Usage

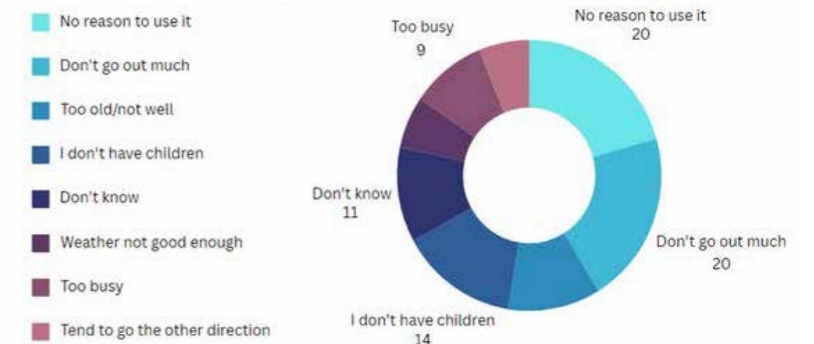
Increased Park Usage: The percentage of respondents using the greenspace at Queensland Court and Gardens increased from 35% to 64%



Expanded Activities: There was a notable increase in the variety of activities residents engage in at the park, particularly in taking children to play, which increased from 28% to 47%

50% said they **now spend longer** there, go more frequently and do different things in the park.

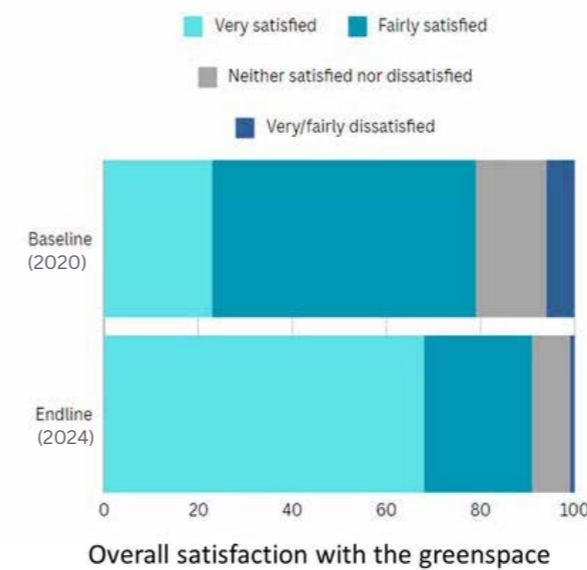
Those that don't use the area were asked why. The main reasons given were that they don't go out much (20%), that they have no reason to use it (20%) or that they don't have children/ it's for children (14%).



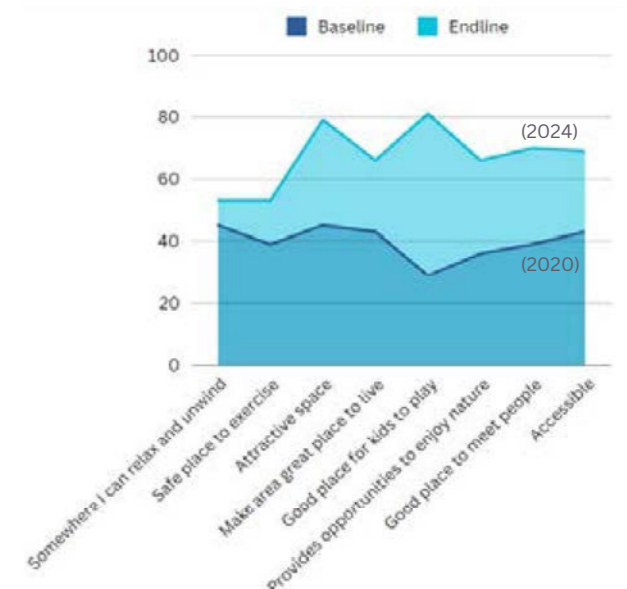
Perceptions of Greenspace

Positive Perception: There was a significant rise in the perception of the greenspace as a suitable area for children to play, with 81% of respondents strongly agreeing, up from just 29% previously

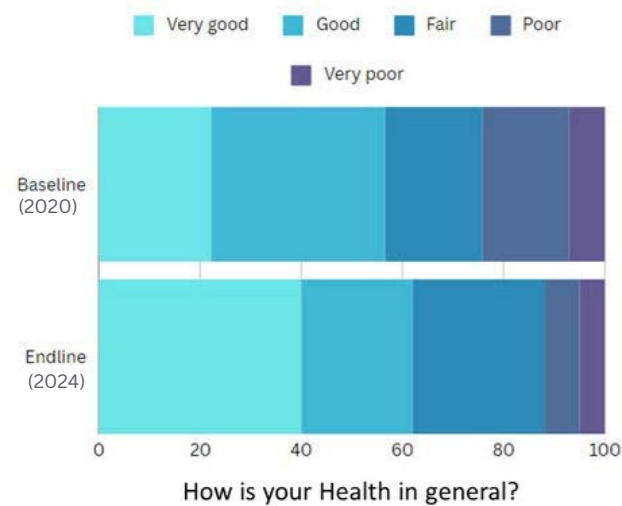
Overall Satisfaction: Satisfaction with the local greenspace increased from 79% to 91%, with those who were very satisfied rising from 23% to 68%.



Baseline vs Endline perceptions of the local greenspace



Access to Outdoor Space and Health



More Frequent Outdoor Activity: The proportion of respondents getting outdoors 4 to 7 times a week increased from 10% in the baseline study to 30% in the endline study.

Improved Health Perception: The percentage of respondents who rated their health as very good or good improved from 56% to 62%. The proportion rating their health as poor decreased from 24% to 12%.

Community Interaction

Increased Social Interaction: The percentage of respondents who interact with others daily increased from 15% to 38%, indicating enhanced community engagement.

Conclusion

The redevelopment of Queensland Community Park has led to significant improvements in resident satisfaction with their neighbourhood and increased usage of local greenspace.

The findings highlight the positive impact of well-planned urban green spaces on community well-being and the quality of life in residential areas.



Are numbers getting in your way?

Access free numeracy courses in your area

Multiply offers different types of courses for all learners to support you in home, social or work life. Courses can be anything from basic numbers and arithmetic to money management or classes tailored for specific needs such as helping your children with homework, or for everyday activities such as cooking, paying bills, DIY, or gardening.

For others, it's the first step to a maths or numeracy-based qualification that could help with getting a job or advance career prospects.

Find out more at www.multiply123.co.uk or by calling **0808 171 3030** to speak in confidence to a dedicated adviser in your local council area. The adviser will ask a few questions to understand individual needs, and then explain what support and courses are available to best suit your needs.



MULTIPLY

Funded by UK Government



Have you heard about Multiply?

It offers adults (aged 16 and over) who don't have at least a National 5, Standard Grade or O-Grade qualification in maths or arithmetic or if this qualification was some time ago, access to free numeracy courses and support. It could be at work, to help children with maths homework, work out household bills, improve budgeting skills or to gain an SQA qualification to progress in your career.

Through the UK Shared Prosperity Fund and Multiply, a UK Government-funded programme to help adults improve basic numeracy skills, a range of fully funded and free courses are available locally that will boost confidence and give you problem-solving skills that will keep number anxiety at bay.

Arranged in venues across the eight local authorities in Glasgow City Region, a wide range of courses are available to suit every need. There are even opportunities to gain a maths qualification.

Help is available with a range of fully funded courses and activities of all types, free to residents across the Region's eight council areas: Glasgow, East Dunbartonshire, West Dunbartonshire, Inverclyde, North Lanarkshire, South Lanarkshire, East Renfrewshire, and Renfrewshire.

For more information, visit the Multiply Website for more details on Multiply, types of courses available, and how to sign up. Or call them on **0808 171 3030**.

Visit the Multiply Toolkit for all resources including posters, flyers, and internal/external communication documents for sharing information to social media channels, newsletters, as well as guidance on how to refer someone for support.'

Factoring @ Southside Housing Association

Thank you for your patience as we continue with the implementation of our new customer management system. Whilst we are very much in the learning phase, we can already see efficiencies in processes which will increase as we become confident in exploring other functionality. The quarter one invoice for April – June 2024 was produced in August. You will no doubt have noticed a few glitches, and we appreciate your feedback which supports us in identifying solutions.

Unfortunately, the customer portal is still in development. Once live it will allow access to accounts, invoices, facilitate making payments as well as providing regular communication on proposed repairs and general updates. We are keen to hear your views on the layout, functionality and access for the portal. If you would be happy to join our focus group, please get in touch. Once we have a prototype to share, we would ask the focus group to trial it and meet up to gather feedback.

Remember we are able to issue invoices electronically to your preferred email address. This option offers several advantages;

- Faster delivery; Receive your invoices instantly, allowing you more time to review and make payments
- Convenience; Access your invoices from anywhere with an internet connection
- Reduced environmental impact; By choosing electronic delivery, you contribute to our efforts to minimize paper usage and promote sustainability

If you would like to receive your invoices electronically, please contact us at Factoring@Southside-ha.co.uk and provide us with your preferred email address. This will also allow us to register you on the portal once live.

We have various payment options available to you including;

- BACS: Sort Code: 800767 Account Number: 00781691 Please remember to include your customer account number which can be found at the top of your invoice
- Credit or Debit Card: Call us on 0141 422 1112 and select option 2 to make a payment. Please have your card details and customer account number to hand




We will no longer be accepting **AllPay** as a method of payment, should this cause any concern please contact us.

0141 422 1112 option 5 Factoring@Southside-ha.co.uk



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

Office Closure Due to Holidays

September Weekend 2024

Friday 27th September
Monday 30th September



GOOD
PRACTICE
AWARD

