

Spring 2021

# Southsider

Newsletter



SOUTHSIDE  
housing association

CELEBRATING  
50 YEARS

## Return to a Full Repairs Service

We are delighted to announce that following the relaxation of COVID-19 restrictions across Scotland on Monday 26 April the Association's repairs and maintenance service can take a further step towards being able to deliver our full service to our customers. [Read more on page 2](#)

## Green Space Development

### Queensland Court & Queensland Gardens

We received funding from Scottish Natural Heritage (SNH) to develop a green space development project in 2019. Our plans have been delayed by Covid-19 but we are back on track and hope to be on site in summer 2021.

The funding was given to develop the unused and underdeveloped open green space at Queensland Court and Queensland Gardens. The area has fallen victim to excess surface water, making the outdoor space limited and often unusable. The area also suffers from poor parking facilities and insufficient play areas for young families.

[Read more on page 23](#)



### In this Issue



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- Planned Improvements
- Green Space Development

### We want your feedback

We would appreciate it if you would fill in your comments on any of the issues covered in this newsletter on the enclosed card.

Postage is free.



# Update on our Repairs and Maintenance Service

It has been a long and difficult journey for us all from January to now. Constant Level 4 restrictions imposed for almost five months has meant that we have only been able by law to deliver an emergency and urgent repairs service to you. However, with the latest Scottish Government easing of restrictions the Association are now able to provide a non-essential repairs service to customers inside their homes. This means we can respond to your repairs request within our normal repairs timescales, and catch up on any backlog of repairs which we haven't been able to attend to due to Government restrictions. It also means that we can progress our programmes of planned and cyclical maintenance to your homes, and other major improvement works.

More information about COVID-19 and the easing of restrictions can be found at <https://www.gov.scot/publications/coronavirus-covid-19-protection-levels/>, or contact the Association where we will be happy to update you on what services we can provide.

# Welcome to the Southsider

## Other News:

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## Office Closure Due to Holidays

### Spring Holiday 2021

- Friday 28th May ..... closed
- Monday 31st May ..... closed

### Glasgow Fair 2021

- Friday 16th July ..... closed
- Monday 19th July ..... closed

### September Weekend 2021

- Friday 24th September ..... closed
- Monday 27th September ..... closed

Our offices remain closed and the majority of staff are working from home. We aim to continue to provide advice and services with as little disruption as possible.

# Committee Members



Chairperson  
Mrs Margaret McIntyre



Vice Chairperson  
Mr Alex Cameron



Secretary  
Mr Jonah Chireka

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

We currently have some vacancies on the Management Committee and particularly welcome interest in joining the Committee from tenants and factored owners. We have an induction process for new members and can provide training tailored to suit your needs. The position is voluntary and requires a commitment of a few hours each month.

We would love to hear from you, why not start with an initial informal chat? Please call [0141 422 1112](tel:01414221112) or email [getinvolved@southside-ha.co.uk](mailto:getinvolved@southside-ha.co.uk)



## Hanif Mirza

The Association was saddened to hear of the untimely death of our previous Committee Member Hanif Mirza.

Hanif stood down from the Management Committee of Southside Housing Association in 2019 after nearly 20 years of service and is fondly remembered by our Committee and staff.

A retired Postmaster, Hanif was active in a range of voluntary organisations and was a keen supporter of Scottish and Pakistani cultural ties.

Our sincere condolences go to all his family and friends.



SOUTHSIDE  
housing association

CELEBRATING  
50 YEARS

## Celebrating 50 years of SHA!

This year SHA turns 50 and to celebrate we would like you to share your stories and pictures of SHA throughout the years.

We will look to share your stories on our website and social media and are aiming to have an event to showcase our history later in the year.

To share your stories email  
[getinvolved@southside-ha.co.uk](mailto:getinvolved@southside-ha.co.uk)



# One Year on . . . Covid-19 Update

Following the outbreak of Covid-19 in March 2020 we have had to change how we deliver essential services for our tenants. We closed our offices to the public and staff have been remotely working from home since then. I hope your experience of Southside Housing Association over the last 12 months has been positive and you have seen minimal disruption to your service.



We have been in touch with many of you to provide advice and assistance, as well as check how you were. We are still doing our best to deliver important services to our tenants during such uncertain times and appreciate your patience.

While COVID-19 remains an on-going public health concern, the services we provide will continue to be carried out subject to risk assessments, physical distancing and hygiene guidelines. Our offices remain closed to the public and we continue to work remotely to deliver a range of essential services for our customers. We are hopeful that if the improving situation continues that we will be in a position to return to something near our normal service later this summer as Scotland hopefully moves out of the Scottish Government 'Levels' system currently in place.

An indicative timetable for further moving out of restrictions has been published by the Scottish Government, and while this remains subject to the current improving public health picture and provides provisional timescales only, this certainly provides us all with much needed hope for the Summer:

- 17 May 2021 - All of Scotland moves to Level 2**
- Early June 2021 – All of Scotland moves to Level 1**
- Late June 2021 – All of Scotland moves to Level 0**
- July 2021 – Proposed end of 'Levels' across Scotland, and return to 'normal'**

More information about COVID-19 can be found at <https://www.gov.scot/publications/coronavirus-covid-19-protection-levels/> ,

## New business plan being prepared

The Association's Management Committee is currently finalising the content of its next five year Business Plan. The Business Plan is the key planning document for the Association setting the general direction and strategic priorities for the coming five years.

Once it is finalised we will send you a draft summary and to allow for your feedback before it is finally ratified, however we can give you a sense of what the main changes are likely to be just now.



We are likely to maintain the pattern of annual rent increases below sector averages



A reduced priority for new homes while we focus on investment in our existing homes.



We will see a growth in on line and digital services allowing you in real time to pay rent, order repairs, check housing applications etc. at a time that is convenient for you. We also will reflect the key feedback from tenants that they want to see no reduction in services



An annual increase of approximately £1-1.5m on investing in your homes, up to approximately £4m per annum,



An increasing effort to protect us from rising costs, particularly where public services are reduced or withdrawn.

As we said above, we will send out a formal consultation in a few months, but if you have any thoughts on this subject that you would like us to consider just now, we would love to hear from you on [getinvolved@southside-ha.co.uk](mailto:getinvolved@southside-ha.co.uk).

# Looking after your mental health during Covid-19

The Scottish Government is running a campaign called 'Clear Your Head'. This highlights some practical things that you can do to look after your mental health and wellbeing while continuing to stay at home during the Covid-19 restrictions.

For more information on this and for tips, resources and support please visit <https://clearyourhead.scot/>.



## Need Urgent Help?

If you or someone you know urgently needs help or is in a crisis call NHS 24 on **111** If you just need to talk with someone, then the following are here to help:



on **0800 83 85 87** Monday to Thursday 6pm to 2am Friday to Sunday 6am to 6pm



on **116 123** free from any phone 24 hours a day, 365 days a year.



**Pollokshields**  
COMMUNITY  
FOOD POINT

## Our Community Response to Covid-19

In April last year, local resident Ria Din organised an online forum for residents and organisations to come together to produce advice and information for the Pollokshields community in response to the devastating pandemic.

From this initial response a partnership was borne between Southside HA and Pollokshields Mutual Aid (PMA) and a range of other community groups that established the Pollokshields Community Food Point.

The Food Point has sustained hundreds of households at risk throughout the past year, distributing more than 10,000 food parcels. This has been supported by thousands of hours of volunteers' time and generous donations. Our thanks to all those who have supported this wonderful community effort including The Scottish Government, Glasgow City Council, local businesses and agencies, all the volunteers and all those who have made donations of food and money.

The Food Point continues to operate out of the Association's premises at 423 Shields Road and is open from 3-5pm on Saturdays, Sundays and Mondays each week (2-3pm for donations). Tel . no. 07786375

If you would like to financially support the work of the Food Point please use the JustGiving link below.

<https://www.justgiving.com/crowdfunding/pollokshields-communityfoodpoint?fbclid=IwAR3FPB7TeVxoAckCYI9V6H-XMhcW3mgdLZRUabqNm7CTDhdU1miWsjbSPgM>

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# Southside Connections



## Mid-Term School Holidays

Thanks to funding from Glasgow City Council, the Children's Holiday Food Programme was back in February 2021. We were delighted to work with Babu Kitchen to provide healthy food and activity packs for kids in both Cardonald and Pollokshields.

The snow was a challenge but we put some smiles on tiny faces!





## Urban Explorers Club

Urban Roots run an Urban Explorers Club for 5 – 11 year olds every Saturday and after school on a Tuesday from our community hub at 40 Moss Heights Avenue. Children get a chance to learn about the outdoor environment using community gardens and participate in fun activities and learning.

For more information please contact [projects@urbanroots.org.uk](mailto:projects@urbanroots.org.uk)



# Introducing Our New Customer Service Department!

The Association's Management Committee has invested heavily over the past 18 months in a Business Improvement Programme which has, at its heart, a desire to improve how we deliver services. This includes a new IT system that will allow customers greater control over when and how you can engage with us, but also includes a radical restructuring of our teams and systems to better align with your needs and expectations.

We have used various methods to gather your feedback to better understand the experience you currently receive from us. In addition we asked about other company's you deal with, what good service looks like and feels like and how we compare to your expectations.

We have undertaken extensive staff training and are now delighted to announce the launch of the new Customer Service Department! This new department will be your first point of contact for all queries, in person, over the phone via email or social media. They will record and own your query, carrying out all necessary investigations. Their role is to enhance the experience you receive, ensuring you are kept up to date with all progress and ultimately deliver a suitable resolution. In addition, they can suggest or signpost you to additional services suited to your circumstances and lifestyle.

Leading the department, bringing over 20 years customer service and 13 years housing experience, are Dianne Keenan, Thomas McIlvaney and Heather Congalton. Their job is to support the team who are supporting you, ensuring they have the knowledge, training and empowerment to do the right thing. Within the Customer Service Department we have years of experience from all areas of the housing sector as well as a real passion for doing it right, first time!

The Customer Service Department went live on April 1st 2021. They are looking forward to getting to know you, taking care of your concerns and seeking your feedback to help us improve!



From left to right:  
Thomas McIlvaney CIHCM, Customer Service Team Leader; Heather Congalton, Business Support Supervisor; Dianne Keenan, Customer Service Department Manager





Heather Sheridan-Price, Marketing, Communications & Business Development Officer

I have been with Southside since 2016, providing marketing, communication and business development expertise to both SHA and SFARS.



Elaine Reilly, Customer Services

My name is Elaine, I have been with Southside since 2007. I have enjoyed many roles throughout the years, most recently as Business Support Officer to Housing Services.



Christine Adams, Customer Services

My name is Christine, I have 17 years experience in housing. I have been a Rent Officer for the past 7 years prior to which I was a Housing Assistant



Ruth Kennedy, Customer Services

My name is Ruth, I have been with Southside for 8 years, supporting both Factoring and Mid Market Rent customers. Prior to SHA, I worked for Cathcart & District Housing Association.



Jennifer Paton, Customer Services

My name is Jennifer, I have been with Southside since 2015 as a Repairs Assistant, prior to which I completed my housing apprenticeship.



Sairah Khan, Customer Services

My name is Sairah, I've been with Southside for 6 years. I have a wide range of experience in Asset Management, Repairs & Maintenance and Reception duties.



Donna O'Connell, Customer Services

My name is Donna, I have over 16 years of experience as a Housing Assistant at SHA and have held roles of Clerical Assistant, Team Secretary and Housing Assistant within GHA and Corporate Services Assistant at Yorkhill Housing Association.



Mandy Warren, Customer Services

My name is Mandy, I have been with Southside for 2.5 years as a Factoring and Mid-Market Rent Assistant.



Fauzia Jabeen, Customer Services

My name is Fauzia, I have been with Southside for over 3 years, achieving my level 3 housing qualification CIH through a programme which enabled me to learn all aspects of social housing.



# Learning from your feedback!

We value your feedback whether it is from a compliment or a complaint. We use this feedback as an opportunity to shape our services – it is important to us that we learn from your experiences with us.

Recently the Scottish Public Services Ombudsman (SPSO) published updated complaint handling procedures so that public service organisations can handle complaints in a consistent way. We are in the process of adopting these updated procedures and making sure our staff handle feedback in a fair and consistent way.

The new complaint handling procedure and what it means for you.

The key elements of our updated procedure includes:

- a definition of what is and what is not a 'complaint'
- a two-stage process where complaints are resolved as close to the frontline as possible. Frontline resolution of complaints within 5 working days (Stage 1) and an investigation stage of 20 working days, which provides the organisation's final decision (Stage 2)
- how we record complaints
- active learning from complaints through reporting and publicising complaints information on our website

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



## Complaints

If something has gone wrong, please let us know. We are committed to listening to tenants and acting on feedback to improve our services.

Between 1 January 2021 and 31st March 2021 Southside Housing Association received a total of 45 complaints.

- 21** were about our Repairs, Maintenance and Improvements Service
- 16** were about our Factoring and Mid-Market Rent Service
- 6** were about our Estate Management Service
- 2** were about our Care and Repair Service

We took on average 6 days to resolve frontline (stage 1) and 26 days to resolve investigation (stage 2) complaints.

### Learning from complaints...

Some of the complaints we received this quarter reminded us of the importance of clear and consistent communication.

# New Customer Digital Platform Coming Soon!

Thank you to you all for taking part in naming of the new customer digital platform. The winning name is 'MySouthside'.

The digital platform will be live this year, allowing customers to manage their information 24/7 and access services and communicate with us digitally.

We will shortly begin a customer consultation to gain feedback to make sure the platform is as useful and accessible as possible.

To sign up to be alerted when the digital platform is live, complete the form here:

[www.surveymonkey.co.uk/r/SHA-Customer-Digital-Platform](http://www.surveymonkey.co.uk/r/SHA-Customer-Digital-Platform)



# Sustainable Tenements

Many of our tenants live in beautiful, characterful tenement buildings dating from the mid-1800s to the 1910s. However, these homes carry with them maintenance challenges. Ensuring historic flats can become more environmentally sustainable and contribute to reducing our carbon footprint is a particular concern as Scotland moves toward Net Zero.

In March 2021 the UK Collaborative Centre for Housing Evidence (CaCHE), led by Prof Ken Gibb, announced a demonstration project, in collaboration with Southside Housing Association, Glasgow City Council, and Strathclyde University. The project will evaluate how carbon reduction may be achieved by a high-quality EnerPHit retrofit of a Glasgow tenement block.

Funded by the Scottish Funding Council (SFC) as part of its Climate Emergency Collaboration Challenge, the project will assess the scalability and replicability of the lessons learned for Glasgow's wider pre-1919 tenement stock.

"We are delighted to make a potentially big contribution to addressing the climate emergency in Scotland through SFC funding for this important project. Older housing is a key source of the carbon challenge, especially our pre-1919 tenements. This demonstration project allows us to both learn about this particular form of retrofit and to assess how to scale up and provide replicable solutions across the range of Glasgow tenements. It is an exciting opportunity to work on something that can make a genuine difference." Prof Ken Gibb

Ivan McKee, minister for trade, investment and innovation, said: "We are facing a global climate emergency and one of the major challenges is not only how we build in the future, but reducing carbon emissions from existing housing stock. As these projects demonstrate, innovation plays a key part in this and will help us reach our ambitious, world-leading target to reach net-zero by 2045. We continue to engage with public bodies, businesses, communities and individuals at every opportunity to address the challenge we all face."

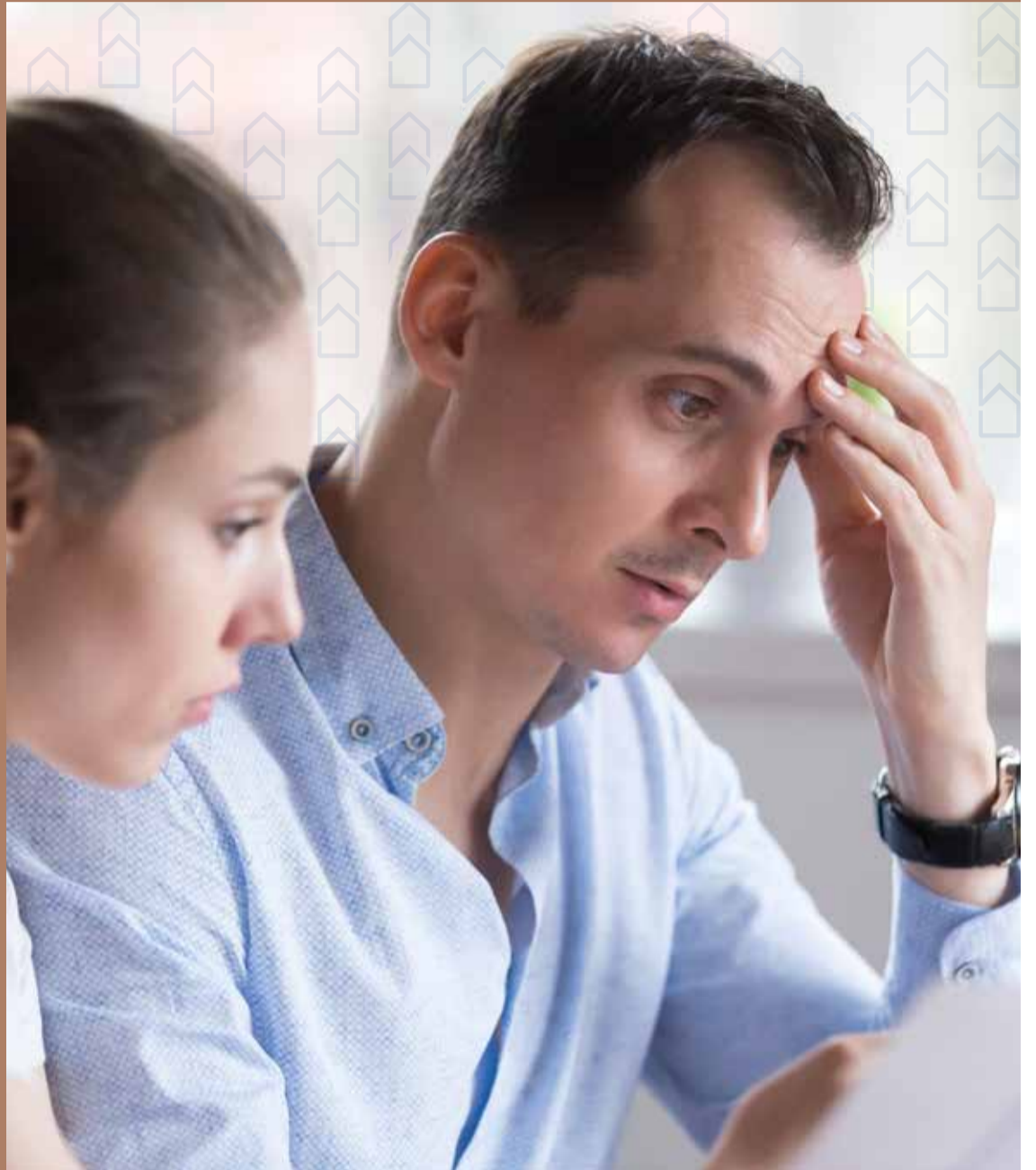


# Welfare Rights & Money Advice Service

Our Money Advice Service continues to help tenants find your way around the benefits system.

In recent years, Welfare Reform has led to new benefits being introduced. This has made it important to get good, accurate advice on what benefits to claim. Some of the issues that we have been dealing with include:

- Helping tenants to make and manage online claims for Universal Credit
- Making sure that tenants are properly advised about whether they need to claim Universal Credit or whether they can stay on old style benefits
- Helping reduce rent arrears by challenging Housing Benefit decisions
- Appealing decisions to refuse PIP or end ESA (Employment & Support Allowance) awards
- Applying to the Scottish Welfare Fund for items of furniture for tenant's homes
- Disputing benefit overpayments – making sure tenants don't have to pay back any more than they should
- Advocating on tenant's behalf with Social Security Scotland to ensure that they receive any devolved benefits that they may be entitled to – such as the Best Start Grant & Best Start Foods for young children, Funeral Support Payment, Young Carer Grant etc.
- Providing money advice and debt solutions



## Changes to Benefits

Here are the main announcements relating to welfare benefits as announced by the Chancellor on 3rd March 2021.

### Universal Credit

- **Standard Allowance**  
The £20 uplift in the UC Standard Allowance will continue for a further 6 months from April 2021.
- **Minimum Income Floor**  
The suspension of the MIF continues to the end of July 2021. It will gradually be re-introduced in August but with discretion for it not to be applied to claimants whose self employed earnings are adversely affected by Covid.
- **Repayment of Advances**  
From April 2021, New Claim Advances & Benefit Transfer Advances can be repaid over 24 months.

- **Deduction rates**  
From April 2021, the maximum amount for Third Party Deductions will be reduced from 30% of standard allowance to 25%.
- **Surplus Earnings**  
The surplus earnings threshold will remain at £2500 until 31st March 2022 (when it is due to be reduced from £2,500 to £300).

### Working Tax Credit

- £500 payment

The temporary £20 uplift ends from April, but claimants will receive a £500 one off payment.

# Post Office Card Accounts

Around 900,000 claimants have their State Pension, other Department of Work & Pensions (DWP) benefits or Tax Credits paid into a Post Office Card Account. The government's contract with the Post Office for these accounts is due to end on 30 November 2021.



Ahead of the change, the DWP is currently writing to customers who have their State Pension or benefits paid into a Post Office Card Account. The letter asks them to nominate an alternative account for their benefits to be paid into.

There is no need for claimants to panic - so long as they have notified the DWP / HMRC of their nominated account before their POCA closes, there should be no problem.

If you are unable to open a new account, please contact our Advice Team for assistance.



Social Security Scotland  
Tèarainteachd Shòisealta Alba

## Job Start Grants

If you are between 16 and 24 years old and in receipt of any of the following benefits for 6 months or more when offered a job, you may be entitled to £250 grant to help towards the costs of starting work i.e. clothes or tools.

- Universal Credit
- Job Seekers Allowance (income based)
- Employment and Support Allowance (income related)
- Income Support

Find out more at [mygov.scot/jobstartpayment](https://mygov.scot/jobstartpayment) or contact our Advice Team for more information.



Social Security Scotland  
Tèarainteachd Shòisealta Alba

## Young Carer Grant

The Young Carer Grant is a lump sum payment of £305.10, which can be made to 16, 17 and 18 year olds who are providing at least 16 hours a week care to a severely disabled person.

The person they care for must be getting a qualifying disability benefit which includes:

- The care component of Disability Living Allowance (DLA) at the middle or highest rate,
- The daily living component of Personal Independence Payment (PIP)
- Attendance Allowance.

The young carer must not be getting Carer's Allowance. He or she can get a grant even if they work or study full-time and it is not means-tested.

To be eligible a young carer must be providing 16 hours or more care a week.

### Can a young carer get a Young Carer Grant if someone else already claims Carer's Allowance?

Yes, if a young carer meets the qualifying rules they can get a grant, even if someone else is already claiming Carer's Allowance for the person that they are helping look after.

Only one person can receive a Young Carer Grant for the same disabled person. Making a claim for a Young Carer Grant will not affect any benefits the young carer gets or the benefits of the person they look after.

### How do I apply?

Apply online by downloading a paper form at [mygov.scot](https://mygov.scot) or by phoning Social Security Scotland for free on **0800 182 2222** (8am to 6pm, Monday to Friday. Young carers can apply once a year while they are 16, 17 or 18.



# Your rent is changing!

## Rent Consultation & Rent Increase for 2020-21



### Tenant Consultation

From April 2021 the amount of rent you pay will be changing.

Following our rent consultation with tenants, our Management Committee set the rent for the coming year at 1%. This represents approximately 98 pence on an average weekly rent.

The Association is delighted to maintain its tradition of consistently keeping rent increases lower than the Scottish average. We are confident that the 1% increase for next year will once again mean a lower rent increase for our tenants in comparison with the rest of Scotland.

Annual Rent Increase	11/12	12/13	13/14	14/15	15/16	16/17	17/18	18/19	19/20
SHA Rent Increase	2.2%	1.7%	3.75%	3.3%	0.5%	1.5%	2.25%	3.5%	2.9%
Scottish Avg.... Rent Increase	4.7%	4.8%	3.7%	3.55%	2.66%	1.9%	2.3%	3.2%	2.97%

### Why do we have to increase your rent?

This year's 1% rent increase will generate just under £100k in additional income, but much of this is already eroded by general inflation currently hovering at 0.7% but forecast to rise to between 1.5-2% over the next 2 years. Just like every household, we are subject to inflationary increases on repairs, utilities, transport, insurance etc.

Price inflation is not our only problem. The cuts in public services have a direct impact on housing associations. We spend more than £250k per annum on advice services like Welfare Rights. In previous decades that would be seen as a mainstream public service delivered by the local authority, but it is now an essential housing association service. When we consulted with you there was no appetite for reducing this service.

The biggest cost increase for us this year has been the removal of the "free" bulk uplift service by GCC. Apart from the visual impact of bulk refuse, furniture etc. being left lying for weeks around your home, there is also a clear safety and fire risk – so the "do nothing" option isn't acceptable. Instead our Mobile Concierge now uplift approximately \*\* every week. A full truck load of bulk items would cost us £500 to remove using a private contractor. In reality the 1% rent increase won't even cover for the cost of replacing the GCC bulk uplift service.

Last but not least we need your rent money to support investment in your homes. Many projects have been put on hold for the past 12 months due to the pandemic, but this is not a saving as it operates like a conveyor belt. Any hold up just causes a back log that then has to be cleared.

In the coming year, we expect to double our investment budget to over £5m and this includes major expenditure on

- new heating at Swinton and St Andrews Drive (£2.2m),
- fire safety work in the mini-multis in Pollokshields (£600k),
- new heating at Maxwell Grove and Gardens (£500k)
- Upgrading of smoke detectors throughout the stock, (£600k)
- Structural Engineering works at various addresses (£685k)
- Improvements to communal electric systems in Queensland, Berryknowes and some of the blocks at Swinton.(£230k) and we also have approximately £100k of expenditure to get works ready in 12 months time including
- Modernising the lifts at Moss Heights Avenue
- Upgrading the heating at Queensland Court and Gardens
- Heating and bathrooms at various addresses.



So the setting of the rent increase is a careful balancing act between protecting services which tenants value, responding to new demands like the withdrawal of bulk uplifts and keeping rents affordable.

# What you told us...

During January 2021 we consulted all tenants on the proposed rent review and an increase of 1%.

We asked you if you thought the proposed rent increase of 1% for 2021/22 was fair, based on the service you receive.



It's about right	<b>75%</b>
It's too low	<b>2%</b>
It's too high	<b>23%</b>

## Claiming Universal Credit?

If you are already claiming Universal Credit and are liable to pay rent, you must notify DWP that your rent payments have increased from 1st April 2021.

If you do not tell DWP your rent has increased, you will not be paid the correct amount of Universal Credit. You cannot notify DWP of your rent increase before the 1st of April 2021.

You will notice a "To Do" action on your Universal Credit account. DWP will ask you if you have any changes to housing costs to report - you should select "yes" and enter the new details of any rent due.

Remember if you do not tell DWP your rent has increased, you will not be paid enough Universal Credit.

If you need help to do this, please contact us!

If you require advice on how Universal Credit may affect you, please make an appointment with our Welfare Rights and Money Advice Team by calling **0141 422 1112** or email [enquiries@southside-ha.co.uk](mailto:enquiries@southside-ha.co.uk)

Making an appointment or needing more information?

If you would like more information on the services provided, have any questions regarding your rent or would like to make an appointment please contact us on **0141 422 1112** or email [enquiries@southside-ha.co.uk](mailto:enquiries@southside-ha.co.uk).



# Dogs in multi storey flats

If you are a tenant of Southside Housing Association, there are rules on keeping dogs in your home.

For housing other than multi-story housing these are as follows:

- You need permission from the Association to keep a dog. If you replace a previous dog, you will need to get our permission for any new dog/s.
- If you are given permission to keep a dog we will clearly set out the conditions that you must follow if you have a dog/s in your home.
- Failure to follow these conditions will result in us withdrawing permission for you to keep a dog/s.
- If you keep a dog without permission from us you are breaking the rules of your Tenancy Agreement. In this case we will discuss your options with you.
- We will not give you permission of keep any dog that is banned under law.
- We will give permission to keep an assistance dog which has been professionally trained to support tenants with a disability.

If you want permission to keep a dog, please call us on **0141 422 1112** or email [estates@southside-ha.co.uk](mailto:estates@southside-ha.co.uk)

Dogs have not been allowed in multi-story flats for some years. If you have a dog and live in a multi storey flat please contact us on **0141 422 1112** or email [estates@southside-ha.co.uk](mailto:estates@southside-ha.co.uk) to discuss your options.

## Bulky Items

In order to protect essential services during the Corona Virus outbreak Glasgow City Council took the decision to suspend all free of charge bulk collections on Monday 23 March 2020. This decision, in addition to fewer refuse collections carried out by Glasgow City Council, has undoubtedly had an impact on our bin stores and back courts.

Our Mobile Facilities Team stepped in to plug the gap by uplifting bulk where we can and try and keep the bin areas as tidy as we can in the circumstances.

We can now report Glasgow City Council has reintroduced a by-request-only service for bulk uplifts from tenants in flats and main door properties.

You can request a bulk uplift using the MyGlasgow App or online at [www.glasgow.gov.uk/bulkywaste](http://www.glasgow.gov.uk/bulkywaste).





# Refuse Collections



We understand that tenants are spending more time at home which in turn is increasing the amount of household waste in back courts and bin stores. Whilst the majority of tenants are disposing of their rubbish responsibly, our staff have reported an increase in the volume of discarded bin bags in back courts.

We encourage all tenants to make full use of the blue recycling bins provided by Glasgow City Council. This would greatly help reduce the general waste bins overflowing unnecessarily and allow all household rubbish to be deposited correctly. We would be grateful if all tenants could recycle as much as possible at this time.

We have been made aware that there have been some issues with reporting missed refuse collections over the phone. We are advised that the best way to report any issues about refuse collections is through the Glasgow City Council website or via the MyGlasgow app.

We hope that tenants will understand that we are all working hard to keep services in place, however we must work together to avoid deterioration in our areas and follow official safety advice and guidance. One way you can help our Facilities Mobile Team during this difficult time is to dispose of your rubbish responsibly.

# Nuisance Birds

Birds will soon be nesting and may become a nuisance, but they are protected and we are limited with what we can do.

For this reason, we would ask that you do not encourage the birds by feeding them, particularly near to our blocks of flats.

They can make a terrible mess which is both unsightly and damaging to properties and cars. Feeding birds around your home will also encourage vermin.

All wild bird species, their eggs and nests are protected by law. We cannot therefore remove nests that are being built, and need to avoid trimming or cutting trees, bushes, hedges and rough vegetation during the nesting season.

We will always take seriously your concerns about nuisance birds and take action in line with the current government guidelines.



# Planned Investment Update!

At the end of March 2020, in line with government advice, we had to make the difficult decision to postpone all planned investment work that was taking place due to the corona-virus outbreak and subsequent lockdown.

With light at the end of the tunnel we are planning to restart our planned investment works in 2021/22.

## New Heating Systems

12 - 48 Swinton Place  
 21 - 39 St Andrews Crescent & 27 – 31 St Andrews Drive  
 5 Queensland Court & 15 Queensland Gardens

## Lift Replacements

20 – 220 Moss Heights Avenue

## Replacement Fire Doors & Sprinkler Systems

21 - 39 St Andrews Crescent & 27 – 31 St Andrews Drive

## Upgrade to Common Stair Lighting

5 Queensland Court & 15 Queensland Gardens

## Improvement works to front entrances

Albert Drive

## External and Internal Common Painter work



21 March Street  
 42 Queen Mary Avenue  
 41 Barfilan Drive & 15 Maryland Gardens  
 582 - 590 Mossspark Boulevard  
 55 Nithsdale Road  
 10 March Street  
 425 Shields Road  
 144 McCulloch Street  
 960 Pollokshaws Road  
 380 Tantallon Road & 390 Tantallon Road

## External Repairs and Common Painter work

5 Queensland Court & 15 Queensland Gardens

## Window Replacement

55 Nithsdale Road  
 10 March Street

## Common Extract Fan Replacement

5 Queensland Court & 15 Queensland Gardens

## Installation of new kitchen and bathrooms

various properties

In addition to the above improvements we will provide essential health and safety inspections to tenant's homes:

- Electrical Safety Testing throughout 600 homes
- Restart Smoke & Heat Detector Programme throughout 900 homes
- Gas Safety Testing throughout 900 homes

To find out how your home will benefit please contact us on **0141 422 1112**  
 or **email [enquiries@southside-ha.co.uk](mailto:enquiries@southside-ha.co.uk)**



# Improvements to Albert Drive

As part of Glasgow City Council's Town Centre Action Plan, we have been successful in securing a grant of £20k to improve the front entrance of tenements on Albert Drive.

Working with residents of Albert Drive we have developed a plan specific to each participating close



- Repair and improvement work to the close entrance including tiling, painterwork, etc.
- Restoration of clear boundaries where the fascias from commercial properties have encroached on close entrances,
- Improved lighting,
- Architectural lettering and numbering,
- Replacement of entrance doors if repair work is not an option.
- Repair to and/or replacement of door entry system

We want to raise the standard of the front entrances on Albert Drive and restore some confidence to the street after the recent devastating fires. We appreciate this is a very modest contribution but we think it is an important statement of confidence on the future of Pollokshields main commercial street.

## Fire Door Replacement & Sprinkler Systems



21, 27, 33 & 39 St Andrews Crescent, 27, 29 & 31 St Andrews Drive

**Southside Housing Association is continuing to address fire safety for all of our tenants and factored home owners within properties we factor.**

Fire Doors are essential at containing fire, slowing the spread and providing valuable time for residents to safely evacuate and firefighting and rescue operations to take place.

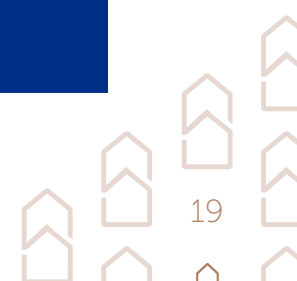
Following a health and safety inspection at St Andrews Crescent and St Andrews Drive, we identified non-compliant internal fire doors which do not provide the required one hour fire resistance.

The programme will replace all front, communal, and fire escape doors at St Andrews Crescent and St Andrews Drive to make sure they have the required one hour fire resistance.

Southside Housing Association plans to further protect residents at St Andrews Crescent and St Andrews Drive by installing fire sprinkler systems in all 7 bin stores.

"The security of our tenants and factored home owners is our number one priority. We want all residents at St Andrews Crescent and St Andrews Drive to be safe and feel safe in their homes. We have worked hard to enhance fire safety throughout our stock, and these new doors and sprinkler systems will increase protection and reassurance for hundreds of residents." Donna Reilly, Head of Development

For more information please contact us on **0141 422 1112** or email [enquiries@southside-ha.co.uk](mailto:enquiries@southside-ha.co.uk)



# Improved Insulation in Cardonald and Pollokshields

Residents in our mini multi-storey blocks have been raising concerns about heat loss around the windows and veranda glazing. In addition to looking at upgrading the heating, we have also been looking at improving the fabric of the building. In particular the living room glazing screen was noted by many to be as source of cold draughts.

These double glazed units were fitted circa 2000 by Glasgow City Council (GHA) and are now considered to be into the second half of their expected life. From a sample of flats surveyed, worn window and door seals were a common problem. Closing mechanisms were also noted to be misaligned or incorrectly positioned. These accounted for numerous draughts and cold spots when viewed under an infra-red, thermal imaging lens.

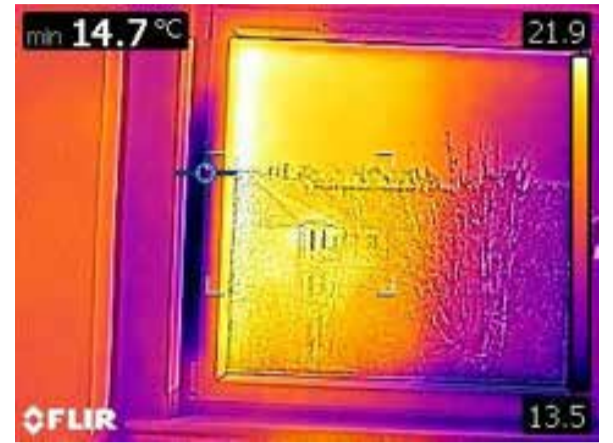
The upper and lower UPVC plastic trims were also examined and removed to expose an uninsulated cavity which would allow heat to leach out of the property.

The Association established a multi-disciplinary group to consider a range of options to restore and upgrade the windows in an effort to better retain heat and improve the energy performance of the dwelling.

## Key Measures:

- Replace all window and door seals.
- Adjust all window and door mechanism alignments.
- Fit additional threshold bar at the door to reduce gap.
- Remove UPVC trims and pack tight with loose fill Rocwool insulation.
- Remove lower external UPVC trim and fit insulated board.

We have tested these measures in a void property and the initial results are very positive. We hope to roll this out to tenants in the coming months in addition to the proposals on new heating.



## Full Steam Ahead for New Heating in Cardonald and Pollokshields

Despite all the delays with lockdowns and the pandemic crisis, we were delighted to get full planning and building control permissions for our Air Source Heat Pump programme in Cardonald and Pollokshields.

Despite some bizarre and inaccurate mis-information from a vocal minority, many of whom were not Southside Housing Association tenants, the full Planning Committee at Glasgow City Council were convinced by the merit of our proposals for a the whole house heating system that will deliver greater flexibility and cheaper fuel bills to residents.

Despite the lockdowns we have carried out a major evaluation of the pilot phases of the programme and we are delighted with the results. We will be writing to all the residents affected about the detail of the proposals in the coming weeks.

In further good news we are hopeful of grant support for owners which will allow them to join the programme as well.

A full copy of the evaluation study is posted on our website [www.southside-ha.org](http://www.southside-ha.org)

# St Andrews Drive Progress!

Work is continuing on our ambitious St Andrews Drive development, which will deliver a total 169 affordable flats over 3 phases, including 145 social rent and 24 flats for purchase with New Supply Shared Equity.

## St Andrews Drive, Phase 1

Phase 1 was successfully completed in August 2019 and all 36 tenanted properties and 13 NSSE properties are now occupied.

## St Andrews Drive, Phase 2 & 3

Demolition of 10 – 18 Maxwell Drive was completed earlier in the year, making way for phase 2 & 3 of our development. This will include a mix of 109 social rent and 11 flats for purchase with New Supplied Shared Equity. Our latest estimate is that we hope to welcome tenants in phases over the next 2 years.



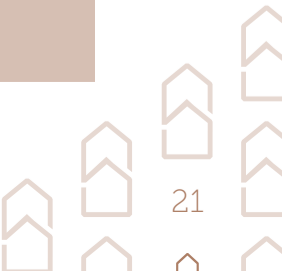
## Preserving Trees at St Andrews Drive

Preparatory ground works are now underway following the demolition. This involves works to the some of the trees on the cleared site.

Working with our arboriculturist and the Tree Officer at Glasgow City Council, 33 trees were identified as dangerous or in poor condition and removed. In addition, the remaining trees have been assessed and where necessary limbs have been removed to improve their stability and overall health. We completed all ground works in advance of the bird nesting season.

We have taken measures to protect a significant number of trees by installing root protection to ensure that they remain in good health throughout the construction works and beyond. A tree protection fence will be installed before construction works begin to protect the remaining trees.

Although necessary, we are saddened to have lost such mature trees. We have planted an additional 129 new trees to supplement the remaining trees and one day grow to replace the trees lost.



# Green Space Development

Continued from front page

We are working in partnership with Glasgow City Council, which will fund a proportion of the development.

The works planned at Queensland Court and Queensland Gardens is part of a wider programme of developments with almost £8 million invested to help people and nature thrive. The Green Infrastructure Strategic Intervention is led by Scottish Natural Heritage and is part-funded through the European Regional Development Fund.

Chair of Southside Housing Association's Cardonald neighbourhood committee, Alison Devlin, said: "I am delighted to see this further investment of funds to improve the play and parking facilities as well as helping to deal with flooding in the area. I look forward to seeing the benefits this brings to the local community."



Placemaking team manager for SNH, Ivan Clark, said: "We're delighted to be working with Southside Housing Association to deliver this project and all the benefits it will bring to the residents of Queensland Court and the wider community. The new adventure play areas are being designed with children and wildlife in mind and are going to provide opportunities for the kids here to connect with nature close to where they live. At the same time, the drainage basin is going to help manage surface water in the Cardonald area. These sorts of schemes, delivering a range of benefits for people and nature, will be key to helping our cities adapt to a warmer, wetter, climate in the years to come."





## Want to join a 'Friends of Queensland Community Park' group?

The Association previously consulted with residents of Queensland Court and Gardens on potential changes to improve the outdoor spaces surrounding the blocks. We are working on the project with Glasgow City Council and have secured a range of funds to cover most of the costs.

We would now like to invite residents to join a 'Friends of Queensland Community Park' group to share views and ideas to help us make the project the best it can be!

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

The changes that you are likely to see in the area are:

- Play spaces & equipment for children of different ages
- A small pump track for children to use their bikes & scooters on
- A raingarden area to help manage rainfall
- Improved pathways & lighting
- Improved parking with dedicated disabled bays
- Bicycle storage
- Improved drainage throughout the area; helping to reduce the risk of future flooding for the whole of Cardonald.

For more information email us at [queenslandcourtandgardens@southside-ha.co.uk](mailto:queenslandcourtandgardens@southside-ha.co.uk)

**Mondays**  
Bookbug session 10.00

**Wednesdays**  
Move Dance Go 10.00

**Fridays**  
Giggle N Grow Singalong 10.00

Join us on facebook:  
**gogigglengrow**




Live Zoom sessions Tuesday and Thursday 10am to join us contact [judy@gigglengrow.org](mailto:judy@gigglengrow.org)

## Promoting Green Travel!

Southside Housing Association has secured funding from the Scottish Government active travel budget and delivered through Cycling Scotland.

Working with Grease Monkey, we will install external, secure bike parking for 381 households living within our Mini Multi Storey properties in Pollokshields and Cardonald where there currently are no bike parking facilities. More information will be provided to residents receiving bike parking in the coming months.

Pauline Fletcher, Community Initiatives Team Leader, said: "We are delighted to be providing improved bike storage facilities for our residents. This will allow bikes to be stored safely and securely away from communal areas and hopefully encourage tenants and their families to use bikes more often."

## Bike for Good, Pedal Pals

Pedal Pals is an online platform hosted by Bike for Good that connects people through cycling in Glasgow.



Whether you're a complete beginner or an experienced cyclist, Pedal Pals is a great way to expand your skill set, develop confidence and make new friends through cycling. You can share knowledge on cycling skills and routes, or arrange to meet one-to-one with other cyclists and cycle together.

Sign up for free at <https://www.bikeforgood.org.uk/pedal-pals/>

## Root and Branch Action

Local residents in Pollokshields have taken collective action to tackle an overgrown tree in their back courts.



The tree was totally disproportionate in size to the back courts and affecting light to homes, garden growth and was a potential health and safety risk to residents in Leven Street., Melville Street and Darnley Street.

Thankfully a local resident, Peter Byrne, galvanised local residents into action, arranged quotes, organised a collection of financial contributions from interested parties and succeeded in carrying out transformative surgery to the tree.



We think the before and after pictures are impressive and will greatly enhance the quality of life for this little neighbourhood. Southside Housing Association were happy to play our small part by paying our factoring share for the two properties that we own in the area. Well done to all concerned!