

shettleston matters

THE NEWSLETTER OF SHETTLESTON HOUSING ASSOCIATION

AUGUST 2024

Serving the communities of Shettleston, Springboig, Greenfield and Sandyhills

Welcome...

...to our latest newsletter which aims to provide you with a range of news and useful information.

I hope you are enjoying the summer, even if it has been a bit damper than usual!

Your safety in your home is our top priority and in this edition, we provide some important information and ask that you take some time to read it carefully.

We're delighted to be on track to deliver our ambitious £2.8 million investment programme for 2024/25 as part of our long-term plan to keep our homes up to modern standards. This year's programme includes spend to ensure that all tenants can benefit from modern, energy efficient boilers.

As you know, we rely on your rents to pay for such work, and other services. We know that many of you are still struggling with food and energy bills. That makes it even more important that we proceed with the review of our Rent Policy and develop a 'harmonised' structure with all rents eventually set on the same basis. Work on this is underway and we will be providing information and looking for your feedback in the coming months.

There has been a lot going on in the world. The General Election has led to a change of UK Government. Much of housing policy is devolved to the Scottish Parliament, and money is generally tight, but we hope to see a stronger government focus on the needs of our tenants and our local community going forward. We welcome our new MP, John Grady, and look forward to working with him. We bid a fond farewell to David Linden and thank him for his hard work and support to the Association

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over many years.

We're committed to working with other local groups and projects to benefit the local community. The Shettleston Gala is a great example of this – lots of fun for everyone and an opportunity to meet others. We hope to see you there on Saturday 10th August!

All the best
Tony Teasdale (CEO)

Board Update



The Association's volunteer Board of Management is elected by our share-holding members. It oversees the work of the Association and takes all strategically important decisions.

We are continuing to grow and strengthen the Board. **Irene McGinnes** (pictured) has recently been co-opted onto the Board. Irene is a former tenant and is now a SHA factored owner in Greenfield. She previously served on the Board in the 1990's and after a career as a civil servant with the DWP finds herself with more time to give back to the community.



Decisions by the Board since the Spring have included:

- Elected **Elizabeth Battersby** as vice Chair and **Maureen Mulgrew** as Secretary.
- Reviewed our governance arrangements and agreed a reduction in the number of Board and sub-committee meetings, the creation of a new Operations Committee to oversee housing, community and property services issues and the streamlining of Board reporting arrangements.
- Approved proposals for changes to our Customer and Community Services staff structure, for consultation with staff.
- Reviewed SHA's loans and treasury management strategy and agreed some changes to our loan agreement with RBS.
- Reviewed latest costings for development of the former Shettleston Halls site and decided not to proceed at this point.

- Approved our Annual Report on compliance with the tenants' Charter (ARC) to the Regulator and action points for improvement.
- Approved the Board Development Plan for 2024/25 following the annual Board Review.
- Agreed to become an adopter of the Sustainability Reporting Standard (SRS) for Social Housing Considered expressions of interest in joining the Board and co-opted a new Member.
- Approved 12 new share-holding membership applications.

Details of current Board Members and Minutes of our Board meetings can be viewed on our website at:
<https://www.shettleston.co.uk/about-us/board/>

Thinking about joining our Board?

Come long to our information session in our office on Wednesday 7th August (from 6pm) to find out about the role of Board Members and to hear from our Chairperson and other office bearers about their experiences.

All are welcome and we are particularly keen to encourage interest from:

- Young people
- Those from minority ethnic communities
- Those with relevant skills (e.g. finance and digital).
- Please let us know if you are thinking of coming along.

Reviewing our Rent Policy

As we have previously reported, the Association has a complicated rent structure. For historical reasons we have a situation where rents for properties that are the same size and type can vary significantly. We have had a long-standing aim to develop a single, 'harmonised', rent structure where the rents of all homes are set on the same criteria. We are currently developing proposals and aim to be consulting with tenants about this through the autumn with a view to starting to implement the new policy on a phased base from April 2025.

For a first opportunity to hear more about this please come along to our **Tenant Forum meeting on 29th August.**

Helping to make Shettleston a greener place

The Association is keen to play its part in combatting climate change and promoting nature and biodiversity in the area.

We have recently decided to become an adopter of the Sustainability Reporting Standard (SRS) for social housing. The SRS is designed to be a consistent,

transparent, and comparable way to report Environmental, Social and Governance (ESG) performance. An increasing number of housing associations throughout the UK are signing up to this.

It will help us to measure and

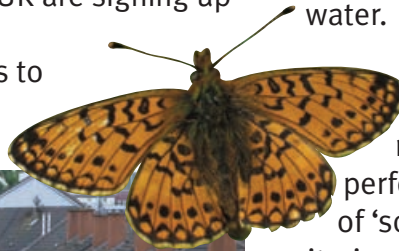
assess our environmental impact on the basis of agreed criteria covering, for example:

- The energy efficiency of our homes
- Our role in enhancing green space and biodiversity
- Use of sustainable materials
- Avoidance of pollutants and management of waste and water.

We will also be measuring and recording our performance against a range of 'social' and 'governance' criteria.

This will enable us to report to our tenants, members, partners and funders on our future progress.

If you are interested in hearing more about this then please let us know.



Our People – Staff Update

It has been a busy few months for changes within our staff team (pictured).

- **Stephen Brown** joined our Customer Services and Communities Team as our new Welfare Rights Assistant.
- **William Brannan**, joined our Corporate Services Team as an ICT Assistant.
- Sadly, **Suzanne Park** is moving on to a permanent post with another Housing Association and we wish her all the best in her future career. Suzanne's replacement, **Donna Marie Costello** has now started as our new Temporary Housing Officer.

Pictured (L-R): Donna Marie, Stephen, Amber and William



Finally, **Amber Beresford** was successful in gaining an internal promotion to Maintenance Officer.

Amber says of her new role, *“Since working in the Repair and Maintenance department in Shettleston Housing Association for the last eight years, I have been very keen to develop my knowledge and experience on what is involved in the role of a Maintenance Officer. With the appropriate*

training and personal development, I have secured a job as a Maintenance Officer, and I am very pleased and excited to be in my new role.”

Hopefully you will get the chance to meet our new team members in the coming weeks and months as they settle into their new roles.



Investing in our homes



We are making steady progress with our investment programme and on track to deliver our planned £2.8million of improvement works for this year:

Window replacements – Our window replacement programme is underway and we will be investing more than £500,000 to install more efficient windows. As part of this we are working with our contractor Valley Group to develop an enhanced specification for our window and common window replacements that will significantly improve energy efficiency and air tightness. We expect to be on site with installations in the autumn.

Kitchens and bathrooms – Surveys are underway in around 60 homes and installation works will commence in August. Our full programme of £425,000 investment will be completed before Christmas.

Boiler replacements – Our £590,000 boiler installation programme with MP Group is continuing at pace. We have replaced 120 older boilers since April and expect the installation of a further 225 boilers to be completed by the end of November, some months ahead of schedule.

Flat entry doors – We have appointed contractor Q Fire Protection to deliver our contract for the replacement of 75 flat entry doors. Surveys will be completed in the coming weeks with installations following on in the autumn.

Stonework repairs – Following detailed surveys and assessment of required works we are ready to tender the essential stone repair works at Academy Street.

Heating upgrade – We have now finalised the arrangements with Scottish Gas Networks for new connections that will allow the replacement heating project to progress at Glenalmond Street.

We want to ensure we are able to deliver our full programme of investment works to improve the quality of our homes. However, we do need your help with this. When contacted by our Projects Team or contractor to arrange survey or installation dates please make sure you engage with them and do provide access on the agreed dates. If you miss agreed appointments, particularly for installation works, this can add significant cost to the contract and affects our ability to deliver all of the works we have budgeted for.



Cyclical Painting

Our annual painting programme is underway with 29 common closes completed by Upkeep at the end of June. A further 74 common closes are due to be redecorated this year.

A wider programme of painter works is also being completed, including metal railings, timber fences and clothes poles.



Good Ventilation Beats Condensation

All our properties are designed with ventilation systems suitable for the type of property. In most homes this will include trickle vents at the top of windows. These provide a steady flow of fresh air to your home and must be kept open at all times. They allow a small amount of air to circulate in your home and assist with the prevention of moisture build up and condensation.

Many homes also have mechanical extract fans in the bathroom and/or kitchen. These increase the air flow in the property and are designed to be used when cooking or bathing to remove the excess moisture generated when carrying out these activities. These should be used in conjunction with the trickle vents so that they can draw fresh air in to replace the moist air.



Many of our newer properties have mechanical ventilation systems. These are designed and balanced to provide all the ventilation to the property that is required. It is essential that these systems are allowed to run constantly to ensure a good flow of air in and around your home.

We do carry out regular checks and servicing of ventilation systems and will be in touch with you throughout the year to arrange this as required.

By making sure you have good air flow in your home this will help keep both you and the building healthy. Good ventilation removes moisture from your home and, in doing so, helps prevent problems like condensation, dampness and mould. Please contact us if you have any concerns about the ventilation systems within your home and we would be happy to advise you.

Property Acquisitions

In our spring newsletter we highlighted the Council's Strategic Acquisition Programme that provided funding to allow us to purchase existing private homes. During the course of the last year we purchased five new homes and are due to complete the acquisition of one further three bed home this summer.

This funding programme helped us increase the number of family homes available locally for social rent and helped to address

Medical Adaptations

If your mobility or medical needs have changed and you are struggling with aspects of your home we may be able to adapt your property to better suit your needs. In the first instance you should contact your GP or Occupational Therapist who will assess your needs and your home and, where appropriate, make a referral to us requesting a medical adaptation. We will then assess whether the property can be suitably adapted and whether funding is available to undertake these works.

Last year we completed 43 medical adaptations in existing homes. These were works such as additional handrails, ramps or alterations to bathrooms to provide level access or wet floor showers. The adaptations completed last year were supported by £140,000 of grant funding from the Council.

Unfortunately, our funding allocation for adaptation works in 2024/25 has been reduced to £89,000. This may mean that we are not able to complete all requested adaptations and we may need to operate a waiting list this year. If this is the case, works will be undertaken based on the priority scoring provided by the medical professional who undertakes the original assessment. We will continue to press for additional funding throughout the year if/when this becomes available.



homelessness as the initial let for each property is offered through a homelessness referral.

We had hoped to continue and expand this initiative in 2024/25. Unfortunately, following budget cuts, the Council has been unable to allocate grant funding for

property acquisitions in the city for this year. We do need the grant funding contribution in order to make any such acquisitions financially viable for us and so we will not be able to purchase more homes unless the funding situation changes.





Is your Power Shower too powerful?

We've noted a rise in cases where tenants have replaced the shower head in their home with a charged power shower head. Depending on the model of shower this can damage the motor, causing it to burn out. In some recent cases we have called out engineers to newly fitted showers and found that our warranty has been invalidated because the standard shower head has been replaced and the motor has failed. This has added considerable cost to the repair.

Remember that you must always ask our permission to undertake alterations to your home, including changing the shower head. If you do undertake alterations and these damage a component in your home, you will be asked to meet the cost of repairs. If in doubt, please contact us and a member of the Property Services Team would be happy to advise you.

Asbestos

Any property that was built before 2000 has the risk that materials containing asbestos may have been used in its construction. Common building elements that might contain asbestos include pipework, older flooring tiles, artex and jointing gaskets. It is important to note that asbestos materials are generally safe in their original state and only become hazardous to health when damaged or cut.

Before we let a property, we do carry out a thorough inspection and any areas that we feel may contain asbestos are inspected and tested by a specialist contractor. Where asbestos is found we would remove the material where this is necessary. Where it is safe to do so, we would leave it in place, record the material and monitor its condition.

Because asbestos can be hazardous if disturbed, any cutting, drilling and removing asbestos containing materials should only be carried out by a specialist contractor. It is, therefore, essential that the Association is notified, and permission is requested, if you wish to carry out any changes to your home. This allows us to inspect the relevant areas and provide appropriate guidance to assist you.



Legionella

Legionella is a bacteria that can cause lung and respiratory diseases and can be present in standing water. The Association carries out essential annual checks to any water storage tanks in its properties. This is to make sure the tank is clean, and water is stored at the correct temperatures and there is no risk of Legionella bacteria forming.

During the year you may be

contacted by our contractor to advise these checks are taking place, and that access is required to your home. We do understand that there may be some inconvenience in 4 in a block properties as upper flats can be disturbed for work affecting the properties below. However, it is essential that you allow access for these vital checks as this allows us to ensure the continued safe use of the tanks by everyone.

Even if you don't have a water storage tank and your water is fed from the mains you should try to run all taps and showers regularly. This is particularly important if you have been away or not used a shower for a period of 2 weeks or more. Before you use it yourself, run the shower at a high temperature (over 60 degrees) for at least 10 minutes to ensure the hose and shower head are fully flushed through.

Digital Services

SHA are always looking for ways to improve the variety of ways that you are able to engage with our teams – in ways that are convenient for you.

We have some exciting developments planned this year in the digital services that we will offer to tenants (and owners).

Changes to How You Can Pay Your Rent

Later this year, we will be introducing a simplified payment system. This will enable tenants to pay online using their tenancy reference rather than a separate payment reference number and separate login details. This should make paying for rent and recharges quicker and easier, as well as increasing the options for payments.

Starting later this year, we will be able to accept Apple Pay, Google Pay and Samsung Pay as



well as all types of credit and debit cards. Tenants and factored owners will also be able to make use of Open Banking payments to make instant bank transfer payments which update in real time on their account. Our simplified payment system will be integrated with our refreshed web site, which also should be launching later this year.

We will be writing to all

tenants and factored owners later this year with full information once this system is in place.

Tenant Portal

Our team have been working closely with our Housing Management System Provider (Capita) to develop a customer portal which will allow you to access information about your tenancy/property management account online (24 hours a day/365 days a year).

This will include information on your account balances, requesting statements and viewing repair history for your property.

You will also be able to self-serve a number of activities such as reporting repairs, making payments or messaging Housing and Property staff.

Testing is underway on the new portal, and we hope to be able to share this with you very soon.

Tenant Forum

The Shettleston Tenant Forum recently held a successful meeting, with a much-improved attendance of 26 community members. For those who might be unfamiliar, a Tenant Forum is a gathering where tenants can come together to discuss important issues, share ideas, and work collaboratively with local housing providers to improve living conditions and services. This forum serves as a vital platform for residents to voice their concerns and contribute to making Shettleston an even better place to live. The recent meeting saw lively

discussions and productive outcomes as we introduced our Delivery Plan for 2024/25 and our Tenant Engagement Plans for the year ahead.

If you are a tenant of SHA, you're most welcome at our next meeting, which will be held at

our offices on Thursday 29th August at 6pm.

At the meeting in August, we will be giving tenants the opportunity to feed into the review of our approach to rent-setting (amongst other important topics).



A recent Tenant Form meeting.

Focus on Fire Safety



Contact us today to arrange a

FREE Home Fire Safety Visit

We'll help you spot possible fire hazards, sort out a fire escape plan and provide information about smoke, heat and carbon monoxide alarms.

CALL 0800 0731 999, TEXT 'FIRE' TO 80800 or VISIT firescotland.gov.uk



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland



Scottish Fire and Rescue Service (SFRS) Home Fire Safety Visits

SFRS can offer this free service to all Shettleston Housing Association tenants and factored owners to help ensure your property is as safe as it can be and that you are confident about

what to do in the event of a fire in your property (see below for details).

SHA have strong links with SFRS and our frontline staff are about to undertake some training at the SFRS training in Pollok. This will include experiencing real 999 calls, a Hazard Room (where staff will be

able to identify hazards for themselves) and finally a fire simulation room.

Look out for further information about Home Fire Safety Visits or speak to your Housing Officer and they can make a referral on your behalf.



We take fire safety very seriously and encourage you to contact us straight away if you believe there is a fire hazard in your home or in a common area. We do undertake regular safety checks of common areas and your smoke and heat detectors are tested each year

when your gas service is being carried out.

You can do your bit too by regularly checking your own smoke and heat detectors using the test button and ensuring you consider the potential fire risk of day-to-day activities in your

home, such as:

Electrical hazards: frayed cabling to appliances and daisy chained extension cables can easily ignite and spread fire.

Fires started by candles can get out of control easily. We have also had concern for some time

that the cost-of-living crisis has caused some people to light candles to light and heat their home without the need to turn on the electricity or central heating. This would explain the rise in the number of fires caused by candles in the last few years, and unfortunately, the rise in the number of fatalities caused thereby, as recorded by Home Office data.

Candles Guidance

Around 70% of annual candle sales are made from September to February. This increase in sales over the winter months gives rise to an increase of candle-related house fires when compared to the summer average. As such, it is even more important for residents to take important steps to ensure their safety and prevent property fires occurring because of candles.

To make sure that candles are enjoyed safely, the following tips and guidance should be adhered to:

- **Ensure candles are placed carefully** – This involves making

sure that candles are placed on a flat surface, out of reach from children and pets, and are placed away from flammable materials.

- **Do not place several lit candles close together** – Doing this might cause the flame to flare and increase the severity of the fire.
- **Install a smoke alarm in rooms where candles are often lit** – This will give residents valuable warning and time to vacate should a fire occur.
- **Test smoke alarm(s) regularly** – Regular testing will ensure that all smoke alarms are in operation and will be of use in the event of a fire.
- **Do not move candles once lit** – If the bearer was to trip or drop the candle whilst holding it, this may accidentally put it in contact with a flammable item.
- **Do not leave lit candles unattended** – Candles should be put out before leaving the room



as fire catching in another room unnoticed will give the fire more time to spread.

- **Ensure candles are placed in a well-ventilated room** – This will help to prevent rapid or uneven burning and reduce the risk of fire.
- **Place candles in a heat resistant holder** – Scented candles in particular are designed to liquefy when heated, and using the appropriate holder will help reduce the fire risk when the candles liquefy.
- **Keep candles away from soft furnishings** – Candles can cause items like sofas to catch fire very quickly.

In the event a fire does occur because of a candle (or any other reason) then you should call 999 and vacate the property immediately.

If clothes catch fire, residents should employ a “Stop, Drop, and Roll” strategy. This will help put the fire out as it makes it harder for the flames to spread.

Fire can happen to anyone.

But it is our job to help make sure your home is as safe from fire as it can be. This is why we provide free Home Fire Safety Visits. Our staff can help you spot possible fire hazards, sort out a fire escape plan and provide information about smoke, heat and carbon monoxide alarms.

A Home Fire Safety Visit only takes around 20 minutes. And that 20 minutes might just save your life.



@SFRSYourSafety

Visits are easy to arrange.

A Home Fire Safety Visit can be organised at a time that suits you, day or night. The Service would also like community members to think about anyone they know who could be at risk from fire. It could be a friend, relative, or neighbour.

To book a free Home Fire Safety Visit for you, or for someone you know:

CALL 0800 0731 999
TEXT 'FIRE' TO 80800
 or visit [firescotland.gov.uk](https://www.firescotland.gov.uk)

Always ask for official identification - all employees of the Scottish Fire and Rescue Service will be happy to produce this on request.

Welcome Stephen (our new Welfare Rights Assistant)



Stephen joined the Customer and Community Services Team in May and is already helping to make a difference for our tenants.

“As a Shettleston HA tenant you are eligible to call us anytime and book an appointment with myself. I can then assist you with a detailed benefit check, disability form filling (such as Adult Disability Payment or Child Disability Payment), and we can work towards your income maximisation goals. I can also assist with Housing Benefit Change of Circumstances, Council Tax Enquiries and of course Universal Credit enquiries.

I look forward to assisting the current established Welfare Rights Officer, George Dunlop, and learning and developing from his experience.

I look forward to seeing you all in the future.”

Universal Credit Managed Migration (The move from Legacy Benefits to Universal Credit)

George Dunlop, our Welfare Rights Officers explains the process and how it may affect you

The UK Government are in the process of moving people of working age, i.e. up to 66 years of age, from the older Legacy Benefits onto Universal Credit.

These legacy benefits include Income Support, Jobseekers Allowance (Income Based), Employment and Support Allowance (Income Related), Child Tax Credits, Working Tax Credits and Housing Benefit.

This process is called the ‘Managed Migration’ and is now being rolled out throughout the UK.

You may have read or seen about this in the news or heard from friends and family that this has happened to them.

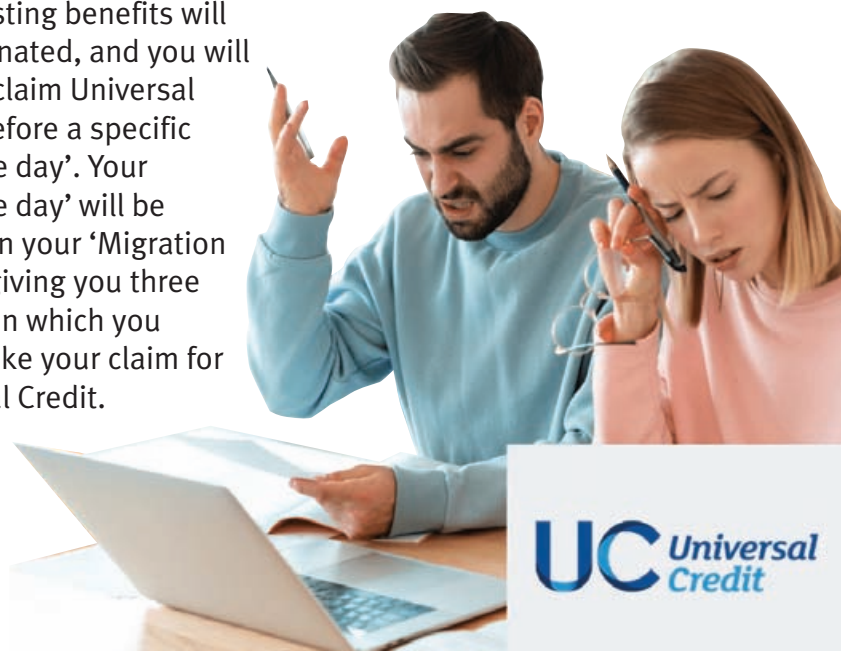
If you are currently in receipt of a Legacy Benefit, at some point in near future, you will receive a letter called a ‘Migration Notice’ from the Department for Work and Pensions notifying you that your existing benefits will be terminated, and you will have to claim Universal Credit before a specific ‘deadline day’. Your ‘deadline day’ will be shown on your ‘Migration Notice’ giving you three months in which you must make your claim for Universal Credit.

Claimants should also receive a reminder letter seven weeks after the ‘Migration Notice’, and a final reminder by text or letter after 10 weeks and at least one week before your ‘deadline day’.

You can make your claim for Universal Credit at any time prior to your ‘deadline day’ but if you fail to claim Universal Credit by your ‘deadline day’ your existing benefits will stop.

The government have pledged that anyone who has made to claim Universal Credit as a result of the ‘Managed Migration’, will not be worse off financially when they move from their old benefits to the new benefit. Under such circumstances you will retain the same level of benefits under what’s called ‘Transitional Protection’.

Should you require further advice concerning the ‘Managed Migration’ or you have received your ‘Migration Notice’ and require assistance with making your claim for Universal Credit please telephone the office on 0141 763 0511 and arrange an appointment with a member of our Welfare Rights team.



Welfare Rights Team Making a Difference

The Welfare Rights team are here to help you get the benefits that you are entitled to and to help you if you just need advice or assistance with a claim. They can sometimes help in ways you

wouldn't have thought. Below are one example where the team were creative in identifying solutions for a tenant in need of help.

Good News Story (James and Mary)

James had recently reached State Pension age, and the couple were no longer in receipt of Universal Credit, due to them both now being Pensioners. They were both concerned at how they will cover rental costs and day to day living costs.

The team firstly completed a benefit check and established that they qualified for Pension Credit. This is because the couples only income was their State Pensions and ADP (Standard Daily Living only for James, and Enhanced Daily Living and Enhanced Mobility for the Mary. They shared that they were also carers for each other, for over 35 hours per week, with no-one else in their household.

We were able to determine that they would also be entitled to two Severe Disability Premiums, and two Carers Premiums as part of their Pension Credit award. Therefore, we made a Carers Allowance application for each client to get this premium, and I completed Pension Credit application online.

James and Mary were also eligible for full Housing Benefit and Council Tax Reduction – meaning their full rent was covered. A Housing Benefit/CTR application was made online for the couple, and they were advised that it would be backdated from when husband became state pension age, therefore avoiding any rent arrears.

Finally, as Mary was a driver and had enhanced mobility component of ADP in place, she would automatically qualify for a Blue Badge and we were able to assist her with the online application (allowing her to park closer to shops, hospitals etc, as she can use disabled parking spaces).

Outcomes – The couple's income was maximised, with Pension Credit awarded with relevant premiums. They advised they are actually better off financially than they were on Universal Credit

They further advised they had received a letter from Glasgow City Council, which confirmed they will be covering their on-going rental costs directly and that they have backdated it to when James reached State Pension age. They were extremely grateful for this, as they always prioritised their rental costs, and this was of high importance to them.

Lastly, Mary advised she had received her Blue Badge, and couldn't believe how much of a difference this has made to her life, in terms of not having to walk as far when visiting places. The couple thanked the team for going above and beyond and were delighted with the overall service provided.

Not sure if we can help? Just call us on 0141 763 0511 and ask for the Welfare Rights Team.

Wider Role

We're delighted to bring you the latest news and updates from our community in Shettleston. The last few months have been filled with activities and accomplishments that continue to highlight the strong sense of community spirit in Shettleston and the surrounding areas.

The Pantry

As part of our commitment to supporting tenants and the wider Shettleston Community, we're proud to be continuing to support The Shettleston Pantry, which operates on Wednesdays and Fridays from The Shettleston Hub at 981 Shettleston Road. The Pantry provides subsidised groceries to families and individuals by taking produce from supermarkets that can't use them for a variety of reasons. A bag of groceries at The Shettleston Pantry costs £2.50 and will usually include food to a value of £15 in one of the big four supermarkets. You only need to show you're a resident in the G32 postcode to shop there, so all our tenants are eligible for these great savings.

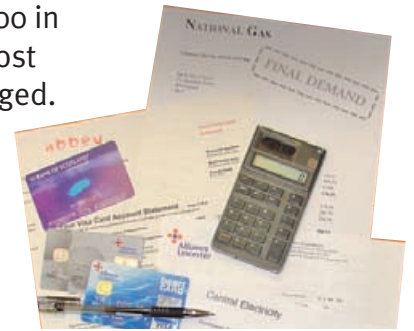
Worried About Debt?

Whilst our Welfare Rights team can and will assist you with many financial issues that you have (as evidenced with the case studies above) they do not provide debt advice. This is a specialised area in itself and SHA have a partnership with Tollcross Housing Association called the Tollcross and Shettleston Money Advice Service (TSMAS). This is a funded project and if you are struggling with debts our team can refer you to them for assistance.

An experienced advisor can carry out an assessment of your debts and help identify solutions to assist you in better managing your outgoings.

Last year, the service assisted 143 SHA tenants achieving over £120,000 in financial gain and almost £95,000 of debt managed.

If you need help, don't worry alone – give us a call and we can make an initial referral.



Energy Project (The Positive Impact of the STEP Project)


The Shettleston and Tollcross Energy Project (STEP) has made a remarkable impact in our community through the efforts of our Energy Advisor, Patrick Watson. We introduced him in our last newsletter.

Patrick has been busy in the community, both in Shettleston and Tollcross, as you can see below:

- **Events:** Hosted 1 event this quarter at our Community Hub in Shettleston Road, achieving 100% of the target.
- **Home Visits & Face-to-Face Sessions:** Conducted 36 home visits (72% of target) and 49 face-to-face sessions (98% of target).
- **Telephone Calls:** Exceeded expectations with 110 calls, reaching 220% of the target.
- **Financial Savings:** Residents have saved a total of £3,218.79 so far this quarter.

The STEP Project is empowering our community with energy-saving knowledge and support, contributing to a more sustainable and financially secure future for Shettleston and Tollcross.

Get Involved: Contact Patrick, our Energy Advisor to learn more and save energy and money on your bills! Call 07891868988, or email info@stepadvice.org.uk.



STEP Energy Advice Service

Need help reducing your energy bills? Having trouble contacting your supplier? Looking for advice on the best tariff for you?

Shettleston Housing Association's free energy advice service is available to **anyone with a G32 postcode**. Our Energy Advisor, Patrick, can help you with your energy matters, including:

- Keeping your home warm while spending less on energy
- Sorting out metering and billing disputes
- Advocating on your behalf to your supplier
- Applying for grants to clear fuel debt
- Advising on reducing condensation and dampness
- Choosing the best tariff to save you money
- Swapping from a prepayment meter to a credit meter (and vice-versa)
- Uncapping your gas supply
- Advising on draughtproofing and insulation measures

For free energy advice and to arrange a home visit, please contact our energy adviser, Patrick - 07891868988, or at info@stepadvice.org.uk

STEP is made possible through funding from the Energy Redress Fund

Keenagers

The Keenagers Club has once again brought joy to Shettleston with their annual summer pantomime. This tradition, always highly anticipated, was another great success and enjoyed by all who attended (see picture below).

But the fun doesn't stop there! The Keenagers are gearing up for their much-anticipated car boot sale happening soon. It's a fantastic opportunity to find hidden treasures, enjoy some social time, and support our local community. Look out for photographs in our next newsletter.



Men's Shed

The local Men's Shed has been busy making a difference for their local community. Recently, members constructed beautiful, raised planter boxes, bird feeders and outdoor furniture for Whitevale Medical Group in Dennistoun, enhancing the surroundings and providing a cheerful environment for patients and staff.

The Men's Shed is a fantastic initiative that offers a space for men to come together, work on projects, share skills, and support each other, fostering both creativity and camaraderie. **If you would like to know more, head down to 647 Shettleston Road on Monday, Wednesday or Friday between 1:30-4:00pm. You'd be most welcome.**

Shettleston Community Growing Project (SCGP)



Shettleston Housing Association and SCGP have been working hard preparing for the 2nd Annual Shettleston Gala, down at the SCGP gardens on Eckford Street. Last year was a resounding success. Almost 700 people came

through for a BBQ and some excellent fun for young and old – and the rain held off. This year, we will be hosting the Gala on **Saturday 10th August, from 12-4pm**. Entry is free, and our BBQ will be only a gold-coin donation.

There will be fun and games, a petting zoo, bouncy castle, and lots of great gardening activities, along with other local organisation stalls to show the range of excellent activities and supports that are available in Shettleston. Keep your eyes peeled for posters around town, and we hope to see you then!



Fuse



SHA continues to work closely with Fuse Youth Café and the summer holidays is always a busy time with activities taking place for all the family (old and young). Below are some details of activities that are open to SHA tenants and the wider community over the coming months.

If you'd like to hear more, there are contact details below (or you can contact SHA on **0141 763 0511** and ask for **Jamie Sweet**, Community Regeneration Officer

Sharing Shettleston

Sharing Shettleston is an exciting new project developed by Fuse to provide adults in and around Shettleston with the practical resources and knowledge to help mitigate the cost of living and with the added benefit of being more environmentally friendly.

Sharing Shettleston provides weekly information and advice sessions, partnering with other organisations to help make cost savings through things like energy advice, helping keep those fuel bills low and your house warm this winter as well as sessions involving recycling, upcycling, repurposing and sharing skills.

You can also become a member of the Sharing Shettleston 'Library of Things'. This is an exciting partnership with Glasgow Tool Library which gives our attendees FREE membership to access their huge range of equipment on loan to help with DIY, Gardening, Household and Outdoor Activities.

How do I join or find out more info?

If you want to make a difference

SHARING SHETTLESTON

Fuse is delighted to launch a new 'Library of Things' with FREE membership for the local community to access a huge variety of equipment through Glasgow Tool Library

YOU CAN BORROW:

- POWER TOOLS
- GARDENING
- HOUSEHOLD
- OUTDOOR
- GAMES

Save money, reduce waste and learn new skills with our drop-in sessions and workshops! Join us now!!

FOR MORE INFORMATION CONTACT:
SHARINGSHETTLESTON@FUSEONLINE.ORG.UK

0141 778 4477
 1567 - 1573 Shettleston Road, G32 9AS

GLASGOW TOOL LIBRARY
 COMMUNITY FUND

in your lives and community and are interested in becoming a part of our Sharing Shettleston initiative, then we'd love to hear from you. You can contact us by:

Email:

sharingshettleston@fuseonline.org.uk

Phone: **0141 778 4477**

Text: **07958 086698**

Fuse Families

Are you looking for something fun and exciting to do during the summer holidays? Are you a

parent and would like to meet new people who are also parents? If this sounds like you then Fuse might have just the activity for you.

Fun isn't just for the kids at Fuse, Fuse Families project has planned a series of family fun sessions twice per week during the summer holidays. The sessions are for the whole family, featuring many of the fun activities that take place in the Fuse Youth sessions such as arts & crafts, games, mindfulness and feature an ESOL conversation café



and breakfast or lunch is served on arrival.

The sessions are free and take place at Fuse Youth Café on 1567 Shettleston Road as follows:

- **Family Fun Sessions: Every Tuesday at 12pm- 2.30pm – lunch included.**
- **ESOL Conversation Café: Every Thursday at 9.30am- 11.30am – breakfast included**

If you are interested in attending any of these sessions, please call Pauline on **0141 778 4477** or email fusefamilies@fuseonline.org.uk

Fuse Active Kids

The Summer holidays can be very long, especially in Glasgow with the dreary weather we are getting this year and the cost of day trips and activities to keep the children entertained can add up and not always be so affordable. Fuse Youth Café along on 1567 Shettleston Road is running a series of summer sessions for children and young people aged 5-18 years throughout the summer, with some day trips thrown in for good measure.

The summer sessions are delivered from the premises at

Fuse and also in Greenfield in Thorntree Primary School and provide a wide range of activities to suit all ages. The summer sessions are funded by Glasgow City Council’s Children’s Holiday Food and Activity Programme with the aim of providing fun activities and meals to help families offset the increased cost that school holidays can bring about. Each session will provide either a breakfast and lunch, lunch or dinner depending on what club your child attends.

The activities at Fuse are designed to be fun and engaging and will help keep their wee brains stimulated so they don’t



feel so foggy when they go back to school after seven weeks. The summer sessions are as follows:

- **Fuse Wee Yins: For children in P1-3 at Fuse on Mon, Wed, Thurs & Fri**
- **Fuse Juniors: For children in P4-7 at Fuse on Mon, Wed, Thurs & Fri**
- **Fuse Seniors: For Young People in S1-S6 or 18 years old Mon, Wed, Thurs & Fri**
- **Thorntree Wee Yins: For Children in P1-4 at Thorntree School every Tues & Thurs**
- **Thorntree Juniors: for children in P5-7 at Thorntree School every Tues & Thurs**

How do I sign up my child?

Facebook: <https://www.facebook.com/Fuse.cafe/> to use the online registration form.

Phone: 0141 778 4477

Email: Registrations@fuseonline.org.uk

As we move through the summer, let’s continue to support and participate in our community activities. Whether you’re attending a Tenant Forum, enjoying the Gala Day, or visiting the Men’s Shed, there’s always something happening in Shettleston to bring us closer together. Stay tuned for more updates and be sure to join in the upcoming events that make our community so special.

Together, we make Shettleston a wonderful place to call home!

Membership of the Association

The Association is a not-for-profit, Co-operative and Community Benefit Society. Membership is open to SHA tenants and other local residents for a life-time fee of £1.

It's the members of the Association who have ultimate control. They elect the Association's volunteer Board at our annual general meeting and have the right to vote on other important matters.

As a member you will also have the opportunity to participate in other feedback events from time to time and will be kept up to date with news about the Association.

You will also be able to stand for election to the Board. The Board sets the strategic direction and oversees all Association activities. It acts as employer of the staff team.

A healthy membership, representative of the community at large, is important to our future success.

If you interested please complete and return the form below.

For further information go to:

<https://www.shettleston.co.uk/about-us/get-involved/>.



Useful contacts

General Enquiries	0141 763 0511
Repairs (between 9am - 5pm weekdays)	0808 202 6565 (Freephone)
Emergency Repairs (after 5pm, weekends and public holidays)	0808 202 6565 (Freephone)
Texting Service	07407 492606
Police Scotland	101
National Grid Gas Emergencies	0800 111999
Scottish Water	0800 077 8778 (24hr)
Glasgow City Council	
Cleansing Department Bulk Refuse	0141 287 9700
Environmental Health	0141 287 1059
Pest Control	0141 287 1059
Stair Lighting	0800 595595
Street Lighting	0800 373635
Benefit Agencies	
Job Centre Plus	0800 169 0190
Housing & Council Tax	www.glasgow.gov.uk
Office Opening Times	Wed and Thu 2pm - 5pm
<i>Appointments available outwith these hours</i>	

Application for Membership of Shettleston Housing Association

Membership gives you the right to attend our AGM, vote in Committee elections and stand for election yourself.

Title: _____ First Name: _____

Surname: _____

Address: _____

Postcode: _____

Tel: _____

Email: _____

Status: Please tick box (where appropriate)

Shettleston Housing Association tenant

Resident within Shettleston, Springboig, Greenfield or Sandyhills areas

In making this application I declare that:

- The information opposite is correct.
- I am over 18 years of age (or 16 in the case of Association tenants).
- I have read and accept the Information on the **Rights & Responsibilities of Association Membership** (see website or request paper copy).
- I will abide by the Association's rules in my conduct as a member.
- I attach £1.00 payment.

Signed: _____ Date: _____

Post or hand in to:
Shettleston Housing Association,
Helen McGregor House, 65 Pettigrew Street,
Glasgow G32 7XR
Tel: 0141 763 0511
Email: sha@shettleston.co.uk
Web: www.shettleston.co.uk

