

Summer 2024

Southsider NEWSLETTER



SOUTHSIDE
housing association

St Andrews Drive Development



Also featuring in this edition...



Spring has Sprung at SHA



Community Initiatives



Cardonald Larder

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 Russell

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Welcome to our Summer Newsletter



In our last newsletter we were able to tell you about completing the development at St Andrews Drive and the official opening took place a few weeks ago. We intend to hold a celebration day with the residents over the summer to mark this achievement and welcome them to their new homes.

I hope you find the information in this edition useful, and it provides more detail on what has been going on at Southside. There have been chunky items of work to deal with in the last few months, no more so than reviewing our factoring service. We are still working on improvements but expect our services to improve further in the months ahead.

It is clear from some of the performance information in the newsletter that our repairs service has improved significantly. This is a direct result of the work we carried out to bring on our new contractors who are responding really well to the challenge. Feedback has been very positive and it's exactly the service that as tenants, you deserve and pay for. We have also detailed where some of the planned investment works are for the year ahead.

We have made changes to our Housing Team in order to give our Housing Officers responsibility for rent as well as estate management and tenancy issues. Our relationships with tenants are important and only through better communication and working together will we see improved results. We are also moving our Allocations Service to a specialised team to ensure this gets the attention it requires as we seek to meet increased demands for rehousing.

Thank you to those who responded to the rent consultation and where appropriate, respondents have been contacted to explain or discuss specific concerns. As a result of the consultation, we reduced the rent increase this year from our intended rise. While this requires additional savings being made to our business plan, we have listened to the responses and made provision for a 0.5% reduction from the proposal.

There are details of some departures from the Southside staff team and some new arrivals – I'm sure you'll join me in wishing them a warm welcome to Southside HA.

I hope you all have a great summer and thanks, as always for your support and being a key part of the Association.

Paul

Our Structure

Our Leadership Team reports to the Management Committee, which is made up of tenants, owners, and people who have an interest in the local community.

The Association has four departments within the organisational structure who work together to provide high quality and customer focussed services, to ensure we have excellent housing in vibrant communities.

- Housing Services includes tenancy sustainment & management, wellbeing support, community engagement, rent and estate management, community initiatives, Welfare & Money Advice, Concierge & Mobile Facilities
- Development & regeneration includes development services, major rehabilitation projects and Care & Repair
- Property Services & Assets includes repairs, maintenance and asset management
- Finance and Corporate Services includes HR, IT, Finance, Factoring, Reception, events & communications



Paul McVey
Chief Executive



Pauline Fletcher
*Director of
Housing & Communities,*



Donna Reilly
*Director of Development &
Regeneration*



Steven Good
*Director of Property
& Asset Management*

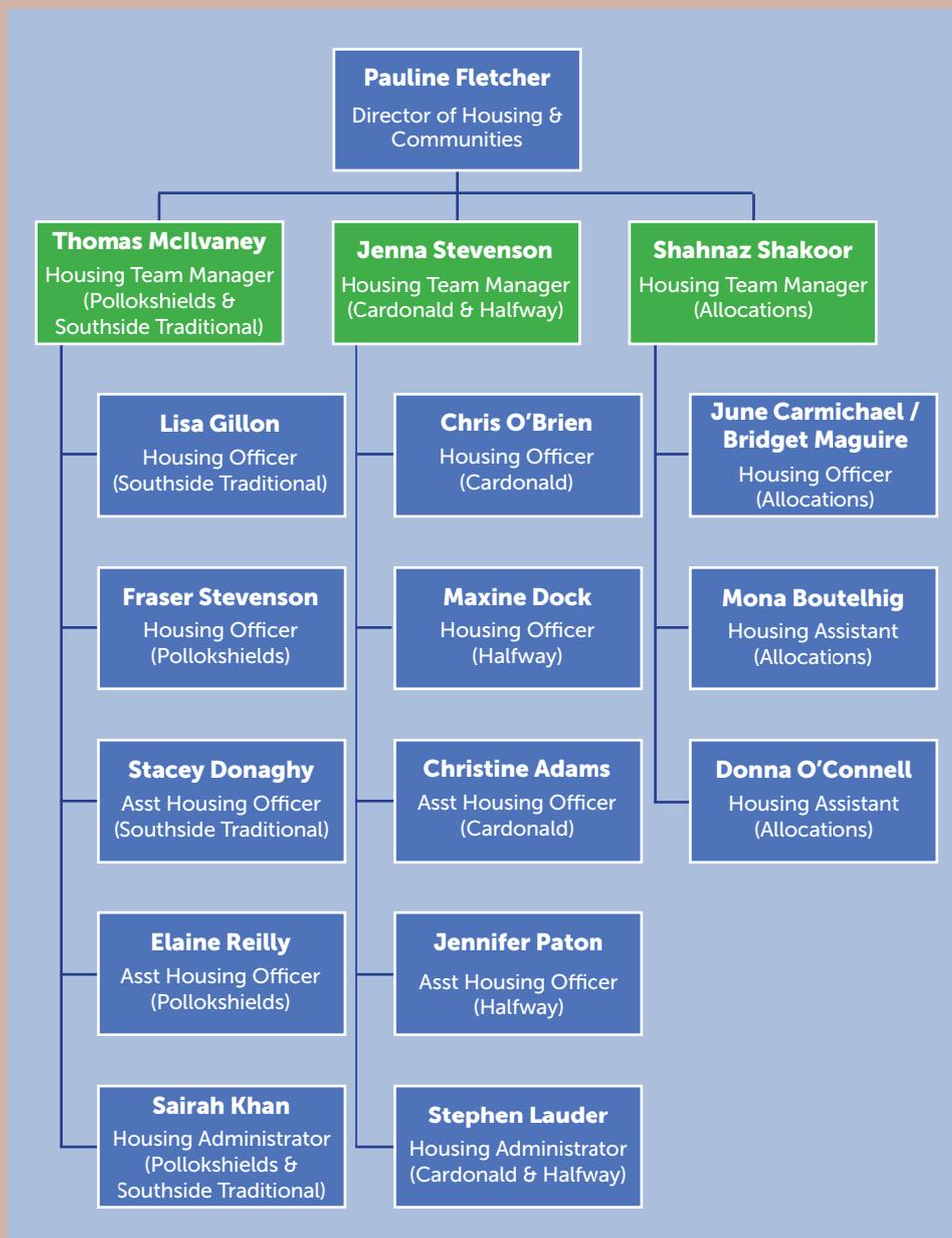


Laura Brennan
*Director of Finance &
Corporate Services*

Your Neighbourhood Team has Changed

We have recently restructured our Neighborhood Team. This will improve how we allocate homes and deal with estate or tenancy issues. It will also allow better support for tenants in managing rent payments and avoiding arrears.

We will have three distinct teams: our Allocations Team, a Housing Team for Southside and Pollokshields stock, and a Housing Team for the Cardonald and Halfway stock. We will no longer have an Income Maximisation and Rent Team that you may be familiar with. Staff within this team went live with their new responsibilities on 3rd June 2024. For some of our tenants there will be very limited changes, but for others you will meet some new faces. We hope the new structure is more effective and brings positive changes to both the organisation and to our customers.



Thomas McIlvaney



Jenna Stevenson



Shahnaz Shakoor

Looking After Your Home

We will take care of...

- The maintenance of all installations provided for space heating, water heating and sanitation and for the supply of water, gas and electricity.
- Maintaining drains, gutters and external pipes (excluding blockages caused by tenant negligence).
- Internal and external walls, roofs etc.
- The internal structure i.e. walls, floors ceilings, doors and doorframes (excluding decoration).
- Chimneys, chimneystacks and flues (excluding sweeping).
- Pathways, steps or other means of access.
- Boundary walls and fences.

You are responsible for and must take care of....

- Placing waste and bulk items in the allocated space (e.g. bin room or bin store and reporting any bulk to us).
- Keeping common areas, such as communal stairs, drying or bin areas in a clean condition.
- Reporting repairs to the Association including those caused by accidental damage or vandalism.
- Allowing the Association's employees and/or approved contractors access at all reasonable times to inspect the house and carry out repairs or safety inspections.
- Repairing any items damaged through neglect or carelessness on your part, a member of your household or your visitors e.g. blocked toilet.
- Ensuring reasonable precautions are taken to protect your home from fire, flood or frost.
- Carrying out minor routine repairs such as sink plugs or chains, light bulbs, smoke alarm batteries, internal door handles etc.
- Any costs incurred through forcing entry due to lost keys.

What is condensation?

Condensation occurs where moist air meets air, or a surface, which is at a lower temperature. Condensation appears to look like black mould in some cases. Air contains water vapour in different quantities – warm air holds more moisture than cold air. When warm moist air meets either colder air or a colder surface, the air is unable to hold the same amount of moisture and the water is released to form condensation.

The following shows how much water we produce at home in a typical 24 hour period.

- 2 people at home = 3 Pints of water
- A bath or shower = 2 Pints of water
- Drying clothes indoors = 9 Pints of water
- Cooking and using a kettle = 6 Pints of water
- Washing dishes = 2 Pints of water
- **Total moisture added 26 pints or 14.8 litres – a lot of water!**

Tips for Preventing Condensation

1 Wipe down windows and sills: In the morning, wipe down any windows and sills to remove any accumulated moisture. Use a cloth, and wring it out rather than allowing it to dry on a radiator.

4 Ventilation: Ensure good ventilation in your home. Use extractor fans in the kitchen and bathroom when cooking or showering. If possible, open windows to allow fresh air to circulate.

7 Leave space between furniture and walls: Leave a gap between the back of furniture and the wall to allow air to circulate. This can prevent moisture from becoming trapped in corners.

2 Keep rooms on a low heat setting: Maintaining a consistent, low-level heat in your home can help keep surfaces warmer and reduce the likelihood of condensation.

5 Vent tumble dryers outside: When using a tumble dryer, make sure it vents outside your home. Avoid using it indoors, as it releases a significant amount of moisture.

8 Keep vents on windows open: If your windows have permanent ventilation features, keep them open to allow for airflow.

3 Cover pans when cooking: When cooking, use lids on pots and pans to trap steam and moisture. This will help prevent excess moisture from entering the air.

6 Don't dry clothes on radiators: Drying clothes on radiators can release moisture into the air. Use a designated drying rack or hang clothes outside if possible.

9 Address mould promptly: If you notice mould growth, please contact our Repairs Team on **0141 422 1112** Option 1

How to treat condensation

You can treat condensation with three parts warm water and one part bleach, and wipe with a cloth. After this, dry it off. If the problem persists, please report it to the repairs team.

Mould

If you suspect you have mould, please report this immediately to the repairs team. Common causes of this can be leaks, broken extractor fans and damaged seals in bathrooms and kitchens.



Aiming to reduce the financial pressure on households struggling to pay bills & put food on the table. The Cardonald Larder is run by Good Food Scotland and supported by Southside Housing Association. It aims to reduce the financial pressure on households struggling to pay bills and put food on the table.

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

"Cardonald Larder has been providing subsidised groceries for the community for just over a year now. We're very proud of how the larder has grown during this time, and grateful for the volunteers and the community that allowed this to happen. We're always looking for more people to visit us – so spread the word to your friends and family – and hopefully we'll see the larder grow even more"

OPENING HOURS

Tuesdays 10am-1pm
Thursdays 3pm-6pm

LOCATION

12 Swinton Place
Flat 0/4
Cardonald G52 2EA

HOW TO JOIN

Head down to the larder to register. Everyone is welcome – you do not have to be receiving benefits or out of work to join.



Cash & Card accepted!

The larder accepts both cash and card to pay for items.

Points System

The larder operates on a points system (£1 = 1 point).

People are welcome to visit as often as they need.

There is also no limit on spend!

The Larder turns 1.

In March, the Larder celebrated its first birthday!

A message from the staff:

"It has been an absolute privilege to serve the community for a year and we are so excited for what is to come! From all the staff and volunteers, we would like to say thank you for always bringing a smile to our faces each week. We have made some fantastic friendships and memories along the way".



The staff & volunteers celebrated with sweet treats and invited all members (old and new) to join them!

Head down to get involved, a range of items are available such as household goods, fresh meat and dairy, frozen produce, pet food, hygiene and feminine items & many more.

For more information...



Cardonald Larder

Email: caitlin@goodfoodscotland.org

Website: Goodfoodscotland.org



Has clutter built up in your home?

You may have found that certain repairs or improvement works cannot go ahead due to concerns over the volume of items in your home.

Why is it important to de-clutter?

- Getting in and out or moving around the property can become unsafe.
- There is an increased fire risk because of the volume of items – if a fire started, they could act as fuel.
- Items stored against radiators increase the risk of fires and stop heat circulating. A cold home is at risk of mould growth due to condensation.
- Clutter can cause damage to the property and could contribute to pest control issues – for example, rodents and insects.
- Rooms are not used for their intended purpose – for example, the bathtub is being used to store items, so the resident cannot wash.
- Clutter does not necessarily stay inside a property – items can overflow into communal areas and gardens.
- Access for important things like repairs and gas safety checks might be refused, allowing your home to get into a state of disrepair.



If you struggle to remove things from your home and have built up a large number of items which are now causing other issues, such as the above, there are a number of options available to you to help with this.

Please get touch with Southside Housing Association by calling **0141 422 1112** or email **csd@southside-ha.co.uk**. The same applies if you are worried that a Southside Housing Association tenant or neighbour is hoarding.

If you would like to take control of this and begin your journey to de-cluttering, there is a service that exists where you can go for support and shared experiences. Visit Clutter Chat on <https://clutterchat.co.uk> or call 07880 730 254 (Wednesdays & Fridays 12.30 – 4.30pm).

Book a Bulk Uplift

If you have started to clear items and are putting out more bin bags than normal, please let us know by calling 0141 422 1112 so we can book a FREE bulk uplift to ensure the bin store is kept clear.

Fire Safety

If you are concerned about Fire Safety in your home, you can book a free Home Fire Safety Visit from Scottish Fire and Rescue by calling 0800 0731 999, texting FIRE to 80800 on your mobile phone or visiting <https://www.firescotland.gov.uk/contact-us/home-fire-safety-visits/> to complete the online form. There is also an online home fire safety checker you can complete on this webpage.

Clutter Chat
OPEN EVENING
Tue 16th Aug
6pm - 8.30pm

Come along to a friendly and confidential space where we work alongside you on your clutter clearing journey

Quaker Meeting House, 38 Elmbank Crescent

Instagram Facebook Twitter ClutterChat

OSCR Registered SC09 SC056222

Reviewing Our Allocations Policy

There is a big demand for affordable housing across the city and it is important that we allocate our homes fairly. This is done using a points system within our Allocations Policy. Having reviewed our current policy there are a number of areas that need to be improved to provide transparency and to make it easier to understand.

Some examples of the changes we are proposing to make include:

- Adding the opportunity for current tenants to move to a different property or area despite having no particular housing need. This would only be a very small percentage of our lets, but recognising that there is a need for this.
- Providing clarity and streamlining the route into housing for those experiencing homelessness.
- A focus on under occupation of our 4 and 5 apartments, for which there is a high demand.

We are reaching out to those on our waiting list, transfer list, general public, partners and stakeholders to ensure we hear your views on the new policy. We will be inviting a range of organisations who represent and advocate on behalf of our more vulnerable applicants to share their views. Please visit our website and social media channels for information, or click the link here

<https://forms.office.com/Pages/ResponsePage.aspx?id=bx-FqQHWMoEK1LOs8jGlrnGO862iNlwNAtUwYhk6kGI5UMVhC-NzdBSjNPR0RZTjYwV0VNR1o5NkxGMS4u&origin=QRCode>

Southside Housing Association -
Allocations Policy Consultation



For those who are on our current waiting list and transfer list we will write directly to you, inviting you to share your views. At the same time we will also be 'cleaning up' our waiting list to ensure it only holds information on those who wish to remain on it.

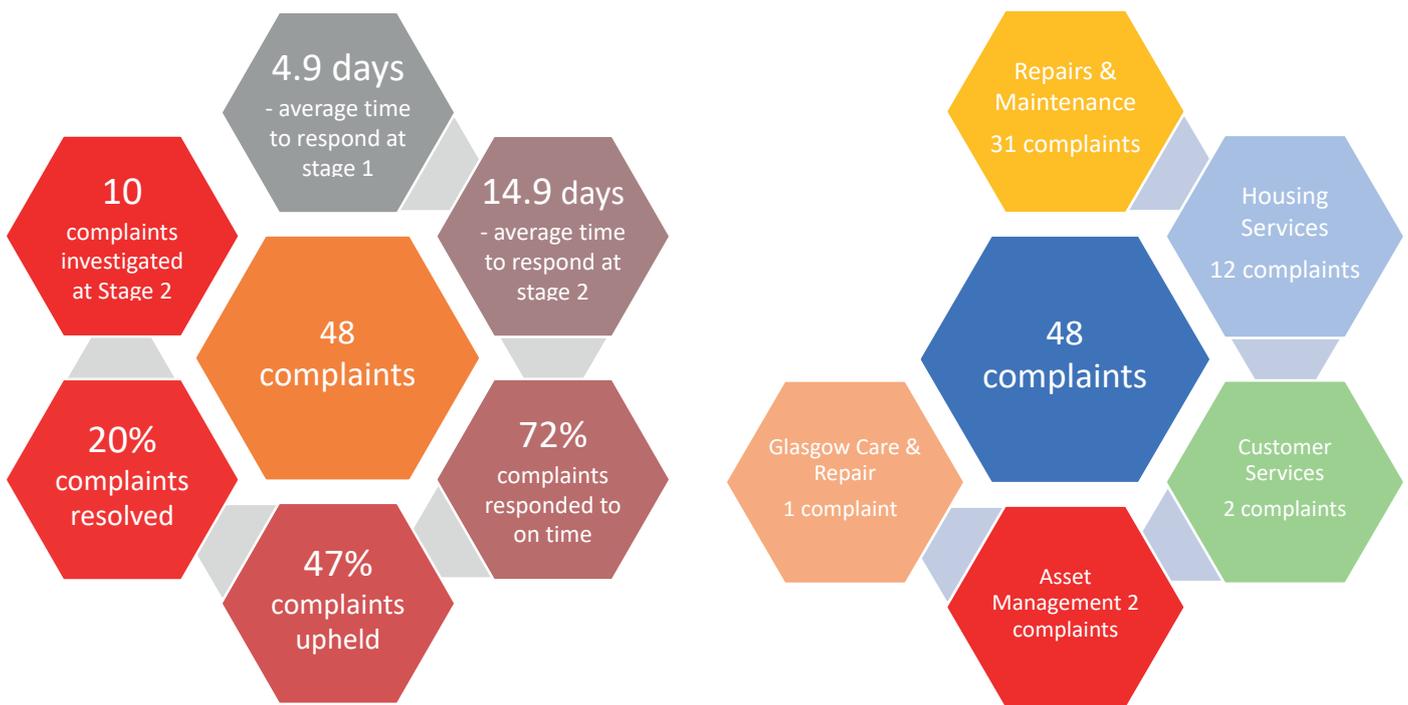


Complaints Valuing your feedback

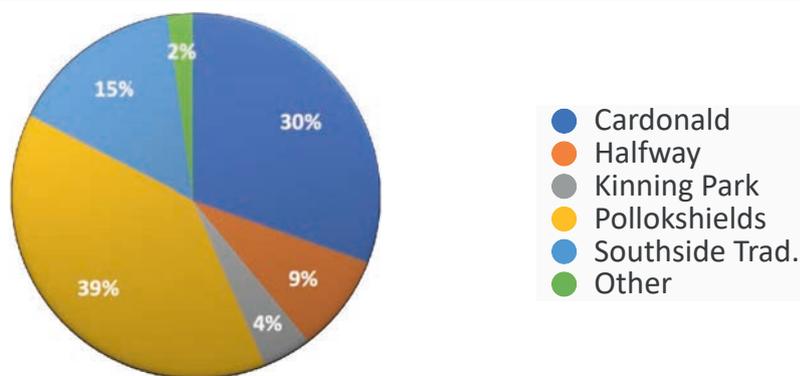
We want to deliver all of our housing and repair services, as well as all of the other things that we do to the highest standards that we possibly can. Occasionally however things don't go as expected or you may be dissatisfied with an aspect of the service that we or our contractors on our behalf have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

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

Here is a quick rundown of our complaints performance in numbers for our Q4 period from 1 January to 31 March 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	
The new lighting in your community park was too bright and causing issues with sleeping late at night	We've worked with our contractors to adjust the timer settings and angle of the lighting to reduce the glare for tenants at night.
Energy metering systems at Moss Heights causing unpredictability heating costs and invoices	We are installing smart meters across all homes at Moss Heights Avenues which allows you to check and control your own household energy use.
Our Factoring invoices aren't clear or detailed enough	We've reviewed our factoring processes including invoicing which we will now issue quarterly rather than monthly. We are also investing in a new bespoke on-line IT system which will improve how we manage our factoring customer accounts.
Your feedback from our satisfaction surveys	
Decreased satisfaction with our repairs service.	We've revised some of our key repairs and maintenance policies and procedures, including our Void management processes to ensure they are fit to deliver a great service. We've also procured new contractors to deliver our reactive repairs service from September 2023.
Low awareness of our free bulk refuse uplift service.	We've publicised our service widely through our social media platforms, website and in The Southsider (including this issue!). Find out more about our bulk uplift service at: https://www.southside-ha.org/bulk-uplift-service/



How Are We Doing?

It is really important to us that we aim to deliver as high a standard of service as we possibly can to you. We know that certain areas of our performance are also high priorities for you from what you told us in our large scale Tenant Satisfaction Survey only last year. We report how we are performing over multiple different service areas annually to the Scottish Housing Regulator. Here is a snapshot of how our performance has been over the last year April 2023 - March 2024.

Average time to complete emergency repairs

3.1 hours

Average time to complete non-emergency repairs

4.4 days

Repairs completed 'right first time'

89.8%

Average days to re-let our homes

19.8 days

Percentage of tenancy offers refused

7.9%

Percentage of new tenancies sustained from more than a year

91.7%

Anti-social behaviour cases resolved

98.5%

Gross rent arrears

7.1%

Total rent collected

98.6%

Rent lost through homes being empty

0.5%



Bulk Uplift Service

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

If you have any bulk items to be uplifted, or are aware of any that need to be removed in your area, please contact us on

☎ **0141 422 1112** or ✉ **csd@southside-ha.co.uk**

Please provide the relevant information about:

- The items that require an uplift
- The location of the items
- Your contact details

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



Garages

Are you aware that Southside Housing Association has garages/lock ups at Swinton Place in the Cardonald Area and 4 and 14 St Andrews Crescent in Pollokshields? Whilst they are currently all allocated, we are welcoming applications for our waiting list!

If you are interested in a garage/lock up at the above locations please contact the Neighbourhood Team on

☎ **0141 422 1112** Option 4 or drop us an email at

✉ **csd@southside-ha.co.uk** and request an application form.



Glasgow

CARE & REPAIR

Our services are FREE OF CHARGE

- Handyperson
- Home & Hospital
- Advice & Information



FREE Handyperson Service

- Providing practical assistance by carrying out small repairs & tasks around the home (payment is only required for materials)
- Available where all members of the household are aged 65 & over, or have a disability irrespective of age, who own or privately rent their home

FREE Home & Hospital Service

- Prepare the home for return from hospital (referrals can be taken from anyone)
- Assistance to people at home to prevent admissions to hospital (referrals can only be taken directly from Health & Social Care Partnership staff)
- Available to people aged 65 & over, irrespective of whether you own or rent your home



Our services are available city wide to older and disabled people living in Glasgow

Call us on: 0141 433 2749

The Handyperson provides practical assistance by carrying out small repairs and tasks around the home.



We can:

- Hang curtains
- Change light bulbs / toilet seats
- Install wireless door bells / smoke detectors or change batteries
- Fit shelves, bannisters, towel rails, grab & hand rails
- Fit thresholds & secure loose flooring to prevent trips & falls
- Supply & install key safes to allow easy access for family & carers
- Prepare the home for works such as central heating or medical equipment being delivered

Examples of work we can help with:

- Gas / electric / plumbing
- Roof work / damp work / rot work
- Common repairs / builder disputes
- Insurance quotes



Sorry, work we cannot carry out:

- Gas, plumbing or electrical work
- Cleaning / gardening
- Painting and decorating

The householder's safeguard

- All staff & volunteers have been carefully selected and have undergone Disclosure Scotland checks
- All staff & volunteers have photographic ID cards
- You will be advised when to expect a visit to your home
- A password system will be used by the Handyperson

FREE Advice & Information Service

We can:

- Offer assistance to home owners & private rented tenants aged 65 or over, or have a disability irrespective of age
- Provide advice on the nature of repair work & improvements that may be required
- Help to source architects / contractors where required
- Assistance to agree terms when appointing a contractor
- Assistance to monitor the quality of work undertaken
- Signpost & refer to other help agencies i.e. Home Energy Scotland / Welfare Rights

UK General Election – Make Sure You Don't Miss Out!

With a UK General Election just a few weeks away, did you know that you are now required to provide photo ID when voting in person at UK wide elections?

What Kind of Photo-ID do I need to ensure I can vote?



The following forms of photo-ID are acceptable at your polling station:

- A passport issued by the UK, any of the Channel Islands, the Isle of Man, a British Overseas Territory, a European Economic Area (EEA) state, or a Commonwealth country (including an Irish Passport Card)
- A driving licence issued by the UK, any of the Channel Islands, the Isle of Man, or an EEA state.
- A Blue Badge.
- A Scottish National Entitlement Card issued for the purpose of concessionary travel (including a 60+, disabled or under 22s bus pass).
- An identity card bearing the Proof of Age Standards Scheme hologram (a PASS card), for example, a Young Scot card.



A full list of valid forms of photo ID can be found at

<https://www.electoralcommission.org.uk/voting-and-elections/voter-id/accepted-forms-photo-id>

You will only need to show one form of photo ID to cast your vote, but it needs to be the original version and not a photocopy. You can still use your photo ID if it's out of date, as long as it looks like you.

The name on your ID should be the same name you used to register to vote. If you don't have an accepted form of photo ID, you can apply for a free voter ID document, known as a Voter Authority Certificate. Photo ID is not currently required for Scottish parliamentary or local council elections, or if you are voting by postal vote.

Investment Works Update : 2023-2024

New Electric Heating & Hot water Systems for High Rise & Mini Multi Blocks.

We successfully completed the heating and hot water replacement works in homes across Pollokshields and Cardonald and two high rise blocks in Cardonald. We replaced outdated and inefficient electric heating and hot water systems with new Dimplex Quantum Storage units and as a result 345 homes are benefiting from new energy efficient heating systems.

The new heating system offers:

- Improved performance to save on energy bills.
- Charge at the cheaper off peak electricity rate.
- Timer control to heat homes only when required.
- Temperature control to keep rooms at a comfortable level and avoid overheating.
- Improved water pressure at hot taps.

Common Areas Safety Works

Common Landlord Electrical Systems & Internal Stair and Emergency Lighting

Southside HA plan to upgrade existing Common Area Landlord Electrical Systems into a number of the High Rise and mini-multi blocks in Pollokshields and Cardonald. The aim of the Common Area Landlord system upgrade is to provide safe electrical systems, compliant with fire safety, provision of emergency lighting systems within the communal areas and escape routes to provide safe access to residents.

The works will comprise of the removal and replacement of the existing mains switchboards and replacement of common area and emergency lighting including distribution boards and cabling in the following properties: -

Phase 1: Installation work completed in March 2024

- 30 Invergyle Drive
- 12, 24, 36 & 48 Swinton Place
- 1656 Paisley Road West

Phase 2: Work in progress on site

- 5 Queensland Court
- 15 Queensland Gardens

Phase 3: Works will commence in April 2025

- Pollokshields mini-multis -
St Andrews Drive and Crescent



Investment Works cont...

Common Ventilation Fans and Electrical wiring upgrade works completed at High Rise blocks in Queensland's Court and Gardens.

We also upgraded the existing fire dampers and ventilation grilles which are fitted in the bathrooms of these properties. Upgrade of the common extract ventilation system will improve the air ventilation flows, minimise the risk of condensation, dampness and mould growth within the properties and also comply with regulatory requirements including Scottish Housing Quality Standards and fire compartmentation.

There are few properties in these blocks where the contractor was unable to gain access to upgrade fire dampers and ventilation grilles. These are essential works and tenants must provide access, please contact our Investment Team on 0141 422 1112 to schedule an appointment. Thank you to all residents who provided access, helping us to keep your home safe.

Common Sprinkler System Install (Bin Rooms only):

We installed new sprinkler systems in the bin rooms at the mini multi blocks in Pollokshields to prevent the spread of fire and enhance the fire safety measures in the common areas.

Fire Detection System was upgraded at 32 Newark Drive to enhance the fire safety of the building.

Common Door Entry System - Full door entry system including handsets replacement works are underway at 605 Pollokshaws Road



Passenger Lift Upgrade: The passenger lift was upgraded at the independent living unit at 177 Nithsdale Road, which will reduce the numerous lift breakdowns and provide safe access for residents. Residents were very positive and happy with the works and the contractor ADL.

Upcoming Investment works in next few years.

Lift Upgrade – 2024- 2027

We plan to upgrade passenger lifts at 11 common blocks at 20 – 220 Moss Heights Avenue. The works will be undertaken in three separate phases over the 3 financial years 2024-2027. This project is at the tender analysis stage with a report being presented to the Management Committee in June 2024.

Following the appointment of the successful contractor, the Association will arrange consultation with all residents to discuss the programme of works. Lift upgrade works comprises of the removal of specified lift equipment and full modernisation with a new traction passenger lift installation.

Kitchen Upgrade Works

We have a large kitchen upgrade programme for the coming years with over 200 replacements being planned. The sites included in this programme are Hartlaw Crescent and Chirnside Place as well as other stock. This Project is at the procurement stage and we will shortly be appointing a contractor. We will contact the tenants of those properties involved prior to a pre-start survey being undertaken. At this survey the contractor will explain the works programme and choice selections with the household involved.

Cyclical Works

Common Close Area Painting: We will be starting the cyclical painter work programme to common areas in next few months. This project is currently at approval stage. We will contact the residents in these blocks after the appointment of a successful contractor. Work comprises of the preparation and repainting of internal common staircase area walls, ceilings, doors, metalwork and woodwork. Painting external components including windows, doors, metalwork, woodwork and rainwater pipework and fittings. Below is the list of properties included;

- 41 Barfillan Drive
- 15 Maryland Gardens
- 588 Mossspark Boulevard
- 1539 Paisley Road West
- 1541 Paisley Road West
- 32 Melville Street
- 36 Melville Street
- 40 Melville Street
- 32 Newark Drive
- 345 Pollokshaws Road
- 609 Pollokshaws Road
- 682 Pollokshaws Road
- 142 St Andrews Road
- 152 St Andrews Road
- 142 Prospecthill Road



The Radio Teleswitch Service switch-off: what you need to know

By 30 June 2025, the Radio Teleswitch Service (RTS) will end. RTS is also known as Dynamic Teleswitch Service (DTS). The switch off will affect energy customers that have an RTS meter in their home, and may mean that their heating and hot water supply stops functioning as normal.

Ofgem, the energy regulator for Great Britain, expects energy suppliers to replace all RTS meters before the service ends in June 2025.

Don't worry, if you have an RTS or DTS meter, you can upgrade to a smart meter. Smart meters are the only technical replacement for RTS meters because they can be programmed to deliver a similar service. Get in contact with your electricity supplier to find out when they can install your new meter.

What is the Radio Teleswitch Service, and what is it used for?

The Radio Teleswitch Service (RTS) uses a radio signal to tell some older electricity meters when to switch between peak and off-peak rates. There are just over 900,000 RTS meters in Great Britain. 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.

RTS allows energy suppliers to offer different tariff rates; so that consumers can make use of cheaper off-peak tariffs to charge their heating and/or hot water systems up overnight.

RTS was introduced in the 1980s, and whilst the RTS infrastructure has remained reliable over the years, it is now reaching the end of its natural operational life.

The 2025 deadline

RTS is an industry-wide service. All electricity suppliers are contacting impacted customers to offer them a smart meter upgrade before the RTS service ends on 30 June 2025.

How to find out if you've got an RTS meter

If you're not sure whether you have an RTS meter, there are a few things you can look out for:

- there may be a separate switch box near your meter with a radio teleswitch label on it
- your property is heated using electricity or storage heaters
- there is no gas supply to your area. This includes households in rural areas and high-rise flats
- you get cheaper energy at different times of day. Your tariff might be: Economy 7, Economy 10 or Total Heat Total Control

Will I be able to stay on the same tariff I am on now?

Your supplier will be able to tell you which tariffs are available to you. They should offer a tariff that is suitable for the hot water and/or heating set up in your home.

If you think you have RTS equipment in your home or business, or you're unsure, contact your electricity supplier. They will let you know whether you have an RTS meter, and when you can get your smart meter upgrade.

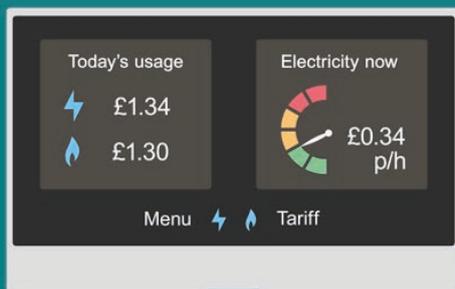
What happens if I don't upgrade to smart meters

If you decide not to upgrade, the heating and/or hot water provisions in your home or business could be affected. You may find that your heating and/or hot water is continually left on or off, or the charging-up happens at the wrong time of day. Your electricity supplier won't be able to confirm how much electricity you have used during peak or off-peak times, which means your electricity costs could be much higher than before.

A smart meter will give you a similar service to your RTS meter. You should speak to your supplier to find out more.

The benefits of smart meters

Smart meters can be programmed to deliver a similar service to RTS. With a smart meter:



- you'll get accurate bills based on the energy you've actually used, not an estimate
- meter readings are submitted automatically, so there's no need to manually submit your energy readings
- you can keep a closer eye on how much energy you're using and how much you're spending
- you can see where you might be able to save energy, for example by turning the heating down when you don't need it or switching the TV off at the wall
- you'll have access to 'smart meter only' tariffs

Some RTS customers may not be able to upgrade to smart meters yet

There are some situations where your electricity supplier won't be able to offer you an appointment for a smart meter upgrade just yet. If that's the case, speak to your supplier about when they will be ready to carry out the upgrade.

To find out more about RTS, click the links below:

Ofgem: [ofgem.gov.uk](https://www.ofgem.gov.uk)

Citizens Advice: citizensadvice.org.uk/consumer/energy/energy-supply

Energy Networks Association: energynetworks.org/industry/engineering-and-technical-programmes/radio-teleswitch



To upgrade your RTS meter, contact your electricity supplier who will be able to tell you when you can have a smart meter installed.

St. Andrews Drive Development - Official Opening

In May we celebrated the official opening of the St. Andrews Drive development in Pollokshields. The event saw staff, the design team and funders celebrate the new development.

A community gala day will also be held at the site this summer.

Southside Housing Association acquired 272 deck access flats at the St. Andrews Drive site from Glasgow Housing Association in March 2011 as part of the Pollokshields stock transfer agreement.

Despite their harsh presence in the landscape on the edge of the traditional sandstone villas of the historic Pollokshields area, they enabled community and cohesiveness. They were sought after properties when first built and only allocated to those who demonstrated they would be a good tenant!

Former tenant Lisa Peebles fondly recalls that “the long landings with the drying areas were the hub for chit chat and engaging with neighbours and friends”. Lisa says “I loved living in the decks and recall the ‘anchor’ families within the community who got stuff done and organised bbqs and events”. The layout of the site meant that there was plenty of outdoor space for community gatherings and many of the mature trees still remain within the new development. Those who lived there have moved on to better housing, but for many it is with a loss of that wonderful community spirit; a spirit that we hope will now be established within the new development.

Over the years, despite the positive community connections the properties themselves deteriorated and were plagued with dampness and condensation, poor sound and heat insulation and security problems. The internal design meant that most of the 4 apartments were over 3 floors with small bedrooms, and the internal design became outdated in terms of modern

living expectations. Anti-social behaviour and vandalism increased as the site lacked investment, and the corridor design lent itself well to running away and hiding from the police!

Recognising the decline of the buildings, the Association’s Management Committee formally approved a Demolition Strategy for the first phase of properties in June 2011.

With all social rented properties being allocated in late 2023 and the final few shared equity blocks due to be occupied in the near future, a new community is forming.

The masterplan provided for new dwellings on the cleared site that would meet current space and building standards, enabling the delivery of mixed tenure housing ranging in size from 1 bed apartments to larger duplex maisonette properties. This developed into a series of ‘urban villa’ blocks set within well-designed landscaped spaces that refer to the historic grain of Pollokshields.



The demolition of the existing five and six storey slab blocks and the design of the ‘urban villa’ style of home opened up the site, allowing daylight to penetrate the site while affording the opportunity for the creation of new vistas and pedestrian connections linking Pollokshields West to St Andrew’s Drive and the wider street network and local transport links.



Mrs Mohammed who moved into the development in 2023 says "I love the balcony, open plan kitchen and big windows. The flat was warm over winter and is very energy efficient".
 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 Mohammed & Housing Officer Fraser Stevenson



Mr Feeney



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 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 your help in shaping 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

What's on this Summer

There is a lot happening around Glasgow over the next few months which celebrate the rich diversity of our city, and much of it free to get involved in!



Glasgow's long running festival based on the traditions of the Indian sub-continent is back again on Sunday 23 June at Kelvingrove Park. The Glasgow Mela is now one of the biggest in the UK and showcases international artists and performers alongside local groups from Glasgow's diverse communities. It's also a real family friendly festival with lots of fun activities for kids, and a feast of food and entertainment for all.

Refugee Festival Scotland takes place from 14 – 23 June and is an annual celebration of creativity, culture and community. Celebrate the art, food, music, language, customs and ideas that people bring with them when they settle in Glasgow and Scotland. To find out about what is on near you during Refugee Festival Scotland check out <https://www.refugeefestivalscotland.co.uk/>



Glasgow's annual celebration of LGBT+ culture is back again with the Pride March and a host of other events and activities taking place in Glasgow city centre on Saturday 20 July. Glasgow Pride has grown and grown over the years to become one of the biggest and best celebrations of its kind in the UK.

Welfare Rights & Money Advice Service

2023/2024 the Welfare Rights & Money Advice Team assisted **1535** households with **4030** cases and achieved financial gains for tenants of over **£3.2 million**.

1518 successful benefit applications were made.

121 tenants were assisted with debt.

We applied to the Scottish Government Social Housing Fuel Support Fund and were awarded grant funding to assist tenants during the cost-of-living crisis.

We distributed **800** pre-payment fuel vouchers at **£49** each, to tenants struggling to heat their homes and in danger of disconnection.

We distributed **50** payments of **£100** to tenants who had been excluded from the Warm Home Discount due to a change in eligibility criteria.

We distributed over **740** items from the Energy Goods Project to assist tenants to improve insulation, cut cooking costs and stay warm in their homes. The goods included Carpet Vouchers; Air Fryers; Thermal Curtains; Hi Tog Duvets & Draft Excluders.

We made **64** applications to the Scottish Government Home Heating Fund for tenants with dry meters who were struggling with debt or to pay their bills, this generated over **£52k** in grant payments to tenants.

Do you need advice about Benefits?

Our Welfare Rights Service can help you to:

- Choose the right benefit or grant
- Check you get the maximum correct award
- Fill in benefit claim forms
- Deal with letters about benefits
- Appeal against benefit decisions, and represent you at hearings

We give assistance with all benefits including; Universal Credit; Employment and Support Allowance; PIP; DLA; Attendance Allowance; Scottish Adult/ Child Disability Payments, Tax Credits; Housing Benefit; Council Tax Reduction and discounts; Best Start Grants; Funeral Payments; Carer's Allowance and many more.

Are you worried about Debt?

Do not suffer in silence! If you are in debt to your Energy Provider or have Consumer Debt with loan or credit card companies and you are struggling, we can help!

Our Money Advice Service offers free confidential, impartial and independent debt advice. We can assist you to get your debt under control, and in some cases, written off.

We can review your finances, prioritise your debts and complete a financial statement which includes details of your income and expenditure. We will then give you advice on what options are suitable for you and provide you with necessary information to help you decide what is best for you and assist you through the process. We will contact your creditors and negotiate with them on your behalf.



Energy Advice Service coming soon! Watch this space!

We have been successful in securing funding from the Energy Industry Voluntary Redress Scheme and are in the process of recruiting 2 Energy Advisers to provide a service to Southside and 3 partner Housing Associations in the Southside of Glasgow. They will assist to access help with fuel debt, provide help to understand your energy bills, advise on the most efficient way to use your heating system and identify other energy efficiency measures that can be applied in your home.

Migration to Universal Credit

If you are receipt of 'legacy benefits' – tax credits, income support, job seekers allowance, employment and support allowance or housing benefit – you may soon get a letter from the Department for Work and Pensions (DWP) advising you that your benefits are coming to an end.

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

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

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



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

If you get a Managed Migration Notice and are unsure what to do, please contact our Welfare Rights Service for free, confidential advice and assistance.

Spring Has Sprung At SHA



Check out what our community initiatives team has been up to.

We believe that supporting strong and vibrant communities is an essential part of our role as a housing association. Our Community Initiatives Team manage and deliver a series of programmes, initiatives and events across our local communities, these include:

- Holiday food and activity programme.
- Developing quality outdoor spaces.
- Working with partner organisations.
- Weekly breakfast clubs.
- Specific events/open days.



We would like to thank everyone who braved wind, rain and shine to come along to our Spring Holiday Programme!

We had 2 great weeks of FREE activities and food across Queensland Gardens and Halfway Park in Cardonald and the Bowling Green in Pollokshields.

The Pollokshields Community Food Point cooked lots of delicious homemade dishes for us to enjoy including soups, sandwiches, cakes and desserts. They also provided fruits and vegetables as tasty, healthy snacks.

We had instructors teaching everyone the basics of Parkour to cool flips and tricks. By the end of the programme, we had participants running along thin beams, jumping from railings to walls and even doing trampoline somersaults!

Nemo Arts held a Circus Skills workshop; teaching everyone to spin plates, do amazing tricks with a Diabolo and even how to juggle.

Make, Do & Grow brought along a range of fun Flower crafts and materials to make-your-own fossils using clay. They used sticks and leaves we found around the Bowling Green to make imprints on the surface.



What's next for the community initiatives team?

- We will be running our Holiday Food and Activity Programme throughout the Summer and October school holidays with FREE food and activities for school age children and their families.
- We will be running weekly Parkour sessions over summer. Please note participants must be aged 8 or over.
- Easy exercise classes with Barbara from Bargo services also take place each Thursday throughout summer. 12:15pm-1:15pm at the Queensland Community Lounge and 1:30pm-2:30pm at the Berryknowes Community Flat. These chair based exercise classes are open to everyone and can be adjusted to suit your fitness levels.
- We'll soon start holding info nights and Gardening Committee meetings to start planning our Community Garden at Berryknowes.



At Berryknowes, Easy Exercise classes are funded by Barchester's Charitable Foundation.

At Queensland they are funded by Glasgow City Council, The Big Lottery Fund and Southside Housing Association. The community Garden is funded by Hubbub

Spaces are limited so booking is essential.

To book or find out more, please contact;

Maria Cairns

mcairns@southside-ha.co.uk

07961007092

01414221112 (Ext.329)

Chris Harding

charding@southside-ha.co.uk

07961007092

01414221112 (Ext.175)

We have seven community bases and one community garden across our housing stock. Each one has its own unique feel and mixture of free events and activities delivered by Southside Housing Association, local residents and community groups. All of our community bases have free Wifi.

Keep an eye out on the Community initiatives page on the Southside Housing Association website or our social media pages for more information coming soon to ensure you don't miss out on any of our fun activities!



<https://southside-ha.org/community-activities-events/>

Community Initiatives Calendar

The Nan McKay Hall in Pollokshields support volunteers and co-ordinate partnerships in the provision of activities of recreation, social care, health care, education, citizenship, integration and community development.

End of St Johns Road, Glasgow, G41 5SR

0141-429-5370

MONDAY

Indoor Bowls
10.00-11.30

Gentle Exercise
12.00-1.00

Beadwork/Jewellery Class
1.30-3.30

ESOL English Class
1.30 – 3.30

TUESDAY

Soup/Gardening
10.00-12.00

Textiles/Craft Class
10.00-12.00

ESOL English Class
1.30-3.30

TaeKwon Do
7.30-8.30

WEDNESDAY

Art Class
10.00-12.00

Café for lunch
11.30 till 12.45

Bingo
1.00

THURSDAY

Footcare Clinic
10.00-12.00

Cookery Class
10.00-12.00

Computers
1.00-3.00

Creative Writing
7.00 – 8.30

FRIDAY

Stained Glass
10.00-12.00

Gentle Exercise
10.00-11.00

Dominoes
1.00-3.00

SUNDAY

Board, miniature tabletop & roleplay games
1.00-6.00

HEARING CLINIC

If you have to replace batteries, to have your tubing cleaned or replaced, please call to arrange an appointment.

HELP & ADVICE

We are available for information, advice and signposting.



Dolly Parton's Imagination Library

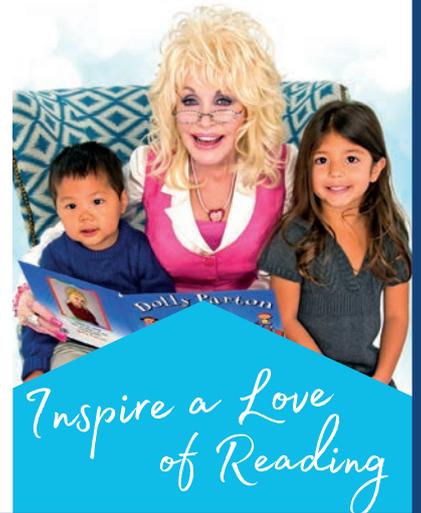
Do you love to read with the kids?' We have joined the Imagination Library to allow us to gift free books to our tenants with children aged 5 and under.

Your child/children will receive a free book each month addressed to them; this allows them to build their own library in the home where everyone can read together.

If this is something that you would like to be part of, please complete the registration form and return it to the address on the form.

To qualify for the books the child/children must reside in the property you use to register. We can't accept, for example, grandparent registering at their address when the child doesn't live there.

Get In Touch <http://southside-ha.org/imagination-library-registration-form-2023/>



Photography Competition

Are you a tenant or factored owner with Southside? We are looking for photographs of your local area. The bits that you are proud of or make you happy. Or a quirky aspect of a building or a park. We are not looking for people shots, this is about your environment, the area you live, the building you live in. Have you got a beautiful old tenement close that you want to show off, or is there a park beside you that you enjoy spending time in.

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

There are a few rules which are listed on our website. This is also where you can upload your photos. Each person can submit up to 3 photos. The closing date is 31st July 2024 and the winners will be announced mid August. Good luck and happy snapping!



Welcomes and Farewells



SHA have welcomed some new faces over recent months, Laura Brennan joined us as Director of Corporate Services & Finance along with Gillian Mackie who more recently became our new Finance Manager. You can find out more about them both below!

The Association said farewell to Karen McKendry in April. Karen started her career in 1988 as a receptionist in the housing office in Springburn moving on to become a well-respected and valued Housing Manager at SHA. She truly has seen it all! Karen has made a massive contribution to the Housing sector and has always shown a true passion for helping people. Pauline Fletcher, Director of Housing & Communities called out how well Karen could relate to people regardless of their circumstances which is essential in housing and how well trusted, reliable and fair she always was. This was echoed by all of her colleagues.



We said goodbye to Eleftheria Gallani who left our Saffron project after two years. We wish her well in her new endeavours and thank Eleftheria for all her passion and commitment.

Also leaving us in April after 10 years with the Association as Maintenance Officer was Robert Sorley.

Moving from Falkirk Council after 8 years as a Clerk of Works, John McAlaney joined our Repairs and Maintenance Department as Property Maintenance Officer and is delighted with his decision!

"I have only been here for 5 months, but it feels a lot longer. Everyone in the association were so welcoming when I joined which had really helped me to settle into the post. Working in a slightly smaller organisation has been great too, driving from site to site in Falkirk could take up half your day, but with SHA and its smaller patch you can really focus your time to deliver as good a service as possible."



Meet the Staff Questions



Laura Brennan
Director of Corporate Services & Finance

- 1. Tell us a bit about your work experience pre-SHA?**
Prior to SHA, I have been involved with small-to-medium businesses within construction and logistics.
- 2. What's your immediate/short term goals at SHA?**
To create a little bit of calm amongst some of the chaos and improve communication and access to information across the Association.
- 3. What do you enjoy most about your new role?**
Everyday there is a new problem to solve and scope for improvement. Looking ahead, I think there's lots of opportunity to make changes which will make Southside a great place to be a part of.
- 4. What's the last box set you binged?**
Currently binging on Billions.
- 5. What's your favourite book?**
Big Little Lies
- 6. How do you switch off and relax?**
Gym, running, pottering about in the garden, or having a glass or two of decent wine!
- 7. Who's your greatest inspiration?**
Codie Sanchez
- 8. Coffee or tea?**
Coffee – preferably good coffee!
- 9. What's on your bucket list?**
I have a travel bucket list I'd like to tick off – I'm getting there slowly.
- 10. What fictional place would you like to visit?**
Oh – Hogwarts? Although that's the only place that currently springs to mind!



Gillian Mackie
Finance Manager

- 1. Tell us a bit about your work experience pre SHA?**
I have more than 25 years' experience working in Finance for another Housing Association, developing financially stable and successful not for profit and profit making companies.
- 2. What's your immediate/short term goals at SHA?**
Immediate goals have been getting to know the finance team and understand their role and responsibilities as well as the wider staff group and their part they play within the organisation.
Short term goals are analysing the Management Accounts and ensuring reconciliations and schedules are prepared for the annual audit as well as reviewing processes and procedures.
- 3. What do you enjoy most about your new role?**
I've only been in post for 8 weeks and so far, I'm enjoying being involved in lots of projects to make improvements and drive efficiencies. I really enjoy making a difference and its great being part of the changes.
- 4. What's the last box set you binged?**
All or nothing Arsenal
- 5. What's your favourite book?**
Legacy by James Kerr
- 6. How do you switch off and relax?**
Go to the gym or go for a long walk
- 7. Who's your greatest inspiration?**
My Mum
- 8. Coffee or tea?**
Tea
- 9. What's on your bucket list?**
Learn Spanish, walk the West Highland Way and go doon the watter on the Waverley
- 10. What fictional place would you like to visit?**
Hogwarts School of Witchcraft and Wizardry

Our Factoring Service

Following feedback from our customers, we have been working hard to review our service, systems and processes. We have implemented a new customer management system and are preparing to launch a new online client portal. Once live, homeowners can log into the portal which provides access to accounts, invoices and facilitates making payments online as well as receiving regular information on proposed repairs and updates.



We are now able to issue common charge invoices electronically to your preferred email address. This service 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, making it easier to manage your housing-related expenses.
- **Reduced Environmental Impact:** By choosing electronic delivery, you contribute to our efforts to minimize paper usage and promote sustainability.



If you would prefer to receive your invoices electronically, please contact our office at **factoring@southside-ha.co.uk** and provide us with your preferred email address. This will also allow us to register you on our new customer portal once live!

Amendments have also been made to our Written Statement of Service which will be available to view via the customer portal or contact us for a paper copy. We have produced a new Factoring Guide which sets out our commitment to you and can also be accessed through our website or customer portal. Paper copies are also available on request.

You will have received your last monthly invoice for the period of 1st-31st March 2024, moving forward factoring charges will be invoiced quarterly for the following periods:

- 1st April to 30th June (July)
- 1st July to 30th September (October)
- 1st October to 31st December (January)
- 1st January to 31st March (April)

Invoices for management fee and any repairs will be issued to owners on a quarterly basis.



Responsibility – Common Repairs

Every flat owner within a building holds a collective obligation for the upkeep and administration of the entire structure. This encompasses their own individual unit, as well as the communal and external areas of the building, including entrances, staircases, the roof, exterior walls, and the foundation. Determining the party responsible for repairs to a tenement building depends on the specific area in need of maintenance.

Your Title Deeds should specify who is responsible for what. If they do not, homeowners should refer to the Tenements (Scotland) Act 2004. The Tenements Act states that all property owners bear the duty of ensuring the proper upkeep of the fundamental structural components of the building. Furthermore, in accordance with the Duty to Maintain, all owners are obligated to preserve the sections of the building that offer structural support and protection.

If you would like further information, please do not hesitate to get in touch with our factoring team. We are always grateful for your feedback which can be shared with us on

📞 **0141 422 1112**, option 5 or by email ✉️ **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

**Contact us on 0141 422 1112 or
csd@southside-ha.co.uk during office hours.**

**Please report emergency repairs via
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

Glasgow Fair 2024

Friday 12th July
Monday 15th July

September Weekend 2024

Friday 27th September
Monday 30th September



GOOD
PRACTICE
AWARD

