

Winter 2024/5

Southsider NEWSLETTER



SOUTHSIDE
housing association

Happy New Year!



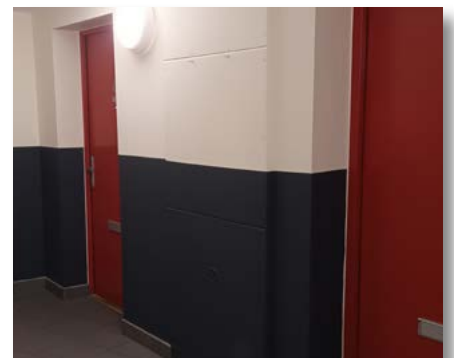
Also featuring in this edition...



Award Winning Development



Kitchen Upgrade Programme



Painterwork Programme

Committee Members



- Alex Cameron
(Chairperson)



- Ruth McCluskey
(Vice Chairperson)



- Alison Devlin
(Secretary)



- Betty MacNeil



- Jenna Monteith



- Lisa Peebles



- Liz Ely



- Munir Choudry



- Surjit Chowdhary



- Shirley Robison

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Welcome to our Winter Newsletter

I hope everyone enjoyed the festive holidays and you are feeling refreshed and raring to go for 2025.

Our newsletter is packed with useful information and contacts, and features interesting articles on a number of key areas, including our 2025 IT system changes which will improve all customer experience, highlights of our charter report which is detailed on our website and a Meet the Neighbourhood Team where you can put a face to a name, and find out more about who does what.



We are in the process of preparing the 2025/26 budget which will also impact on any proposed rent increase – and we will seek to minimise this as much as we can, whilst still delivering the priorities which you have told us are important to you. As noted in the newsletter, the Association face incredible costs which are very often out of our own control – these can be a result of economic pressures, but also our own tenants allowing their homes to fall into considerable disrepair or just sheer abuse of the property. One such case this year resulted in costs of over £50k and there are others in the region of £20-30k – this will not be tolerated moving forward and we will look to take early action to either resolve or remove the problem.

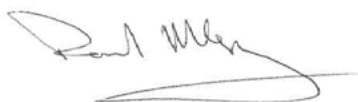
As mentioned in the newsletter we are in the process of implementing new IT software which will transform how we do things and make things more efficient. For the customer this will provide access to portals to allow people to access their accounts and information.

2024 was a big year for Southside full of changes and improvements and we are geared up for more of that in 2025. On the back of completing the St Andrews Drive development and restoration works at McCulloch St and Lincluden Path, our new build development at 640 Pollokshaws Road is expected to start in early 2025, albeit significantly later than we had planned, the Kitchen Replacement Programme at Hartlaw/Chirnside will continue throughout the year, closely followed by a programme of new Heating Installations, and our Lift Replacement contract at Moss Heights will commence in the Spring.

We will continue to work with key partners to identify a long-term solution for 150 Berryknowes Avenue and hope to see real signs of progress during the year.

I would like to take this opportunity to wish you, your family and loved ones a healthy and happy New Year. It can be a depressing time of year for many people and events in the world certainly don't help. It's important to reach out to people to check that they are doing ok and treat one another with kindness and respect. Let's hope that 2025 brings about some common sense and positivity instead of conflict and exploitation – that would make the world a far better place.

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

A handwritten signature in black ink, appearing to read 'Paul McVey'. The signature is fluid and cursive, with a long, sweeping underline that extends to the right.

Paul McVey, CEO

*Apologies - In our Autumn edition, on page 11 a picture of the fire damaged block at McCulloch Street was placed under the article on Energy Theft. These 2 articles were not related in any way, and the picture was misplaced.

Importance of working Fire Detection Alarms:

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



As of February 2022, every home must have:

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

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

Specialised smoke and heat alarms

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



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

Looking after your alarms

NEVER

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



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

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

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

System Improvements for all customers in 2025

The last year has been the start of major changes in the IT software used by the Association that will bring a better service to customers during 2025.

This month, Factoring will launch a new Customer Portal. A customer panel tested the portal and agreed it would be a welcome addition, allowing owners to self serve at a time suited to themselves. The portal allows customers to view their bills and contractor invoices. They can make payments and keep up to date with proposed works in their building. This is the final part of significant changes that happened in 2024, during which we implemented quarterly invoices rather than monthly, consolidated our factoring business and moved to new software to better manage our customer accounts. Whilst not trouble free, the change is now significantly improving our ability to create efficient and effective services for our customers.

Following on from this, the Housing and Property teams are moving to new software with a plan for early July as the go live date. This new software will introduce a 24/7 customer portal for tenants where they can raise repairs, pay their rent, see their rent balance and make a complaint at any time of the day or night. In future, applicants for housing will be able to apply online and update their application with any changes.

On top of this, staff will start to use technology that will enable them to bring their office with them when they go out and about in tenants' homes. They will be able to show you your tenant account in your home, report repairs and check the progress of any existing repairs. New e-forms will mean staff can fill in forms that immediately report back to the office in areas such as void inspections and conditions surveys. The new software is called Rubixx Housing, and we are already starting to test and train on the software in anticipation of the go live.

We will report more to you in the coming year as implementation progresses.



Meet the Neighbourhood Teams

CARDONALD AND HALFWAY PATCH

Jenna Stevenson – Housing Manager

I have worked at SHA since 2011 in various Housing Management roles and I'm now responsible for managing the Neighbourhood Team that covers Cardonald and Halfway. My favourite thing about working in housing is that no two days are ever the same.



Christine Adams – Housing Officer

I have worked at SHA since 2011 in various housing management and customer service roles. I recently became a Housing Officer in August 2024 working within the Cardonald area. I am responsible for resolving tenancy issues, managing high rent arrears cases and dealing with any anti-social behaviour within the area. My favourite part of the job is dealing with many different individuals on a day-to-day basis and building positive relationships with tenants.



Linsey Matthews – Housing Officer

I have worked in the housing sector since 2021 and started working with SHA in September 2024 within the Halfway area. I am responsible for resolving tenancy issues, managing high rent arrears cases and dealing with any anti-social behaviour within the area. My favourite thing about working in housing is making a difference for tenants and the variety of the job.



Chris Harding – Assistant Housing Officer

I have worked at SHA since 2020 in the Community Initiatives Team and Saffron project, and I recently joined the Neighbourhood Team. I am the Assistant Housing Officer for the Cardonald patch and I'm responsible for estate management inspections, signing up new tenants, assisting tenants to manage their rent account and stay on top of their payments and dealing with general enquires. My favourite thing so far about working in housing is getting to know the Cardonald area and working with the team here.



Nicole Beattie – Assistant Housing Officer

I have just joined the Neighbourhood Team in November 2024, but previously worked on reception at SHA since July 2023. I am the Assistant Housing Officer for the Halfway patch and I'm responsible for estate management inspections, signing up new tenants, assisting tenants to manage their rent account and stay on top of their payments and dealing with general enquires. My favourite thing about working in housing is the opportunity to interact with and help people from diverse backgrounds.



Stephen Lauder – Housing Administrator

I have worked at SHA since 2023 and I'm the Housing Administrator for the Cardonald/Halfway area. I will often answer the phone when you call the Neighbourhood Team and I'm always happy to help with all enquiries. My favourite things about working in housing are the varied calls I deal with and being able to help customers.



POLLOKSHIELDS AND SOUTHSIDE TRADITIONAL PATCH

Chris O'Brien – Housing Manager

I have 15 years experience working in the social housing sector and have recently taken on the role of Housing Manager at SHA covering the Pollokshields and Southside Traditional patch. I enjoy working with and supporting the team to keep improving our housing management performance and delivering services for residents in our communities.



Fraser Stevenson – Housing Officer

I have worked at SHA for 10 years. I am the housing officer for the Pollokshields area, where I am responsible for resolving tenancy issues, managing high rent arrears cases and dealing with any anti-social behaviour within the area. My favourite thing about working in housing is working alongside local residents to address their housing needs and create a safe, welcoming environment for everyone.



Lisa Gillon – Housing Officer

I have been working in the housing sector for the last 22 years and have worked as a Housing Officer for 14 years, 8 of which have been with SHA. I cover the Southside Traditional patch and I am responsible for resolving tenancy issues, managing high rent arrears cases and dealing with any anti-social behaviour within the area. My favourite thing about being in housing is working alongside residents to resolve issues and helping them to feel heard and supported.



Stacey Donaghy – Assistant Housing Officer

I have been working with the Association since January 2018 predominantly dealing with rent accounts and arrears management. I took on the role of Assistant Housing Officer in June 2024 within the Pollokshields patch and I'm responsible for estate management inspections, signing up new tenants, assisting tenants to manage their rent account and stay on top of their payments and dealing with general enquires. I have also been delivering training to new staff within the team. My favourite thing about working in housing is helping tenants to sustain their tenancy and I'm proud of the many times I've managed to secure grant assistance for tenants in financial difficulty. I also take pride in providing great customer service.



Roland Den - Assistant Housing Officer

I joined the Association in November 2024 and will be covering the Southside Traditional area. I've spent the past seven years working in the southside of Glasgow, primarily in Govanhill, in various community-focused roles and I'm looking forward to being responsible for estate management inspections, signing up new tenants, assisting tenants to manage their rent account and stay on top of their payments and dealing with general enquires. I speak Hungarian and Romanian, which I hope will help me better connect with members of our diverse community. I'm passionate about the Southside community and excited to work with customers on creating positive housing outcomes.



Lynn Docherty – Housing Administrator

I joined the Association in November 2024 as Housing Administrator, covering a maternity leave. I am new to working in housing but have a background in community work and coordinating youth projects. Once I've completed my training I will often answer the phone when you call the Neighbourhood Team and I'll be happy to help with all enquiries. I am delighted to have the opportunity to work at the Association and I'm passionate about delivering excellent customer service to our residents.



ALLOCATIONS TEAM

Shahnaz Shakoor – Housing Manager

I have been with SHA since 1996 and have worked in various roles within the Housing Management Team. I am now the Manager of the Allocations Team which is focussed on managing our voids and allocating properties to those on the waiting list, transfer list or who are experiencing homelessness. The best aspect of my role is offering permanent homes to those in housing need and helping prevent homelessness where possible.



June Carmichael – Housing Officer (job share)

I have worked in the housing sector for the past 34 years and have been working with SHA for the last 13 years . My role involves dealing with void properties and allocating homes to those on our waiting lists. I enjoy working as part of a team and the joy of offering a new home to someone.



Maxine Dock – Housing Officer (job share)

I have been working in housing for 23 Years in various roles. I have been with SHA for almost 3 years and currently working as a Housing Officer within the Allocations Team. I enjoy seeing tenants happy when they receive the keys for their new home and also enjoy the challenges that each day brings.



Donna O'Connell – Housing Assistant

I have worked in housing for 21 years holding various roles before joining SHA in 2011. I assist applicants to complete housing application forms and give advice on housing prospects. I am one of the first points of contact on the telephone so you may also speak to me if you are phoning with queries about your tenancy, rent account or to make a payment. I enjoy making sure every customer has their needs recognised and are treated fairly and with respect.



Mona Boutelhig – Housing Assistant

I have been working in the housing sector for 8 years. My role in the Allocations Team is supporting people to apply for housing with SHA, processing housing application forms and assisting the team to allocate properties. I also speak Urdu, which I hope helps me better connect with members of our diverse community.

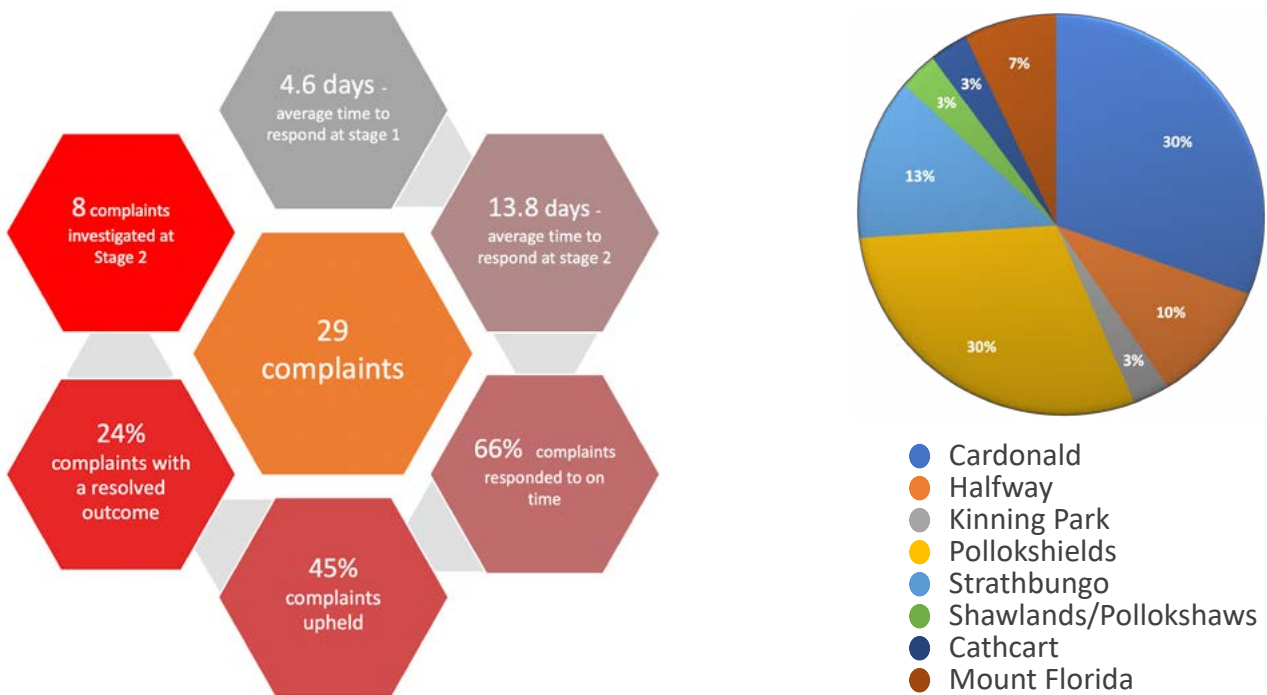


Why your complaints are important to us.

We really welcome your complaints and feedback about our services. We take your comments seriously and use them as an opportunity to learn and improve how we do things in the future. Our complaints performance is reported quarterly to our Management Committee, so there is a high-level focus on what we are doing to put things right when you tell us something hasn't been up to the standards we expect.

Here is an at a glance rundown of our complaints performance in numbers for our Q2 period from 1 July to 30 September 2024.

Where did your complaints come from?



What SHA services you complained about



What we are pleased about



We improved the time it takes us to resolve Stage 1 complaints from 7.4 days to 4.6 days



Complaints received from Cardonald neighbourhood more than halved from the Q1 period

Where we will focus on improving our performance



closing more complaints within our target timescales

One of the main reasons why we are really keen to get your feedback on what we do, including when you aren't satisfied with the service we have provided, is that we can use that information to learn and to change how we do things. 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	
When I have made a report of Anti-Social Behaviour I am not being informed of the outcome.	We will be carrying out a review of our Anti-Social Behaviour Policy and Procedures in early 2025 including how we update complainants about what we have done.
Delays in completing communal works due to having to obtain multiple quotations from contractors and consultation process.	We've revised our Written Statement of Services and streamlined our processes to ensure that obtaining quotations does not hold up essential works which are under a specified cost threshold.

Focus on Performance

You've told us what's important to you in terms of the services we provide and how effective we are at providing them. This includes our repairs performance and how quickly we are completing repairs, and also our performance around allocating empty properties and managing rent arrears. We are serious about continually looking to improve how we deliver our key services to you, and we benchmark our performance over a number of areas with other social landlords in Scotland. Here is a quick look at how our performance has been during the quarter 2 period.

Average time to complete emergency repairs

2.25 hours

Average time to complete non-emergency repairs

4.55 days

Emergency repairs completed within target (4 hours)

98.5%

Average days to re-let our homes

10.53 days

Percentage of tenancy offers refused

22.5%

Current tenant rent arrears as % of gross rent due

4.68%

Rent lost through homes being empty

0.19%



Dolly Parton's Imagination Library

Do you love to read books with your child?

SHA have joined the Imagination Library to allow us to gift books to our tenants with children aged 5 and under.

Your child/children will receive a FREE book each month addressed to them, which allows them to build their own library at 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.

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

Or call us on **0141 422 1112**



Rent Increase Proposal

Each year we engage with our tenants to help us set the rental increase for the coming year. We are committed to providing high quality services and homes to meet the needs of our tenants. We know that rent increases are unpopular – any cost increase is, and so any proposed increase is considered carefully, and your feedback helps us to do this.

We are now consulting with tenants and you have until 12th February to share your views on our proposal of a 4.2% increase.

Please click here to respond: <https://www.southside-ha.org/rent-increase-consultation-2024-2025/> or scan.



Scan here for survey



Southside Housing Association Support Kathmandu Charity

Six Chromebooks that were ready to be recycled or repurposed are heading for Nepal to support a charity, Sukhita Child, who assist young orphan children to gain stability and an education. The original group was set up after the major tsunami in Sri Lanka in 2004

Here is some information from the charity in the words of one of the supporters, John Fisher.

"Since April 2015, following the tragic Earthquake events in Nepal, we have committed a significant amount of time to support a charity in England, namely Child Protection Society Nepal, who provide 24/7 support to homeless and orphaned children. With our guidance and direct assistance, we have supported child educational bursaries akin to those we established in Sri Lanka following the 2004 Tsunami.

The educational bursaries for the children in CPS consist of 6 years Primary School, 4 years Secondary School and 2/3 years of college.

The College Students are studying various subjects which include Business, Accountancy, I.T. and Hotel Management all of which are 2-year courses. Two of the girls want to study Nursing, which is a 3-year course.

We are very thankful to Southside Housing Association for the gift of 6 Chromebooks which will go a long way in improving young people's education and I can assure the Association that these books will be well used and gratefully accepted."

The Chromebooks are being replaced at Southside as part of an IT upgrade to laptops and our work to use Microsoft 365 as our main source of software.

If you know of a local organisation that would benefit from one or a few Chromebooks, contact us ☎0141 422 1122 ✉csd@southside-ha.co.uk.

Your request will be considered as part of our donations policy.



Supporting Local Organisations in your Community

We want to support the small groups and charities who work hard to keep our communities thriving. We have two ways that we can contribute funds, time and materials to groups. We have a Community Chest fund that allows us to make direct donations to small groups and charities and we receive Community Benefits from our contractors. Each year, contractors may contribute labour and materials to help a community project or will donate to a charity or provide funds towards a specific project such as food and fuel vouchers.

Community Chest Donations

We recently updated our Donations Policy to reflect how we donate to local charities, organisations and groups. As well as receiving funding requests from local groups, organisations and charities via our Community Chest Application Form we also provide support in other ways such as donating vouchers or gifts or helping our communities to create opportunities to come together. For example, we donated selection boxes to our regular Giggle n Grow group who provide weekly singing sessions at our head office in Cardonald for pre-school children and their families. We also donated vouchers to our Queensland Residents Group for their annual Christmas gathering and raffle.



We encourage all local organisations who could benefit from some financial support to apply to our Community Chest Fund via the link:-

<https://forms.office.com/e/GypPc7rWCF> or by scanning the QR code. Or alternatively get in touch with our Community Initiatives Team ☎ **0141 422 1112** ✉ csd@southside-ha.co.uk

Community Benefits

As part of the procurement of our repairs contractors in 2023 we ensured that the contracts included a section on Community Benefits to secure funds for investment in our communities. We managed to secure £48K of investment for our communities from year 1 of the contracts.

Our contractors include IB Contracts, CRD, Timetra, MP, Property One and Alwurk and they are supporting initiatives such as food and fuel vouchers, our Dolly Parton Imagination Library, our gala day at St. Andrews Drive, our weekly breakfast groups, provision of starter packs to help new tenants in need get off to a good start in their new home, alongside other support to children and older adults.

In addition, IB Contracts recently completed an upgrade to our Herriet Court Residents Lounge to help support our weekly breakfast group. The installation will help our Community Initiatives Volunteers to cook up and serve a healthy and hearty breakfast each week.



Tell us Your Views!

We are consulting on our Community Involvement and Engagement Strategy and Action Plan. This sets out how we intend to involve, communicate and work alongside our communities to improve services and create opportunities for volunteering and participation.

Our consultation will start in January and will include an easy read version of the strategy and action plan, a toolkit for involvement and our proposed customer standards.

Please scan the QR code to participate in our consultation.

Community Involvement and Engagement Strategy and Action Plan



Have your say!

Please take a few moments to complete this short survey on the content of this newsletter. This will allow us to include content you'd like to see in the future! The survey will close on 28th February 2025.

Access the survey here:

<https://forms.office.com/e/3CXxLbemTi>

Or scan the QR code:

Newsletter Feedback



Welfare Rights & Advice News

Our Welfare Benefit Advice Service have assisted tenants with over 1300 benefit cases since 1st April 2024, which comprises of applications, reconsiderations and appeals, and are on track to meet or exceed the 1518 benefit cases in 2023/2024 which produced over £3.2 million in financial gains for tenants.

This year so far, we have assisted with 290 Universal Credit claims, 105 Scottish Welfare Fund applications, 120 Adult Disability Payment cases, 46 Pension Credit claims, and many more.

Our Debt Advice service has assisted 84 households since 1st April 2024 and achieved over £100,000 in financial gains so far, which includes debt write offs and grants to assist tenants in debt.

Warm Home Discount

You can get £150 off your electricity bill if you qualify for the Warm Home Discount scheme. To qualify you need to be in receipt of the Guarantee Credit element of Pension Credit or be on a low income and meet your energy supplier's criteria. Check your supplier's website to see if you are eligible. If you need assistance contact our Energy Advice Service.

Winter Fuel Payment

The Winter Fuel Payment in Scotland is now the Pension Age Winter Heating Payment, in 2024 it will still be delivered by the DWP which in 2025 will move to Scottish Social Security. This year the Government has made the much-publicised decision to means test this payment, therefore, to qualify you must be in receipt of Pension Credit or another qualifying benefit:

Eligibility:

To qualify, your date of birth must be before 23rd September 1958 and you must be in receipt of Pension Credit, Universal Credit, Income-Related ESA, Income Support, Income-Based JSA or Child Tax Credit or Working Tax Credit of not less than £26 for the tax year 2024/25 in the qualifying week (16th - 22nd September 2024).

Contact our Welfare Rights, Debt & Energy Advice Team at

✉ advice@southside-ha.co.uk

🌐 <https://www.southside-ha.org/welfare-benefit-money-debt-advice/>

☎ 0141 422 1112 (Option 3 tenancy or welfare issues)



Universal Credit Deductions

If you have deductions from your Universal Credit for overpayments, advances or debts and these are currently more than 15% of your personal allowance, these will reduce from April 2025.

The government is creating a new Fair Repayment Rate which caps deductions made through Universal Credit for debts at 15% of the standard allowance from its current level of 25%.



Carer's Allowance/ Carers Support Payment (Scotland)

Increasing the earnings limit to the equivalent of 16 hours at the National Living Wage from 7th April 2025 will raise the Carer's Allowance Weekly Earnings Limit from £151 a week to (£196 a week). The Weekly Earnings Limit will then increase in line with future National Living Wage increases. We assume that Carer's Support Payment in Scotland is likely to follow suit. Northern Ireland has already done so. This means that those currently working and receiving Carer's Allowance will be able to increase their hours to 16 at National Living Wage without losing their entitlement to Carer's Allowance.

Other Autumn Benefits News

- Minimum Wage Increase:

From April 2025, the minimum wage will rise from **£11.44** to **£12.21** per hour. The rate for 18–20-year-olds will increase from **£8.60** to **£10.00** per hour.

- Benefit Up-rating:

Working-age benefits will be up-rated in 2025-26 by the September 2024 CPI inflation rate of 1.7%.

- State Pension Increase:

The government will maintain the State Pension Triple Lock for the duration of this Parliament. The basic and new State Pension will rise by 4.1% in 2025-26, in line with earnings growth, giving over 12 million pensioners up to **£470** extra per year.



Energy Advice Service

Our Energy Advice Service launched in summer 2024, and so far, has assisted 294 households.

We offer:

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

Contact us at:-

✉ energyenquiries@southside-ha.co.uk

☎ **0141 422 1112** (option 3 for an appointment)

Some Energy Saving tips

Keep Warm!

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

Cost saving:

Energy Saving Measures	Average Annual Saving
Switch off standby on appliances	£40.00
Draught-proof windows	£70.00
Turn off the lights when you are not in the room	£7.00
Where possible, wash laundry at 30 degrees	£22.00
Avoid using the tumble dryer	£45.00
Time your shower to 4 Minutes	£50.00
Don't overfill the kettle, boil only what you need	£26.00
Swap one bath per week for a shower	£8.00

What is Universal Credit Managed Migration?

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



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

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

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

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

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

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

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

You can ask the Department of Work & Pensions (DWP) to pay Housing Costs direct to us. It is important that you check your Universal Credit statement every month to confirm who your rent has been paid to. The Universal Credit statement will confirm if housing costs have been paid to you or Southside Housing Association.



Important! Please do not ignore a Universal Credit migration notice!

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



Carer Support Payment

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

Adult Disability Payment

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



0800 182 2222

mygov.scot/adulthooddisability



EASY TO TRANSLATE



Scan the QR code to find out more and apply.

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

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

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

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

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

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

If you are a Scottish Power Customer, you can email them on: smartservices@scottishpower.com.

For more information you can also visit the following websites

- Ofgem
- Citizens Advice
- Energy Networks Association

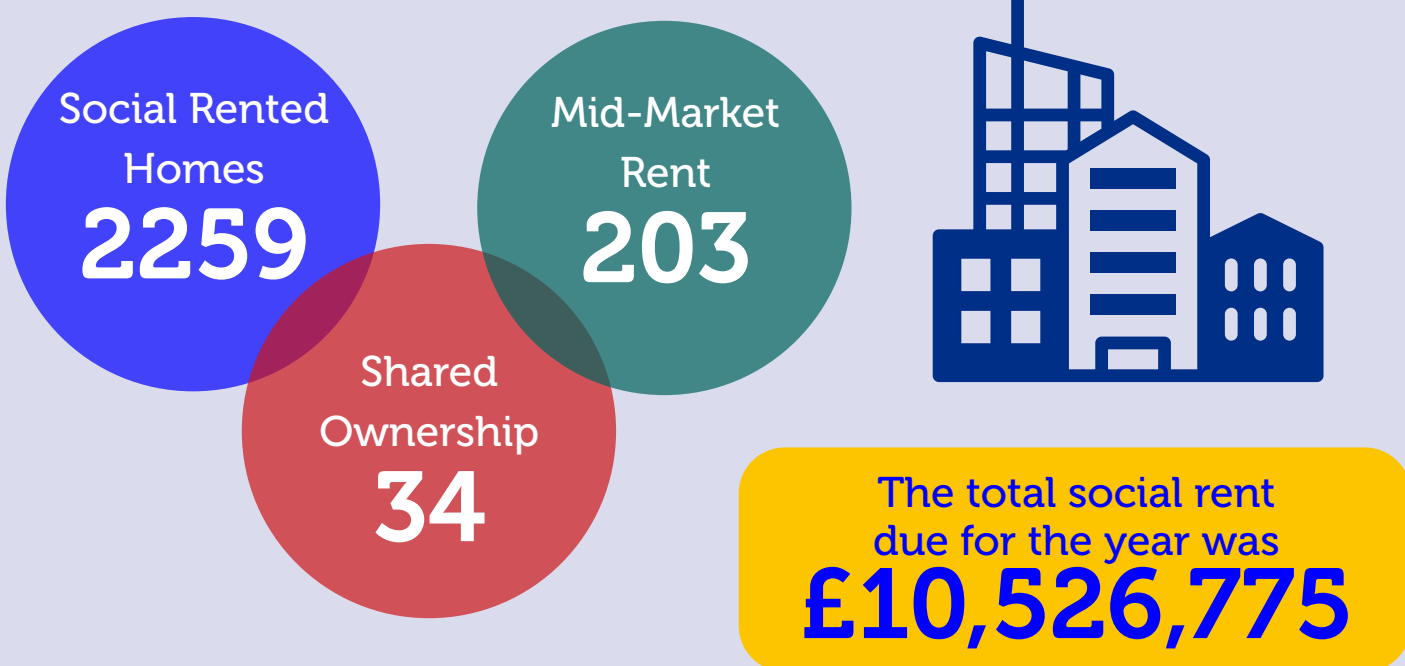


Scottish Social Housing Charter Report 2023/24

We have published our Annual Landlord Report for 2023/24. Our Annual Report takes a look a back at how we have performed over the past twelve months over a range of performance indicators. As well as providing a comprehensive 'state of the nation' report on the Association, it also shows how well we are meeting the Outcomes and Standards that are set out in the Scottish Social Housing Charter.

You can read our full Annual Report at <https://southside-ha.org/annual-report-and-our-landlord-report-card/>. Here is a summary of how we have performed during 2023/24.

Our Homes as at 31 March 2024



Our Average Weekly Rents

Apartment Size	Number of Homes	SHA	Scottish Average	Differential
1 apt	59	£77.91	£82.84	- 5.3%
2 apt	1040	£93.71	£87.87	6.6%
3 apt	676	£108.66	£90.29	20.3%
4 apt	424	£119.25	£98.30	21.3%
5+apt	60	£128.28	£108.29	18.5%
Average weekly Rent		£103.45	£91.81	
Total	2259			

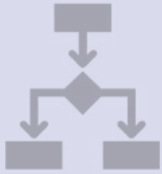
Communication



93.25% of tenants felt that we were good at keeping them informed about our services and the decisions we make.

Scottish Average: 90.5%

Participation



98.21% of tenants are satisfied with the opportunities to participate in our decision-making processes.

Scottish Average: 87.7%

Quality of Housing



77.95% of our housing stock meets the Scottish Housing Quality Standard.

Scottish Average: 84.4%

77% of tenants are satisfied with the quality of their home.

Scottish Average: 84%

Repairs, Maintenance and Improvements

3.11 hours.

Average time to complete emergency repairs.

**Scottish Average:
4 hours**

4.4 days.

Average time to complete non-emergency repairs.

**Scottish Average:
9 days**

89.8% of reactive repairs carried out 'right first time'.

**Scottish Average:
88.4%**

Estate Management, Anti-Social Behaviour, Neighbour Nuisance & Tenancy Disputes

92.5% of tenants are satisfied with our contribution to the management of the neighbourhood they live in.

Scottish Average: 85%

98.6% of anti-social behaviour cases resolved.

Scottish Average: 88.4%

Access to Social Housing

23.58% of tenancy offers were refused by applicants during 2023/24.

Scottish Average: 30.5%

Tenancy Sustainment

91.7% of new tenancies sustained from more than a year

Scottish Average: 93%

Value for Money

7.07% Gross rent arrears (all tenants) as a percentage of rent due for 2023/24

Scottish Average: 6.7%

0.5% of rent lost through properties being empty during 2023/24

Scottish Average: 1.4%

19.8 days on average was taken to re-let our properties during 2023/24

Scottish Average: 56.7 days

67.93% of tenants felt that the rent for their home represents good value for money.

Scottish Average: 82%

98.6% of rent collected as a percentage of the total rent due in 2023/24

Scottish Average: 99.4%

Complaints

We always strive to deliver all of our services to the highest possible standard, however on occasion things don't always go as expected or our tenants and other customers may be dissatisfied with an aspect of the service we have provided. We take all of the complaints we receive seriously and use them as an opportunity to learn from what we have done and improve how we do things in the future. Here is how we have performed in terms of responding to the complaints we have received over the reporting year 2023/24.

100%

Stage 1 complaints responded to in full

93.8%

Stage 2 complaints responded to in full

5.2

days on average to respond to Stage 1 Complaints

12.5

days on average to respond to Stage 2 Complaints



CARDONALD LARDER

“Aiming to reduce the financial pressure on households struggling to pay bills & put food on the table”

New members are always welcome, so please spread the word!

The larder provides excellent deals on a range of household products such as fruit & veg, fresh meat and dairy, frozen produce, pet food, hygiene, feminine items & many more.

Flat 0/4 12 Swinton Place, G52 2EA

Open Tuesdays 10am-1pm and Thursdays 3-6pm.

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

The larder allows people from the local community to access affordable products. We recognise how important this is for people especially around this time of year, so we can't thank the larder enough!

Here's what the staff had to say about the larder...

As the winter continues, Cardonald Larder is open and providing household essentials and a great range of goodies for people in the Cardonald area. We are always open to new members from Swinton Place, and the wider community. The larder is not means tested, and anyone can join.

We have some great stock in at the moment, including tasty treats, and even gifts for your loved ones - but at a price that doesn't break the bank!

We are currently open 10am-1pm on Tuesdays and 3-6pm on Thursdays,

Find us at Cardonald Larder on Instagram and Facebook for weekly stock updates and opening times.

For more information:



Cardonald Larder



caitlin@goodfoodscotland.org



Goodfoodscotland.org



FACTORING UPDATE

As you will be aware there have been recent changes in the way we deliver our Factoring service to you. We now factor all our properties through the company name Southside Housing Association, and we operate alongside SHA as one company.

Our Factoring Team comprises of 5 staff members;

Dianne Keenan – Customer Service Manager

Brian McNeillie – Factoring Officer

Lisa Benson – Factoring Officer

Ruth Kennedy – Factoring Assistant

Mandy Warren – Factoring Assistant

Each Factoring Officer has a designated patch area and will be your point of contact for any issues relating to your address.

Both Factoring Assistants deal with all aspects of general factoring and will be available to help customers with all enquiries. Staff can be contacted by calling ☎ **0141 422 1112 Option 5** or ✉ **factoring@southside-ha.co.uk**



The patches are detailed as follows:

LISA BENSON

Albert Road	Forth Street	Prospecthill Road
Allison Street	Albert Drive	Auldburn Place
Calder Street	Langside Road	Butterfield Place
Chapman Street	Melville Street	Baker Street
Craigie Street	Maxwell Road	Bowman Street
Victoria Road	Nithsdale Drive	Darnley Street
Pollokshaws Road	Niddrie Road	Manse Brae
Kingarth Street	Prince Edward Street	Allison Place

BRIAN MCNEILLIE

Albert Drive	Maxwell Grove	Marine Crescent	St Johns Quadrant
Darnley Street	St Andrews Crescent	Hartlaw Crescent	Torrisdale Street
Glenapp Street	St Andrews Drive	Moss Heights Avenue	Govan Road
Herriet Street	Forth Street	Montrave Path	Hallrule Drive
Keir Street	Glenapp Street	Paisley Road West	Hartlaw Crescent
Shields Road	Kenmure Street	Leslie Street	Chirnside Place
Maxwell Drive	Leven Street	Shields Rd	Paisley Road West
Maxwell Gardens	Carham Drive	McCulloch Street	Queensland Court
Queensland Gardens	Swinton Place	St Andrews Road	



**New
Mobile
App!!**

Payment details

Customers are reminded when making payments towards their factoring invoices to always use their unique customer reference number which can be found in the top right hand corner of an invoice. This will ensure payments are correctly allocated to your account. Payments which are not referenced will be placed in our unallocated cash account until the intended customer account can be matched.

Our bank details have changed and are printed on your factoring invoice. Our new details are as follows:

Sort Code: 80 07 67

Account No: 00781691

Account Name: SHA Factoring

Customers can also pay using their debit/credit card by calling 0141 422 1112 option 5.

New customer Portal

Our new portal will be live in January 2025! A working group of 5 customers carried out testing to ensure our new portal provides the best efficiency and functionality for our customers. Thank you to all the participants for your help and feedback which has been vital in ensuring the portal provides our customers with the best possible experience. The portal provides access for customers to view their account balance, invoices, make payments and stay up to date with owner communications plus much more.

If you haven't already signed up and wish to use our new portal, please provide a preferred email address to allow a portal account to be set up and confirm if you agree for your invoices and documents to be emailed to you.

You can email us at **factoring@southside-ha.co.uk** to update your details or call us on **0141 422 1112 Option 5**.

Paper invoices and communications are still available for customers who prefer this method.

The screenshot shows the Southside Housing Association Factored Owners Portal. At the top left is the Southside Housing Association logo. A navigation bar contains links for Home, Accounts, Documents, Proposed Work, Development, and Credit Control. An 'Add Property' button is visible in the top right. The main content area is titled 'Home Dianne Kennan' and includes a welcome message: 'Welcome to the Southside Housing Association Factored Owners Portal.' Below this is contact information: 'Find us at 155 Fifty Pitches Road, Cardonald, G51 4EB', 'Our office opening hours are Monday - Thursday 9am-5pm and Friday 9am-4pm', 'Telephone No: 0141 422 1112', and 'Option 1: To Report a Repair' and 'Option 5: To speak with a member of the Factoring Team for queries or to make payments'. The email address is 'Factoring@southside-ha.co.uk' and the website is 'https://www.southside-ha.org/'. A note states: 'For out of hours emergency common repairs call 0141 422 1112 and follow the instructions provided'. On the right side, there is a 'Your Outstanding Balance' section showing a 'Current Balance: £1048.27' and a 'MAKE PAYMENT' button. Below that is 'Development Information' with 'Development Name: TEST DEVELOPMENT'. At the bottom right is 'Property Manager Information' for Brian McNeillie, with fields for Phone Number, Email Address, and the email address 'factoring@southside-ha.co.uk'. There is also an 'Archives' link at the bottom.

Our Staff Team At SHA

We've welcomed some new faces to the Association, some have been developing their skills and others have taken on new roles.

Our Care & Repair Department have three new admin staff - India Boxall, Lynn Wilson and Wendy Malloy.

Our Housing Management team welcomed Roland Den as Assistant Housing Officer. Lynn Docherty also joined the Team providing maternity cover as Housing Administrator. Find out more about them in our Meet the Neighbourhood Team article.

Georgia Hart and Emma McMaster joined our Corporate Services Team, Emma as Finance Officer and Gemma as Corporate Services Assistant.



Lynn Wilson



Georgia, Emma, Roland and India

Amreeta Graham progressed from her role as sessional worker within the Community Initiatives Team to Team Leader. The Team also welcomed Freya Young as Community Initiatives Assistant.

Paul McColgan took up the role of Director of Property Services on Monday 2nd December.



Paul McColgan



Congratulations to Shaun O'Hara and Sean McCann who successfully completed the Chartered Institute of Housing Level 4 Certificate in Managing Housing Maintenance.

Making Your House a Home and Looking After it

One of the best parts of working in housing is the joy of offering someone or a family a new home. Often our tenants have come through difficult circumstances, whether that be homelessness, overcrowding or harassment, and we are proud to be able to provide good quality, secure and affordable homes.

Where possible we often help people get off to a good start in their new home through the provision of starter packs, paint packs, carpet vouchers and other essentials. Our Welfare Rights Team are experts at accessing grants and items to help make your new house a home.

Most of our tenants take great pride in creating a home, whether that be 19 floors up in our high-rise blocks, in one of our traditional tenements or our new build properties. However, we know that for some tenants, life can be difficult and chaotic at times, and this can make it harder to look after your home. It's important that you report any repairs to us as soon as possible and if you are finding it difficult to stay on top of daily household tasks like cleaning, taking out your bins or clearing out clutter then please speak to your Housing Officer. We're not here to judge, we're here to help, and will work with you, and where needed, other partner organisations to support you to manage your home.

When you sign your Tenancy Agreement, you agree to take care of your home and maintain the property in good condition. The sooner you speak to us the better as we want to avoid any extreme situations that will put your tenancy at risk. Unfortunately, we have had a number of these in recent months and this has led to the Association having to carry out significant repairs.



These photographs show examples of where the condition of some homes have reached extreme levels and with this comes extreme costs. The knock-on effect of this is that we are spending additional money on properties; money that could be being spent on other services or improvements across the Association and within our communities.

Remember, we're here to help, so please contact us if you need us.

☎ 0141 422 1112 option 3 Tenancy Issues **✉ CSD@Southside-ha.co.uk**

Investment in Our Homes

The Common Landlord Electrical Systems & Internal Stair and Emergency Lighting

The programme is progressing well and our Contractor A. Alexander & Sons have now completed works at the following mini multies and high-rise blocks:

- 30 Invergyle Drive
- 12, 24,36 & 48 Swinton Place
- 1656 Paisley Road
- 5 Queensland Court
- 15 Queensland Gardens

Works will commence in February 2025 at 7 mini multis in Pollokshields;

- 27, 29 and 31 St Andrews Drive and
- 27, 31 ,33 and 39 St Andrews Crescent

Kitchen Replacement 2024 –2026



We are excited to announce the start of kitchen replacement programme at Hartlaw Crescent and Chirnside Place. Contractor MCN (Scotland) Ltd won the contract via the competitive tender procurement process.

Our contractor and SHA staff have started the preinstall surveys in properties that are in the programme during November 2024. MCN (Scotland) Ltd. will be writing to you to organise access into your property to carry out a preinstall survey. Kitchen installation works also started in December 2024.

Please note that it is vital when you receive your letter from MCN (Scotland) Ltd. that you provide access to the surveyor and SHA staff for this survey in order that your new kitchen installation can proceed. If you haven't already been contacted to arrange access to survey your kitchen, please contact Nadia Simonetti on **0141 422 1112**.



Lift Upgrade – 2024- 2027

We plan to upgrade the passenger lifts at 20 – 220 Moss Heights Avenue. This is a major investment and one of the most significant planned maintenance projects the Association has carried out. The aim of the lift upgrade is to improve lift safety, reliability, energy efficiency and aesthetics, reduce lift breakdowns and downtime, and to be compliant with current lift regulations and standards. ADL Lift Services Ltd has been appointed by Southside Housing Association via a competitive tender procurement process to carry out these works.

Lift upgrade works are to be undertaken in three separate phases over the 3 financial years 2024-2027, the first of which will commence from February 2025.

We will arrange consultation with all residents to discuss the programme of works. At the residents' consultation meetings our contractor will discuss the works in detail, what is involved and how long the lift upgrades will take. If you have enquiries about the lift replacement works then please contact our Repair and Investment Team on **0141 422 1112**, you can also email us on **csd@southside-ha.co.uk** Quote ref: MHA Lift Upgrade.

St Andrew's Drive – Award Winning Development

JM Architects have received a Glasgow Institute of Architects Award for St Andrew's Drive Phases 2 and 3, which has been completed for Southside Housing Association. The awards promote the best of architecture large and small from across the Glasgow Chapter area. A particular focus of the awards is excellence in architecture and design, and the importance of a positive relationship between client and architects.



St Andrews Drive phases 2 and 3 are the concluding phases of a landscape-led approach to creating a development. The projects' initial strategy was to integrate a mixed tenure housing development of social and affordable homes adjacent to the Pollokshields West conservation area. Preserving existing trees was a key objective whilst providing a series of urban villas set in gardens that provide a holistic living environment for its residents. The project aimed to extend the sense of place of the neighbourhood and knit the community together.



Donna Reilly, Director of Development & Regeneration said *'The Association is delighted that JM Architects were awarded the prestigious Glasgow Institute of Architects Award for their design of our recently completed housing development at St Andrews Drive in Pollokshields.'*



Activities Happening in your Community

October Holiday Programme



A huge thank you to everyone who joined us for our October 2024 Holiday Programme! What a fantastic week it was, filled with hands-on activities, creative arts, exciting science experiments, and delicious food. Each day was packed with something special. Kids got their hands dirty with nature-inspired arts and crafts, made "lava lamps" in a fun science experiment, and enjoyed free play in our beautiful community parks. Whether at Pollokshields Bowling Green, Queensland Community Gardens, or Halfway Community Park, there was no shortage of outdoor fun. Despite some rainy weather, the kids didn't let it stop them from getting creative and enjoying each day! Children had a blast exploring nature, learning new things, and having fun with friends.

We're so grateful to everyone who participated, and we look forward to making more memories together in the future. Here's to many more sessions of creativity, learning, and community spirit.

Keep an eye on our social media for information on our Spring Holiday Programme. See you there!



Berryknowes Community Hub: Start Your Day Right with Breakfast Mornings

The Berryknowes Community Hub is thrilled to invite you to our Breakfast Mornings every Friday from 10:00 AM to 11:15 AM. It's the perfect opportunity to enjoy a warm meal and connect with your local community in a relaxed and friendly atmosphere.

Our amazing volunteers prepare a delicious selection of breakfast options, including hot rolls, fresh fruit, yogurt, and cereals. All our food is made with high-quality, fresh ingredients, so you can count on a tasty and nourishing start to your day. Tea and coffee are also available to keep you refreshed as you enjoy your morning.

Breakfast Mornings aren't just about food—they're about bringing people together. Whether you want to catch up with friends, meet new people, or simply enjoy a community moment with a hot drink, the hub offers a welcoming space for everyone. And if you'd like to take some food home with you, you're more than welcome to do so.

Why not join us this Friday? Come along, bring a friend, and be part of the vibrant Berryknowes community. We can't wait to see you there!

Flat 0/2, 150 Berryknowes Avenue.



Breakfast at Queensland



We're thrilled to announce the successful launch of our new weekly breakfast mornings at the Queensland Community Lounge! Every Wednesday, from 10:00 AM to 11:30 AM, we're offering a delicious, free breakfast, prepared by our fantastic volunteers.

The quality of the food is exceptional, featuring organic fruit, free-range eggs, and butcher-quality meats. Whether you're craving a full fry-up, a hot filled roll, a lighter option like yogurt and cereal, or something fresh and healthy, we've got you covered. Tea and coffee are also on offer to keep you refreshed.

Our breakfast mornings are the perfect opportunity to enjoy a tasty meal while connecting with your community. You're welcome to drop in, enjoy the food, and even take some home with you if you'd like—no questions asked.

Starting in January, we'll be expanding our breakfast mornings to include one Saturday per month, offering even more chances to join us for a warm meal and a friendly atmosphere.

We'd like to extend a huge thank you to our volunteers for making this all possible, and we can't wait to see even more friendly faces at our breakfast mornings.

Over 65's Festive Fun

The Friends of Halfway Community Park and Southside Housing Association hosted a heartwarming Christmas party for older adults in the community, made possible by generous funding from the McCarthy Stone Foundation. The event was a wonderful success, bringing together local residents for a day of festive cheer, fun, and connection.

Leading up to the event, we held several craft workshops, where participants came together to create their own Christmas crafts. These workshops were a great opportunity for the community to get creative and make festive decorations and gifts, adding a personal touch to the holiday season.

Craft products were sold at the event for small donations and proceeds donated to the TURF Community Hub, a local service rooted in the community based at 1618-1620 Paisley Road West.

On the day of the party, guests were treated to a variety of festive delights. There was a spread of tasty food, Christmas music, and plenty of holiday cheer to go around. Guests enjoyed the tradition of Christmas crackers, joined in some dancing, and had a wonderful time socializing and celebrating the season together.

A big thank you to the McCarthy Stone Foundation for their generous support, and to all the volunteers and organizers who made the event possible. We look forward to more community celebrations in the future and wish everyone a Happy New Year!



McCARTHY STONE
FOUNDATION

Bulk Uplift Service

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

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

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

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

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

So, what does this mean for tenants and residents?

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

We must follow these new procedures to avoid any penalties for mixing up items and to ensure we are helping the city meet its environmental standards. Thank you for your patience while we adapt to this new process.



GET INVOLVED

Membership

Help us, help you, to shape your community by being a shareholding member of the Association. For only £1 you will receive lifetime membership which allows you to attend our Annual General Meeting and find out more about the workings of your landlord. If you want more details on becoming a member of the Association, please complete your name and address in the space below, and hand in to the Association's Office, or post it to:

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

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

FULL NAME:

ADDRESS:

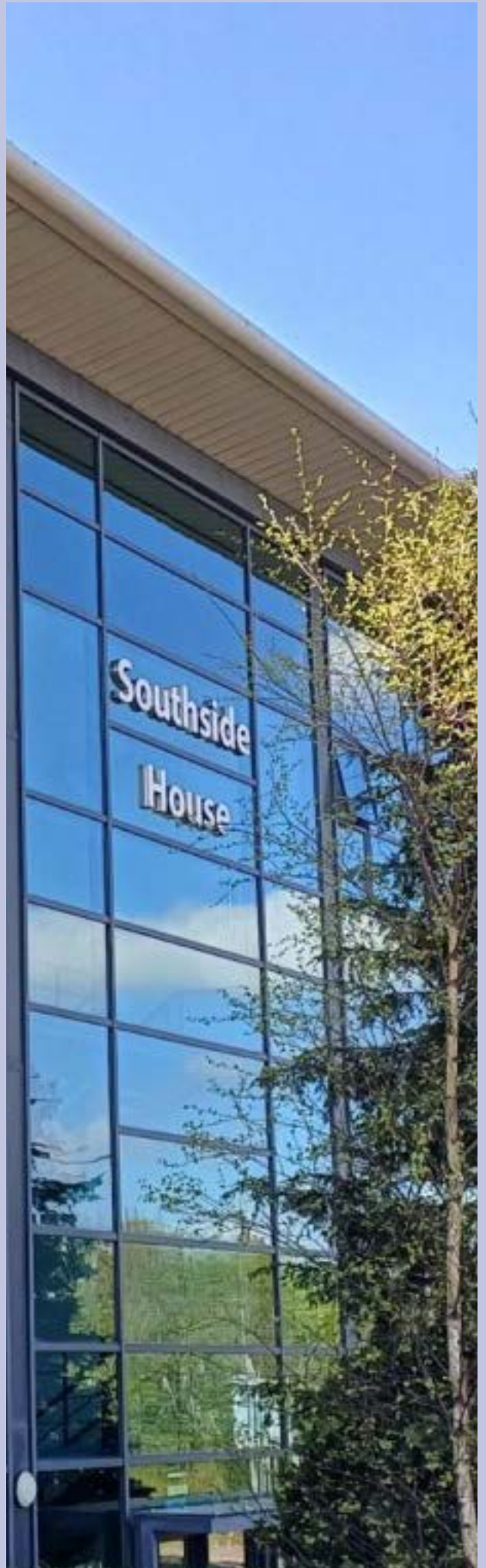
.....

.....

DATE:

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

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



WINTER WARMERS

Staying warm during the winter months is essential. Here are some simple, tasty meal ideas to keep you and your family satisfied and cosy throughout the winter season.

Bangers and Mash with onion gravy

- Ingredients**
- 1/2 tbsp oil
 - 8 sausages of choice (Note 1)
 - 1 large onion, halved and finely sliced (yellow, white or brown)
 - 2 garlic cloves, minced
 - 3 tbsp flour (plain)
 - 2 cups beef stock/broth
- To Serve**
- Mashed potato and Peas



Instructions

1. Cook sausages: Heat oil in a large pan over medium high heat. Add sausages and cook, turning, until browned as much as possible all over and cooked through.
2. Remove sausages onto a plate. Turn heat down to medium.
3. 2 tbsp oil remaining: You need around 2 tbsp oil left in the pan. If you have much less, add a bit of butter or oil.
4. Sauté onion and garlic: Add onion and garlic, cook until golden brown – around 4 minutes.
5. Cook off flour 2 minutes: Add flour and mix through. Then cook, stirring constantly for 2 minutes.
6. Gradually add beef stock: Add about 3/4 cup of beef broth and mix into the onion so it becomes a sludge. Then add remaining beef broth and mix until combined. If it's lumpy, use a whisk to help make it smooth.
7. Thicken gravy: Simmer, stirring, for 2 to 3 minutes until the gravy thickens but is slightly thinner than you want – it will thicken more as you serve it.
8. Season: Season with salt and pepper to taste, try adding a pinch of sugar too.
9. Serve: sausages with plenty of gravy, with mashed potato and peas.

Classic Tomato Soup

- Ingredients**
- 4 Red peppers
 - 750g tomatoes (Fresh or Canned)
 - 1 Onion
 - 3 Garlic cloves
 - 2 tbsp Olive oil
 - 750ml Stock (Vegetable or Chicken)
- To Serve**
- Basil leaves and/or Cream



Instructions

1. Preheat the oven: Set your oven to 200°C (400°F).
2. Prepare the vegetables for roasting: Halve the red peppers and remove the seeds. Place the peppers and unpeeled garlic cloves on a baking tray. Drizzle with olive oil and roast for 25-30 minutes until the peppers are soft and slightly charred.
3. Sauté the onions: In a large pot, heat 1 tablespoon of olive oil over medium heat. Add the chopped onions and cook until softened and translucent, about 5 minutes.
4. Peel the garlic: Once roasted, peel the garlic cloves and add them to the pot with the onions.
5. Add the tomatoes and peppers: Roughly chop the roasted peppers and add them, along with the tomatoes, to the pot.
6. Pour in the stock: Add the stock and bring the mixture to a simmer. Let it cook for 20 minutes to allow the flavours to mix.
7. Blend the soup: Using a blender or immersion blender, puree the soup until smooth. If the soup is too thick, you can add a bit more stock or water to achieve your desired consistency.
8. Season and serve: Season with salt and pepper to taste. Stir in some fresh basil for added flavour. For a creamier texture, swirl in a tablespoon of cream before serving.

Help, Support and Advice within Glasgow and Scotland.

Alcohol and Drug Support

If you are someone you know is struggling with addiction, find Central and Local Alcohol and Drug Recovery Services.

24-hour helplines (Greater Glasgow and Clyde)

- Alcoholics Anonymous: **0800 9177 650**
- Narcotics Anonymous: **0300 999 1212**

<https://www.nhsggc.scot/your-health/central-and-local-alcohol-and-drug-recovery-services/>

Employment Support

Jobs & Business Glasgow.

Reach your full potential with our support. We help Glaswegians overcome barriers to employment and build the confidence to succeed.

<http://www.jbg.org.uk/> **0300 123 2898**

Skills Development Scotland

Skills Development Scotland is the national skills body supporting the people and businesses of Scotland to develop and apply their skills.

<https://www.skillsdevelopmentscotland.co.uk/>
0141 357 6250

The Good Morning Service.

Good Morning Service is a dynamic, innovative independent charity who have set the standard for telephone befriending and alert services

0141 336 7766 or 0333 101 0036

goodmorningservice.co.uk

<https://www.goodmorningservice.co.uk/contact.html>

The No1 Befriending Agency.

We offer befriending free of charge thanks to our exceptional care service, which is increasingly popular among older adults who wish to have a person-centred care service that takes their wellbeing seriously. Reducing loneliness and isolation through companionship.

<https://www.befriend.org.uk/>

info@befriend.org.uk **0141 465 6998**

Homeless Help and Support

Get homeless help from Glasgow City Council. Contact the council and tell them you're making a homeless application. They must help if you're homeless or about to become homeless. You'll get somewhere to stay straight away if you need it.

If your request is urgent or relates to an adult or child protection concern or someone at risk, then during office hours you should phone **0141 287 0555**.

Evenings, overnight and weekends call **0800 838 502**

<https://www.glasgow.gov.uk/article/3549/Request-homelessness-support-for-yourself>

https://scotland.shelter.org.uk/housing_advice/homeless/council_contact/glasgow

Food Support

Glasgow Community food Network.

Using the map on their website put inputting your postcode you can find local food services in your community. The map shows a range of food services active in Glasgow. This includes food banks and pantries, community meals, and community gardens.

<https://glasgowfood.net/find-local-food-services>

Glasgow Pantry and Larder Directory.

The Pantry model means that you pay a membership and a set price per shop, and this typically allows you to buy 10 items. Pantries often incorporate other services so do have a look at the Directory to see what is on offer.

<https://sway.cloud.microsoft/dk0rok7NKy6rQySD?authoringPlay=true&publish>

Help and Support Agencies

Scottish Action for Mental Health.

We're here for you, providing mental health support and accessible, practical information.

info@samh.org.uk

samh.org.uk/information-service

Call: **0344 800 0550**

0344 800 0550

Glasgow Women Aid.

Support Women, Children, and Young People experiencing Domestic Abuse.

<https://glasgowwomensaid.org.uk/support-for-your-mum/getsupport@glasgowwomensaid.org.uk>

Call: **0141 553 2022**

Dads Rock

We provide support for Dads to increase their parenting skills and feel more confident about their role as a parent, which is beneficial to their children.

<https://www.dadsrock.org.uk/new-dad-support>

hello@dadsrock.org.uk

Call: **07508 529 469**

Breathing space.

Sometimes our thoughts and feelings can overwhelm us. It helps to get some Breathing Space. Pick up the phone - we're here to listen.

<https://www.breathingspace.scot/>

Call: **0800 83 85 87**

Home Start, Glasgow South.

We're there for parents when they need us the most, because childhood can't wait.

<https://homestartglasgowsouth.org.uk/>

Call: **0141 570 8735**

Children First

We protect children from harm, keep them safe, and support them to recover from trauma and abuse through our national and local services. Worried about a child? We are here for you.

<https://www.childrenfirst.org.uk/get-support/our-services/>

Call: **0800 28 22 33**

Childline.

Childline is here to help anyone under 19 in the UK with any issue they're going through, a free, private and confidential service where you can talk about anything.

<https://www.childline.org.uk/about/about-childline/>

Call: **0800 11 11**

Samaritans.

If you need someone to talk to, we listen. We won't judge or tell you what to do.

<https://www.samaritans.org/how-we-can-help/contact-samaritan/>

Call: **116 123**



Useful contacts

Glasgow Life.

Get in the know on culture, art, music, sport, libraries and events in Glasgow. Information about museums, galleries, communities and much more.

<https://www.glasgowlife.org.uk/>

Call: **0141 287 4350**

Home Energy Scotland. We offer free, impartial advice on energy saving, keeping warm at home, renewable energy, greener travel, cutting water waste and more.

<https://www.homeenergyscotland.org/> Call: **0808 808 2282**

Citizens Advice.

Citizens Advice Scotland is the largest independent advice network in Scotland.

<https://www.citizensadvice.org.uk/scotland/>

Call: **0141 287 4350**

Simon Community.

We are a homelessness charity in Scotland, dedicated to meeting people where they are.

<https://www.simonscotland.org/get-help/>

Call: **0800 027 7466**

Migrant Help.

We provide independent advice and guidance to assist people seeking asylum in the UK.

<https://www.migranthelpuk.org/>

Call: **0808 8010 503**

British Red Cross.

We provide practical, local and emotional support to people around the UK.

<https://www.redcross.org.uk/get-help/get-support-at-home>

Call: **0808 8010 503**

Mental Health Foundation.

Mental health is one of the most important foundations for a healthy and long life. We want to build a society with good mental health where everybody can thrive.

<https://www.mentalhealth.org.uk/explore-mental-health/get-help>

Call: **+44 (0)20 7803 1100**

Young Minds.

Whether you want to understand how you're feeling, find ways to feel better, or support someone who's struggling, we're here to help.

<https://www.youngminds.org.uk/>

Call: **0808 802 5544**

The Marie Trust.

Deliver a wide range of services specifically aimed at supporting homeless or at-risk individuals to access the immediate support they need.

<https://www.themarietrust.org/contact-us/>

Call: **0141 286 0065**

Cost of living Support Scotland.

Offer a range of support from debt/money advice, help with benefits/payments to health and wellbeing from children and families.

<https://costofliving.campaign.gov.scot/>

Police Scotland.

Our purpose is to improve the safety and wellbeing of people, places and communities in Scotland, with human rights at the heart of everything we do. <https://www.scotland.police.uk/contact-us/>

Call: **101** or for emergencies **999**

There is a separate form for domestic abuse, hate crime, stalking and harassment

<https://www.scotland.police.uk/secureforms/c3/>

Crimestoppers

An entirely confidential method of reporting call: 0800 555 111 or use their online form –

www.crimestoppers-uk.org

Glasgow City Council (GCC)

Glasgow helps

We'll do our best to listen, understand your needs and work with you to connect you to the right assistance, in the right place, at the right time.

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

Call: **0141 276 1185**

To report environmental issues (such as fly tipping, dog fouling or littering) to Glasgow City Council, download the MyGlasgow app to your smart phone or their website www.glasgow.gov.uk

To report noise from neighbours from 5pm-3am, the Noise Team deal with amplified noise such as loud music, dogs barking or DIY equipment. You can report this type of noise by calling **0141 287 6688** or reporting online –

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

To report noise from commercial properties from 5pm-3am you can contact Glasgow City Council by calling **0141 287 1060** or reporting online –

www.glasgow.gov.uk/reportnoise

To report mice and rats contact Pest Control on **0141 287 1059**

Everyday noise such as children playing or footsteps cannot be addressed as antisocial behaviour and mediation is a more appropriate solution for this type of noise – please contact us for more information on this.

Social Security Scotland:

0800 182 2222

Scottish Water:

0800 0778 778

Health & Social Care Connect:

0141 287 0555

Out of Hours Social Work:

0300 343 1505

Queen Elizabeth Hospital Main Switchboard:

0141 201 1100


Scottish Gas Network:

0200 912 1700



Contact Us

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

 0141 422 1112

 csd@southside-ha.co.uk

Telephone Line Opening Hours:

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

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

Cardonald Office:

135 Fifty Pitches Road,
Cardonald, G51 4EB.

Monday – Friday
9:00am – 5:00pm

Shields Road Office:

435 Shields Road,
Pollokshields, G41 1NP

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



SouthsideHA



@southside-HA



Southside-ha.org



GOOD
PRACTICE
AWARD

