

January 2024

# Southsider NEWSLETTER



SOUTHSIDE  
housing association



## Happy New Year!

# NEW WEBSITE



Rent Consultation and Information  
for tenants of  
Southside Housing Association 2024/25



VISIT - [SOUTHSIDE-HA.ORG](https://southside-ha.org)

## Contact Us

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

 0141 422 1112

 [csd@southside-ha.co.uk](mailto:csd@southside-ha.co.uk)

## Telephone Line Opening Hours:

Mon – Thurs: 9am – 5pm  
Fri: 9am – 4pm

**Contact us on 0141 422 1112 or  
[csd@southside-ha.co.uk](mailto: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

## Contents:

Welcome Introduction.....	page 3
New Website .....	page 4
Welfare Rights & Money Advice Team .....	page 5
The Well Official Opening .....	page 9
Job Partnership.....	page 10
Community Activities .....	page 11
New Development Update .....	page 18
New Electric Heating & Hot Water Systems.....	page 20
Moss Heights Car Park .....	page 21
Dealing with Pests.....	page 22
Glasgow Care and Repair awarded Scottish Quality Mark	page 25
Our Factoring Service.....	page 27
Rent Consultation .....	page 28

## Committee Members



Alex Cameron  
(Chairperson)



Ruth McCluskey  
(Vice Chairperson)

- Betty MacNeil
- Iain Dyer
- Surjit Singh Chowdhary
- Munir Choudry
- Alison Devlin
- Ruth McCluskey
- Shirley Robison
- Liz Ely
- Elisa Campanaro
- Margaret McIntyre

# Welcome to our Newsletter

Happy New Year and welcome to our Winter Newsletter.

I hope you and your families have been well and are keeping positive amid constant news stories of rising costs, poverty, war and conflict. It does feel as if the world is in constant crisis these days and it's so important to focus on your own health, happiness and wellbeing.

Our communities at Southside provide real motivation for that and are good examples of local people working together and helping one another. There are examples of this in our newsletter, particularly in our community activities. I was fortunate to be invited to the Queensland Residents Lounge again in December for a festive celebration, raising money for further activities. The commitment and energy from Margaret is outstanding as she continues to keep up the momentum of community engagement and support at Queensland. She really is an example of a local champion! She is supported by many including Madeline and Liz and many others. It would be remiss of me not to mention Christine Curran who was another key member of the community, who sadly passed away recently. Our thoughts go out to her family and all her friends at Queensland.



Since our last edition, we have completed our St Andrews development in Pollokshields and it is now great to see our new tenants and shared owners taking up occupancy of their new homes. We will be holding an opening in the months ahead and will report on that and provide more detail of the complete development, which has vastly improved the landscape in that part of Pollokshields, providing much needed homes in the area.

There is an article in the newsletter noting the award of the Scottish Quality Mark accreditation to Glasgow Care and Repair, which has been managed by the Association for over 30 years. This is a superb achievement for the team who do so much to help keep vulnerable people safe, comfortable and independent in their own home. Kate and her team are so committed to their roles and the Care and Repair ethos, to receive this award is well deserved recognition.

It is that time of year when rent consultation takes place. This is usually a contentious issue for many tenants, and understandably so. There is always going to be a level of dissatisfaction with prices or expenditure going up, particularly when this is not always reflected in the same increase in income. We recognise that, but also recognise that the cost to keep maintaining and improving homes as well as providing services also goes up, therefore our income needs to meet that. I am committed to keeping our increases as low as possible and always looking at ways of reducing our own costs while ensuring we get value for money. Our increase is based on the September CPI figure and while that has since reduced, our previous increases in the last few years have been well below inflation. We do anticipate increases being slightly above for a period as we recover from the losses incurred in recent years.

Finally, there have been some staffing changes in the Association recently with Norma and Mandy retiring from their roles. Both have been with Southside for a considerable length of time and take away a great deal of knowledge and experience. They will be missed by their colleagues, but we wish them well and hope they have a healthy and happy retirement. Laura Brennan has now joined the Leadership Team as our Director of Finance and Corporate Services, bringing a wide range of skills and experience, we are confident Laura will be a great asset to the Association.

Enjoy the newsletter and thanks for your support.

Paul

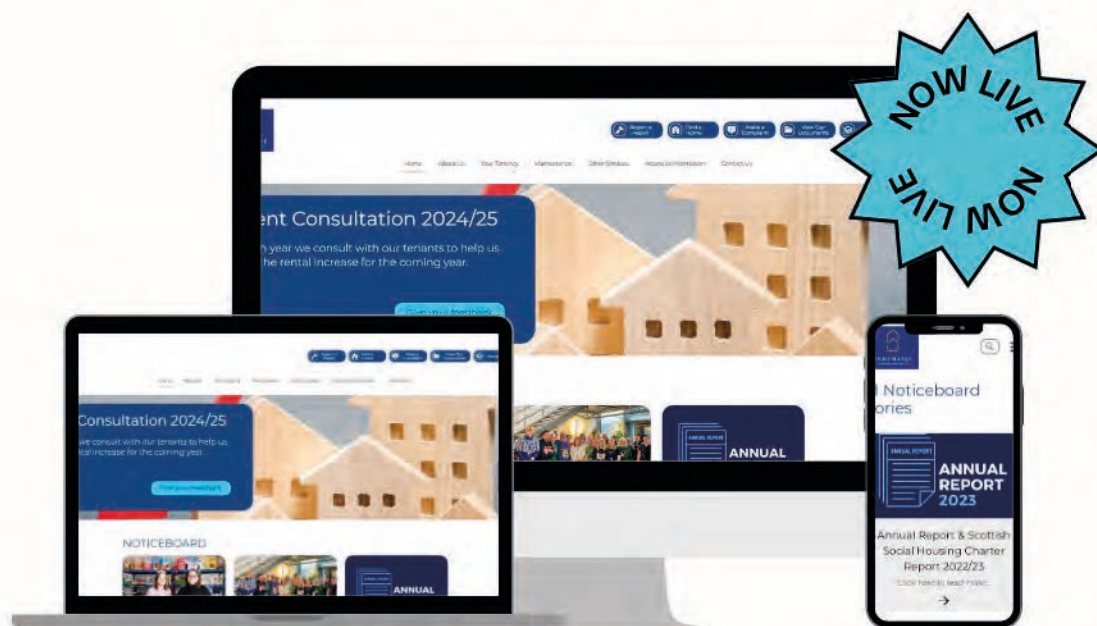


# Our new website is now LIVE!

We want to improve our ways of keeping you informed and did not feel that our website was the easiest to use to find out key information. We have joined a consortium with other Housing Associations partnering with Kiswebs Design, to develop our website and are delighted to confirm it's now live. By working with others, this new website is more cost-effective than the previous one, which can only be a good thing as we continually look to achieve more value for money in all of our activities. It is full of useful information for tenants, owners, external agencies and much more.

Please check it out at **[www.southside-ha.org](http://www.southside-ha.org)** and we are happy to receive any feedback which will either help us improve further, or let us know that it's doing what it should!

## NEW WEBSITE



[southside-ha.org](http://southside-ha.org)





# Welfare Rights and Money Advice Team

## Cost of Living Support

You do not have to be on benefits to qualify for assistance from any of our cost of living support projects. To discuss any of the following contact us on **0141 422 1112** or **advice@southside-ha.co.uk**.

## Fuel Support

### Scottish Government Home Heating Fund - Dry meters & Pre-Payment Meters

If you are in debt to your energy supplier or rationing your heating due to inability to meet the costs, the Welfare Rights & Money Advice Team can apply to the Scottish Government Home Heating Fund for assistance on your behalf. We will require your energy account number and latest bill, which can be obtained from your online account with your Energy supplier. We will also require details of your income and expenditure. Get in touch with the Welfare Rights & Money Advice Team for more information or an appointment.

## Energy Efficiency Advice

The funding from the Social Housing Fuel support fund has also allowed us exclusive access to an adviser from the Wisegroup Home Energy Advice Team (HEAT). They will provide advice on the phone or in person on energy saving measures, assist with any issues operating your heating system, or disputes with your Energy supplier.



## **Debt Advice**

### **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**

Our 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.

## **Warm Home Discount**

You could get £150 off your electricity bill for winter 2023 to 2024 under the Warm Home Discount Scheme.

There are 2 ways to qualify for the Warm Home Discount Scheme:

- You get the Guarantee Credit element of Pension Credit - known as the 'core group'.
- You're on a low income and meet your energy supplier's criteria for the scheme - known as the 'broader group'.

If you receive Guarantee Credit element of Pension Credit you should automatically be awarded the Warm Home Discount. The DWP will write to you confirming this. If you are in the broader group, keep checking your supplier's website for when the scheme opens, as you will have to apply. If you qualified last year under the 'broader group' but do not qualify this year as the criteria has changed, please contact us as we may be able to assist.

## **Winter Heating Payment Scotland**

The payment for winter 2023 to 2024 is £55.05.

Winter Heating Payment is for people in Scotland who:

- Receive a particular benefit – this is the 'qualifying benefit'.
- Receive the qualifying benefit on at least one day in the first full week of November – this is the 'qualifying week'.
- Meet one other specific requirement of their qualifying benefit - see <https://www.mygov.scot/winter-heating-payment> for full details.

This year's qualifying week is 6 November to 12 November 2023.



## Qualifying Benefits for Winter Heating Payment

To get Winter Heating Payment you must get one of the following benefits during the qualifying week:

- Universal Credit.
- Pension Credit.
- Income Support.
- Income based Jobseeker's Allowance.
- Income Related Employment Support Allowance.

## Winter Fuel Payment

If you were born before 25 September 1957 you could get between £250 and £600 to help you pay your heating bills. This is known as a 'Winter Fuel Payment'.

The amount you get includes a 'Pensioner Cost of Living Payment'. This is between £150 and £300. You'll get this extra amount in winter 2023 to 2024. This is in addition to any other Cost of Living Payments you get with your benefit or tax credits.

You normally do not need to claim, if you are in receipt of a qualifying benefit, it should be paid automatically. If however you have deferred your State Pension and have not received the Winter Fuel Payment you will be required to make a claim by 31st March 2024. To claim call: 0800 731 016. For further information, visit:

<https://www.gov.uk/winter-fuel-payment/how-to-claim>





## Scottish Child payment

You may be able to get Scottish Child Payment if all of the following apply:

- You live in Scotland.
- You or your partner are getting certain benefits or payments.
- You or your partner are the main person looking after a child who's under 16 years old.

### Benefits or payments you or your partner must get

You can apply whether you're in work or not, if you or your partner are getting one or more of the following benefits:

- Universal Credit.
- Child Tax Credit.
- Working Tax Credit.
- income-based Jobseeker's Allowance (JSA).



Social Security Scotland also accept claims if you alone are named on one of these benefits:

- Pension Credit.
- Income Support.
- Income-related Employment and Support Allowance (ESA).

If your partner is named on any of the above 3 benefits and you are not, your partner should apply.

Apply online at <https://www.mygov.scot/scottish-child-payment/how-to-apply> or call **0800 182 2222**.



# The Well Official Opening

Our new-build development in Niddrie Road contained a commercial unit on the corner of Niddrie Road and Allison Street, which has been leased to The Well Multi-Cultural Resource Centre who are a community based charity. We are delighted to advise that The Well is now officially open!

This month The Well was joined by The Lord Provost, members of the Church including the Moderator of the Presbytery of Glasgow and the Presbytery Clerk, former volunteers, partner organisations and other members of the community to mark the occasion.



The Well provides FREE one-to-one advice to anyone within the community struggling to understand a letter or complete a form. Covering a range of topics including:

- Benefits
- Form-filling (online or paper)
- Utilities
- Tax Credits
- Personal problems
- Immigration (OISC registered to provide level one support)

If you would like support on the above, visit 53 Niddrie Road, Glasgow, G42 8NT or contact the team on **0141 424 4523** or via [info@thewell.org.uk](mailto:info@thewell.org.uk).



Photo Credit: Abdirashid Omar.

For further information on The Well visit: [www.thewell.org.uk](http://www.thewell.org.uk).

# Southside Housing Association residents can now access free help to get work

## Launching January 2024

Southside Housing Association and Jobs & Business Glasgow are delighted to announce a new partnership to help Southside residents access training and employment opportunities.

The partnership is a welcome development for the Southside community. Many people face challenges in finding employment, due to a range of factors such as low skills, lack of experience, and childcare commitments.

With further concerns in the rising cost of living, this partnership will provide those with the support they need to overcome before mentioned challenges and find meaningful employment.

Employment Advisers, Manjola and Margaret, will be located in Southside Housing Association offices in Cardonald and Pollokshields, providing advice and guidance on a range of topics, including:

- Job search and application skills
- CV writing and interview preparation
- Training and education opportunities
- In-work support and advice

The partnership will also provide access to a range of other support services, such as childcare and travel assistance.

To access support from Jobs & Business Glasgow contact:

**0300 123 2898** or **[contact@jbg.org.uk](mailto:contact@jbg.org.uk)**.

Appointments can also be arranged through your local Southside Housing Association office.





# Community Activities

It was great to see returning families and some new faces at our October Holiday Programme and we look forward to seeing you again for the Spring Programme!

The Community team were delighted to welcome 138 children and their families at our October Programme, which ran for 8 days during the school holiday.

- 100% of respondents said they were either satisfied or very satisfied with the overall experience of the program.
- 75% said the food provided was good or excellent.

On the last day, due to storm Babet, the team worked together and made alternative arrangements to provide activities and lunches, despite the adverse weather conditions, at our Berryknowes Community flat rather than outdoors at Halfway Park as originally planned.

We worked with community organisations to provide a range of fun and engaging activities over four days in Pollokshields and four days in Cardonald, including Make Do and Grow, Giggle and Grow, Froglife, Biodanza and DJ LaLa.



## Spring 2024 Holiday Programme Dates:

### Cardonald

Tue 2nd, Thur 4th, Tue 9th and Thur 11th April

### Pollokshields

Mon 1st, Wed 3rd, Mon 8th and Wed 10th April

More details to follow in March 2024 – keep an eye on the website and social media for updates.





# Welcome to Maria – Outdoor Activity Wellbeing Officer



We are delighted to welcome our new Outdoor Activity Well-Being Officer, Maria Cairns to the team.

Maria's post is funded by the National Lottery Community Fund for 2 years and will focus on our greenspaces at Halfway Community Park and Queensland Community Park.

Maria will be working with residents of Cardonald to develop activities for all.



## Location:

Queensland Residents Lounge,  
Ground Floor, 15 Queensland Gardens, Cardonald, G52 2PE.

**Resident  
Led  
Activities**

## Tea & Coffee

Join a group of residents to have a cup of tea and biscuits for only £0.50.

- **Day: Monday, Wednesday, Thursday and Friday (weekly)**
- **Time: 2:00pm - 4:00pm**

## Bingo

Join your neighbours and have fun playing bingo, with the opportunity to win amazing prizes!

- **Day: Monday (weekly)**
- **Time: 7pm - 9pm**



## Location:

Berryknowes Community Hub,  
Flat 0/2, 150 Berryknowes Avenue, Cardonald, G52 2LR.

**SHA  
Organised  
Activity**

## Community Breakfast Morning

Join us weekly for a FREE breakfast, including savoury and sweet treats!

- **Day: Friday (weekly)**
- **Time: 10am - 11:30am**



## Digital Skills Workshops

Please contact [CommunityTeam@southside-ha.co.uk](mailto:CommunityTeam@southside-ha.co.uk) for more information.

- **Day & Time: Tuesdays 10-2pm and Fridays 11.45-1.45pm**

## Walking Group

Meeting weekly at Cardonald Library.  
Pre-registration required, please contact  
Abelomai Luncheon at  
[abelomai.luncheon@nhs.scot](mailto:abelomai.luncheon@nhs.scot) or 07714594773.

- **Day: Monday (weekly)**
- **Time: 11am - 12:30pm**

**SHA  
Partnership  
Activity**



For more information on the above activities,  
contact the team on **0141 422 1112** or via [CommunityTeam@southside-ha.co.uk](mailto:CommunityTeam@southside-ha.co.uk)



# Community Breakfast Groups

Our community breakfast groups enjoyed some festive treats at their final gatherings of 2023! Thanks to our volunteers for organising and delivering these sessions at Berryknowes community flat and Herriet Court resident's lounge.

If you haven't visited yet, we would be delighted to welcome you to our friendly, free breakfast sessions in 2024! All welcome.

**Herriet Court Community Breakfast** - Monday's 10-12pm

Residents Lounge (Ground Floor), Herriet Court, 37 Herriet Street, G41 2JY.





**Berryknowes Community Breakfast** - Friday's 10-12pm

0/2 Community Flat (Ground Floor), 150 Berryknowes Avenue, G52 2LS.



## Charity Christmas Jumper Day!

Southside staff joined in the festive spirit with a Christmas jumper day in support of Save the Children UK, and we're proud to say we have raised **£116!**

To find out more visit:

[www.savethechildren.org.uk/christmas-jumper-day](http://www.savethechildren.org.uk/christmas-jumper-day)



**Save the Children**



# Community Donation Support

The cost of living crisis continues, and so SHA have made donations of £750 each to Cardonald Larder, Glasgow Southwest Foodbank and Pollokshields Mutual Aid and Community Food Point.

We hope this goes a little way to supporting the residents of Cardonald, Pollokshields and the surrounding areas over the winter months.

## Cardonald Larder

The larder is an affordable food space where you can shop for discounted items using a straightforward points system. The larder has an array of items from household goods, fresh meat and dairy, frozen produce, cupboard staples, pet food, hygiene and feminine items, sweet treats and many more.

**Opening Hours:** Tuesdays 10am - 1pm and Thursdays 3pm - 6pm.

**Location:** 12 Swinton Place, Cardonald, G52 2EA.

**How to become a member:** Visit the larder to register. You don't have to be in receipt of benefits or out of work - everyone is welcome, G52 and surrounding areas.

**How to pay for your shopping:** The larder accept both cash and card payments.

**Find out more:** [www.facebook.com/CardonaldLarder](https://www.facebook.com/CardonaldLarder)



Photographs by Euan Cherry





# Glasgow Southwest Foodbank

Everyone who comes to the foodbank for emergency food needs to have a valid foodbank voucher.

Please contact the team on **07437 910115**  
**info@glasgowsw.foodbank.org.uk**  
to arrange a voucher.



**Opening Hours:** Fridays 10am – 12:45pm

**Location:** Hillington Park Church, 24 Berryknowes Road, G52 2UD.

**Find out more:** [www.glasgowsw.foodbank.org.uk](http://www.glasgowsw.foodbank.org.uk)

# Pollokshields Mutual Aid & Community Food Point

Stocking fruit and vegetables, milk and bread, tinned goods and other groceries, and basic household essentials for those living in the G41 area of Glasgow and struggling to afford their weekly shopping.

When possible, they also offer hot meals cooked by members of Pollokshields Mutual Aid.

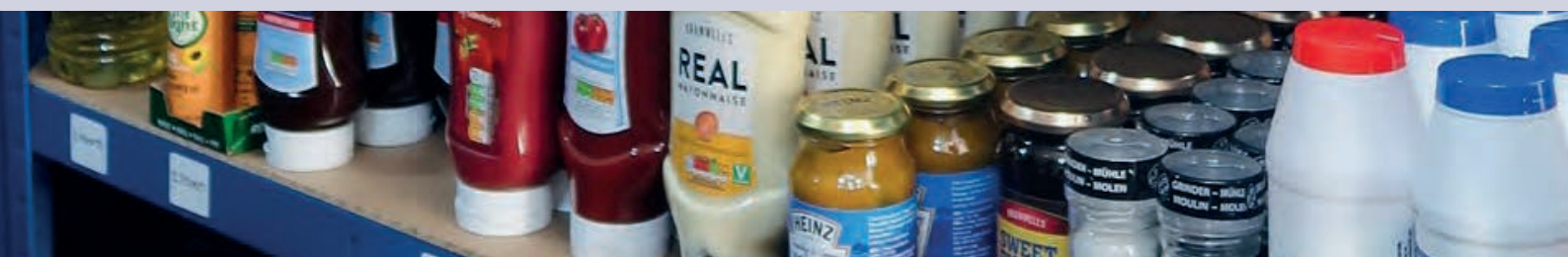


**Opening Hours:** Saturday, Sunday and Monday every week, from 3pm to 5pm.

**Location:** 423 Shields Road, Pollokshields, G41 1NY.

**Delivery:** The food point can also make deliveries to those unable to travel in the G41 area and beyond. To request a delivery, please call or text **07835 830980** between 2pm and 3pm Saturday, Sunday or Monday.

**Find out more:** [www.pollokshieldsmutualaid.org/communityfoodpoint](http://www.pollokshieldsmutualaid.org/communityfoodpoint)





# Development Update

## St Andrews Drive

In March 2021 CCG (Scotland) Ltd commenced works on site at St Andrews Drive, Pollokshields, to deliver 120 new homes for the Association.

The development includes a mix of one, two and three-bed apartments, two-bed wheelchair-accessible apartments and three and four-bed maindoor maisonettes, built across 14 buildings which vary in height.

Also included within the project are 29 homes which will be sold via the New Supply Shared Equity Scheme (NSSE).

See below our first NSSE owner, Stefan, receiving his keys!



We will be holding an opening day to officially open the development early 2024. Look out for updates on our socials:

[www.facebook.com/SouthsideHA](https://www.facebook.com/SouthsideHA)

[www.twitter.com/Southside\\_HA](https://www.twitter.com/Southside_HA)



## Strathbungo Phase 2

Works continue internally to a number of pre 1919 tenement properties in the Strathbungo area of the city. All 27 flats will be complete by the end of January 2024 and works include new kitchens, bathrooms, heating, windows and much improved internal insulation.



## 640 Pollokshaws Road

Demolition works of the former Arnold Clark Garage on the site at 640 Pollokshaws Road are now complete and works to commence the new building of 50 homes for Social Rent commenced in late November 2023. The development is due to complete in early 2025.



## 144 McCulloch Street/12 Lincluden Path

After a lengthy process of agreeing a final decision from our Insurers following the major fire at 144 McCulloch Street/12 Lincluden Path, reinstatement works are progressing in line with our programme. The properties will benefit from a new roof structure, better insulated homes, new kitchens, bathrooms and windows. Lochlie Construction are carrying out the works on behalf of the Association and completion of the works should allow the tenants who have been displaced from their homes because of the fire to move back into the building in the summer of this year.



# New Electric Heating & Hot Water Systems for High Rise & Mini Multi Blocks

The Associations drive to replace outdated and inefficient electric heating systems is well advanced with over 270 homes now benefiting from New Dimplex Quantum Storage units.

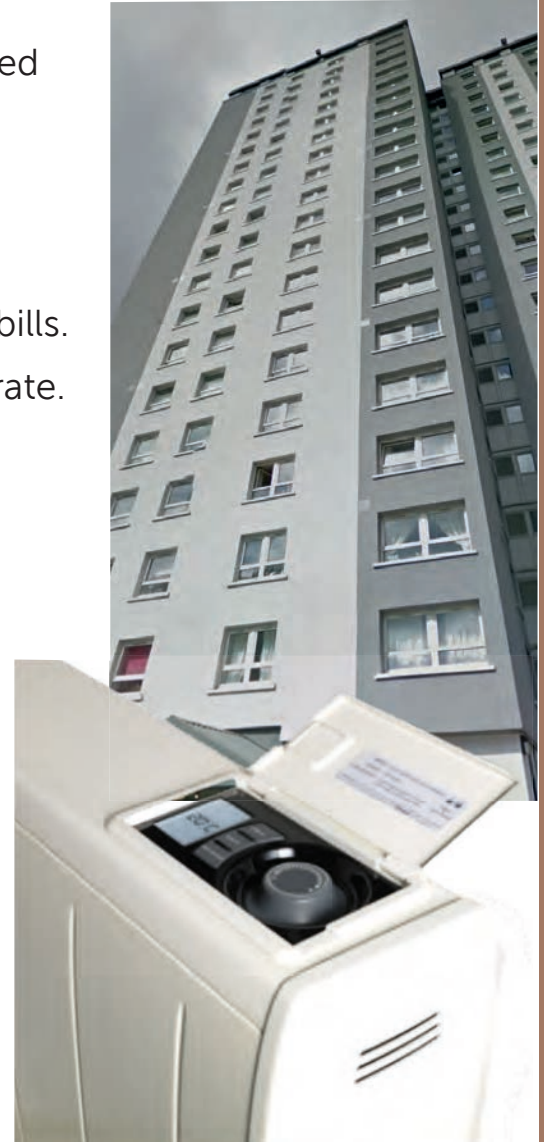
A key aim of the project is to make a comfortable home more affordable to achieve by offering:

- 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.

Our nominated contractor, Saltire Facility Management Ltd, is actively installing in 10 properties per week across a number of sites:

- Queensland Court & Gardens
- Swinton Place & Invergyle Drive
- St Andrews Drive and Crescent
- Montrave Path
- Maxwell Grove & Gardens

Installation generally takes a day with very little disruption as the new heaters fit in the same location as the existing. A dedicated team is also on hand to set it up and explain how it all works.



For more information on the installations contact Sonia or Nadia in our Investment/Asset Management Team on **0141 422 1112**.

# Moss Heights Car Park

The Association asks that residents have some consideration when parking, we understand space is limited however parking on yellow lines is unacceptable and if caught our private parking company will take action. If you own a car and have declared it as off road with the DVLA please contact your Housing Officer to discuss this, or action may be taken to remove and dispose of the car.

## Abandoned cars

A vehicle is abandoned if it meets the following criteria:

- The vehicle structure/glass has been damaged by vandalism as opposed to damage caused by a road traffic accident.
- The vehicle has unsecured doors or boot open.
- The vehicle has been partially or fully burnt out.

If you notice a vehicle that meets any of the criteria above, then contact Glasgow City Council Abandoned Vehicles Helpline on 0141 276 0859. You will be asked to provide as much of the following information about the vehicle as possible

- Make and model (e.g., Ford Fiesta).
- Colour.
- Registration number.
- Exact location (e.g., outside No.1 Main Street Shawlands).
- General condition of vehicle.





# Dealing with Pests in your Home

There are some pests we will deal with on your behalf and some we will not. When we do come and carry out works, there are things you can do to help us. Here is a rundown of the most common pests we will help to remove from your home.

## **Rats outside your building**

In general, Glasgow City Council are responsible for eradicating rats in your area if they are outside your building. You can report sighting and concerns through the Glasgow City Council App, MyGlasgow. However, this summer we were deeply concerned about the number of rats outside a block of properties and we stepped in and got a pest control specialist to work for 3 months to remove the rats. This was extremely successful. At the same time, we leafleted every tenant in the area asking them to ensure that they use the communal bins properly, stop throwing food out of windows into open spaces and to continue to report sightings.



We will always advise tenants and owners to stop feeding birds, foxes and squirrels directly from the ground and put bird feeders high up - otherwise you could be feeding the rats.

## **Rats and mice inside your home**

Please contact us if you have rats or mice in your home. We can arrange for a survey of your home to find out where they are coming in and then organise for a contractor to block the holes. At the same time we can get pest controllers in to trap and get rid of the vermin.



## Bedbugs

Every month we have a small amount of bedbug infestations reported to us. Bedbugs come into homes from suitcases after travelling abroad, from visiting others who have them and from your neighbour/s above and below.



If you have a bedbug infestation please report it to us straight away and we will arrange for a pest control specialist to treat your home.

You will be visited 4 times to have your home sprayed. During this time, there are actions you can take to help:

1. If practical, wash clothes and soft furnishings at 60 degrees. Any treatment above 50 degrees kills them.
2. Alternatively, put these items in a bag and in a freezer for 48 hours. The extreme cold will kill them.

Bedbugs may also enter your home via second-hand furniture. Therefore, it is important that you purchase second-hand furniture from a reputable source, and do not skip dive, as there may be a reason why the furniture has been thrown out.

## Cockroaches

Cockroaches can be brought into the home in the same ways bedbugs arrive. They will feed off food particles in your home, so it is important to keep food in sealed containers and be extra careful with your home cleaning routine. The pest controller will visit 5 times over a period of a few months to spray the affected places.



## Further advice

We will not remove wasp nests and we will look at squirrels in your loft space on a case by case basis. We will block pigeons from entering your close, but we will not put up spikes to stop them sitting on ledges and sills. And finally, remember bats are a protected species, so please, if they enter your loft space, do not block up the holes as this is against the law.

## Consultation

We are currently reviewing our Pest Control Policy. If you would like to comment on anything, please email [csd@southside-ha.co.uk](mailto:csd@southside-ha.co.uk) and put in the subject line "Pest Control Policy Comments" or send us in your comments to the office at 135 Fifty Pitches Road, Cardonald, G51 4EB. You will find a copy of the policy on our website or you can phone and ask us to send you a copy.





# Bulk Uplift Service

To request an uplift contact us on

**0141 422 1112** or

**csd@southside-ha.co.uk**

providing:

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

## WE ARE LOOKING FOR BIKE DONATIONS

If you have a bike you no longer want or need, we would love to take it off your hands.

GCP are looking for bikes in good condition or in need of minor repairs only to boost our bike library. (No scraps please).

## GCP BIKE LIBRARY



- Bike repair
- Bike activities
- Bike lessons

### Opening times:

Monday 10am- 4pm

Tuesday 2pm- 4pm

### Location:

Upper Car Park  
Moss Heights Lane  
Cardonald, G52 2TX



### TO DONATE YOUR BIKE CONTACT

WhatsApp 07392 590291

[cycles@govancommunityproject.org.uk](mailto:cycles@govancommunityproject.org.uk)

### CONTACT

WhatsApp 07392 590291

[cycles@govancommunityproject.org.uk](mailto:cycles@govancommunityproject.org.uk)

# Glasgow Care & Repair Service awarded Scottish Quality Mark Accreditation

Glasgow Care & Repair recently submitted an application to Foundations Independent Charitable Trust to be assessed for a professional accreditation of the service. The Quality Mark accreditation helps to provide funding partners and stakeholders with assurance that the service meets recognised national standards in relation to governance, operation and outcomes.



Chief Executive of Southside Housing Association, Paul McVey said: “the accreditation covers key objectives to be met and also requires evidencing specific activities and the valuable impact of those activities. Therefore, we are delighted to have received this hard earned and well-deserved accreditation which evidences the commitment and professionalism of our team”.

The service’s aim is to help keep older and disabled people safe, comfortable and independent in their own home, and this is provided through free and impartial advice to homeowners to assist and support them with arranging larger repairs and maintenance to their homes. The service also has a Handyperson Service delivering practical help by carrying out small repairs for homeowners and private rented tenants and also tenants of partnering Housing Associations, including Southside Housing Association. A Home & Hospital Handyperson Service is also available to help reduce delays in hospital discharge and to support clients at risk of admission to hospital.

If you need any assistance with small repairs around the home, and all members of the household are 65 and over or under 65 with a disability, we would be happy to help you.

Please contact the team on:

 0141 433 2749 or via  [careandrepair@southside-ha.co.uk](mailto:careandrepair@southside-ha.co.uk)





# Farewell!

We wish Norma Taylor, Depute CEO & Mandy Wright, Finance Director, best wishes in their retirement as they leave Southside after 19 & 10 years, respectively. Both have played a part in the success of the Association throughout the years and look forward to their next chapters.



(Pictured with Alex Cameron, Chairperson & Shirley Robison, Committee Member).

# Welcome!

We're thrilled to welcome Laura Brennan as Director of Finance.

Prior to joining Southside Housing Association Laura held a variety of finance-related roles within the Construction and Logistics sectors.

Laura is a member of the Chartered Institute of Management Accountants (CIMA), has a Degree in Accounting and Marketing from the University of Strathclyde, and MBA from the University of Edinburgh.



To better serve our customers we have also recruited for various positions throughout our Association, and we are pleased to welcome:

- Bill Lynch as Property Services Manager
- Ciarán O'Gara as Repairs Coordinator (Maternity Cover)
- John McAlaney as Property Services Officer
- Liz Bowden as Information Systems Project Manager

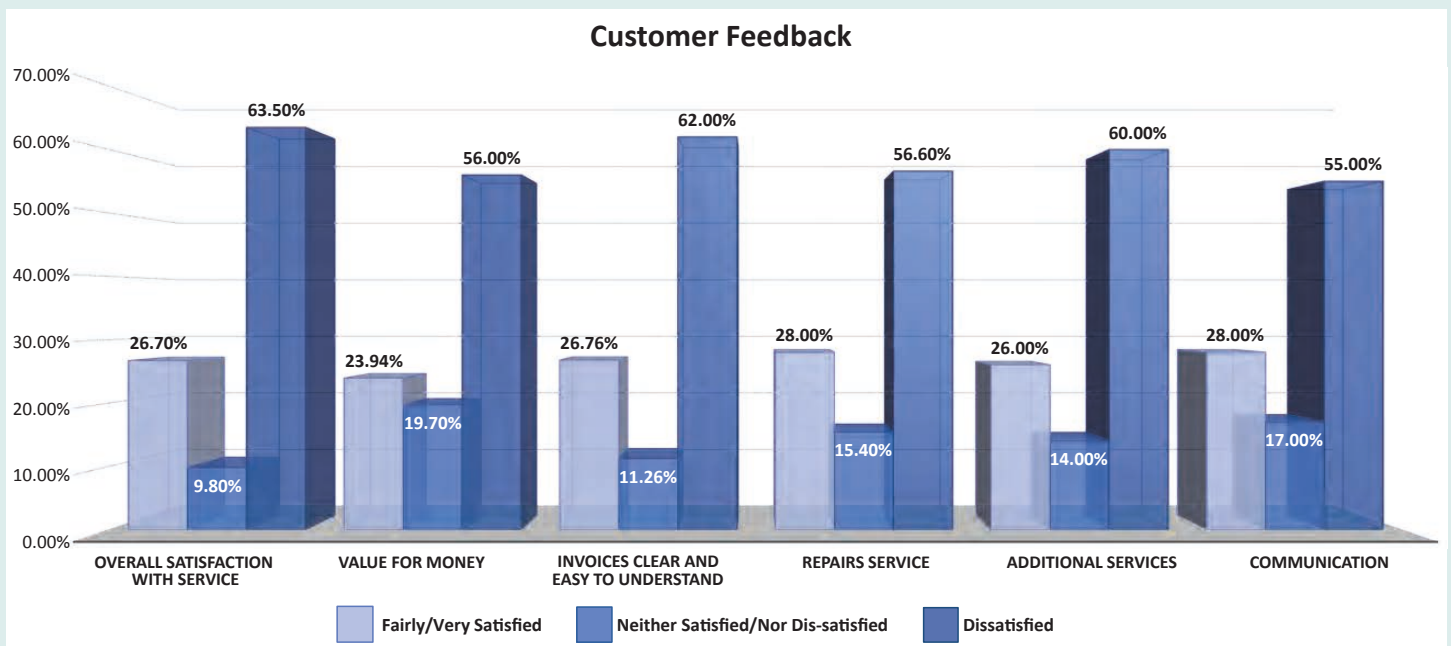
# Our Factoring Service

Our Subsidiary company, SFARS, has been delivering our factoring services to owners for many years. In recent times this has presented significant challenges in terms of service delivery, invoicing and customer service. As a result of recent and on-going reviews, there are positive changes underway to improve our factoring service which is a great start to the new year!

Southside Housing Association, as the parent of SFARS, has decided to remove the provision of factoring services from SFARS and return the factoring role back to the Housing Association. It is planned to make this change with effect from 1st April 2024. The impact of this is that we will cease factoring many blocks in the south side, which we have no ownership in and cannot trade as a commercial factor whilst being part of the Association. In addition, we will be engaging with all other owners as we seek to transfer the factoring role from SFARS to SHA. We are excited at the opportunities this decision provides us to focus on our core service offering and deliver standards in line with our values.

It was clear from the most recent Factoring Satisfaction Survey that we need to improve our service in this area. Despite only receiving 71 responses to our satisfaction survey, 6.8% of all factored owners, it was clear that there was considerable dissatisfaction.

Of those 71 who responded their overall satisfaction with Southside Factoring is as follows;



Whilst the response rate was minimal, we are implementing new ways of working to improve our overall level of service. We have contacted all those who responded to acknowledge their feedback and have amended their accounts with preferences and up to date contact information.

We are in the process of contacting customers who expressed specific examples of dissatisfaction to discuss further.

We are also developing a Factoring Guide which will support owners' expectations around service provision, and this is currently in the final stages of production. We hope to issue this to all factored owners in the near future with their new Written Statement of Services.

We are always grateful for your feedback which can be shared via our Customer Service Department on **0141 422 1112** or **CSD@Southside-ha.co.uk**.





Each year we consult with tenants when we set the rental increase for the coming year. This year has continued to present difficult decisions as the cost of living crisis continues, although we have seen some improvements from the level of inflation that we were seeing this time last year.

As well as the running costs of the Association, including repairs, overheads and loan repayments, we invest significant amounts to improve our housing stock. By the end of this financial year we will have invested over £3million in lift replacements, sprinkler systems, heating and hot water systems, extractor systems and window replacements. It is vital that we keep improving homes and maintaining them to a good standard which is the biggest priority identified by our tenants. In order to do this we need to ensure that our finances are on track to be able to afford this – and this is essentially why rents increase, as the cost to deliver services also increases.

We will however always seek to keep our rents as affordable as possible and increases as low as we can.



This year we propose increasing rents by 6.7%. Please give us your views on the 6.7% proposal by scanning the QR Code or completing the enclosed feedback form and returning to us by **2nd February 2024**. You will be in with a chance to win a **£50** shopping voucher. We really appreciate you taking the time to share your views to help our Management Committee make an informed decision on the rent increase that is agreed for 2024/25.

