

shettleston matters

THE NEWSLETTER OF SHETTLESTON HOUSING ASSOCIATION

DECEMBER 2024

Serving the communities of Shettleston, Springboig, Greenfield and Sandyhills

We're fast approaching the end of the year and there are a lot of changes to report in this edition.

We've welcomed new staff and Board members and have restructured our housing team with the aim of further strengthening our customer service and the local management of our homes.

It's people that make our organisation and we've also been celebrating the contribution of some very long-serving staff and Association members.

We have been making great progress with the delivery of our £2.7M programme of investment and lots of tenants have been seeing the benefit of new heating & hot water boilers, windows, doors, kitchen and bathrooms and freshly painted closes.

We are looking to improve our electronic communications with you and have recently refreshed our website. It's where we share a lot of important information so please take a look at www.shettleston.co.uk. We hope you like it but are always open to suggestions for improvement.

We have published our Annual Performance Report and Annual Assurance Statement. These demonstrate that through the hard work of our staff and Board team we are continuing to achieve high standards.

We are always aiming to improve the quality and value for money of our services. Unfortunately, these do need to be paid for, and this is the time of year when we consult tenants about the annual rent review. You should by now have received a letter about this: please take the time to feed in your views – they are all heard!

As ever, there is also lots of news inside about the work we are doing with our great community partners to support the local community and to help make Shettleston a great place to live.

Best wishes from us all for a happy festive period and a great 2025!

Tony Teasdale, CEO

Festive Opening Hours

Please note that our office closes for the festive period at **1pm on Tuesday 24th December** and will re-open at 9.00am on **Monday 6th January 2025**.



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Board News

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

Since the last newsletter it has considered and taken decisions on the following items: -

Our Annual Performance Report for 2023/24 and service improvement action plan.

Our compliance with regulatory standards and the 2024 Annual Assurance Statement

Streamlining our governance arrangements: fewer Board meetings and a new Operations sub-Committee overseeing both housing and property services activities.

The Annual Rent review

Co-options to the Board.

Since the AGM, the Board has elected its Office Bearers for the year:

- Chairperson, Hugh McIntosh
- Vice Chairperson, Elizabeth Battersby
- Secretary Irene McGinnes

Full details of the Board and minutes of Board meetings can be seen at www.shettleston.co.uk/about-us/board/

Important publications from the Association....

The Board is required to publish an **Annual Assurance Statement** on our compliance or otherwise with all regulatory and legal requirements. This year's self-assessment against the Standards identified a small number of areas for improvement and an action plan has been agreed to address these. We had no areas of material non-compliance this year.

We are also required to publish an **Annual Performance Report** setting how we have met the requirements of the Tenants Charter. This includes information about housing management and repairs services and rents and how we compare with other landlords.

A copy of both documents can be found on our website at www.shettleston.co.uk/documents with copies also available on request from the office.

AGM

The Association held its Annual General Meeting (AGM) of members in September.

Our Chair, Hugh McIntosh, presented the Annual Report for 2023/24 and our CEO provided an update on our current activities. **Guest speakers** at the AGM were Emma Plant of Glasgow University and Margot Devaney of Shettleston Community Growing Project who gave very well-received presentations on how both the Association and local residents can take action to promote nature and biodiversity in the area. Lots of thought-provoking information and ideas for us to build sustainability into everything we do. The annual Accounts were considered and three new Board Members elected - **Marian Hassan, Irene McGinnes and Tracey Kernahan**. The garden competition winners were also announced with the following winners chosen.

- **Individual Garden Winner:** 540 Old Shettleston Road;
- **Individual Garden Runner up:** 52 Castlelaw Gardens and
- **Shared Spaces Winner:** 885 Shettleston Road.



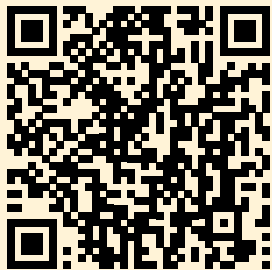
Celebrating our members !



Shettleston is a community based housing association , accountable to its members. Being a member of the Association gives you the right to have a say in how the Association is run.

It only costs £1 for life membership and doesn't oblige you to do anything.

It's really important that we have a healthy and representative membership. We encourage anyone who lives within the local area and is interested in our work – as a tenant or other community member - to join up. More details here: <https://www.shettleston.co.uk/about-us/get-involved/become-a-member/> or [contact your housing officer or the office.](#)



Scan the QR code to become a member



At our recent AGM we recognised the long-standing contribution of three Association members. **William Bourke, Mima Pryce** and **Betty Finnen** have all been SHA members for over **40 years** and have remained active throughout.



Mima and Betty also both served for many years on the Association's Board. Well done and thanks to all three stalwarts of the community!



Our People - Staff Update



Starters/Leavers

There have been a few changes in our staff team over the past few months:

- **James Stewart** joined our Customer and Community Services Team as our new Energy Adviser. James replaced Patrick Watson who is now away travelling the world.
- We are delighted to welcome **Laura Breeze** (Area Housing Manager), **James Wilson** (Area Housing Manager) and **Cheryl Lochran** (Housing Officer) to the team. We are excited for you to meet our new team members in the coming weeks and months as they settle into their new roles.
- In recent months, we have also said farewell to **Sandra McIlroy** (Housing Manager), **Debbie Marinelli** (Senior Housing Officer) and **Tracy McLaughlin** (Senior Housing Officer). We wish them all the best in their future careers.
- Donna Marie Costello who has been with us on a temporary basis will leave us at the end of December. We wish Donna Marie every success in the future.



Long Service

We are delighted to recognise and celebrate an incredible milestone of service for two members of our team.

Trish McDermott our Allocations Officer has dedicated **35 years** to the Association and **Aileen Wilson**, Maintenance Officer has a remarkable **30 years'** service.

On behalf of the Board and Management Team we would like to thank them for their outstanding service to the Association.

Customer and Community Services



“Your New Customer and Community Services Team”

Our Customer and Community Services Team is changing the way we deliver your housing services!

We have created two area-teams, each led by an Area Housing Manager who will support frontline staff to deliver excellent services to our tenants and other customers in their areas.

Housing staff will be working closely with our Property Services colleagues, residents and partners to improve your local community and address specific challenges that may exist.

Going forward, each housing officer will be responsible for a particular “patch” of homes within an area. Your new officers will be in touch in January to introduce themselves and you will hopefully see them out and about in your area regularly.

The changes to the Customer and Community Services Team are part of a wider review of the service we offer our customers. In the coming months, we will be reviewing our Customer Service Standards. These will be a clear set of standards that will clearly outline the level of service that you can expect whenever you contact us.

It is important to us that we listen to our customers when setting these standards and you will be given the opportunity to share your views as we develop them. Once developed, these will be publicised and rolled out to all Association staff in every department to ensure you receive the same excellent level of service – no matter who you are dealing with.

Watch this space for more information or get in touch if you'd like to know more in the meantime.

Keeping in Touch – Our Housing and Maintenance Officers have recently started a programme of rolling visits to all of our tenants. We have been prioritising tenants who we have not had contact with in some time. It is an opportunity for us to check in with you, to confirm if your circumstances have changed or if you need any support. It is also an opportunity for us to check if there are any repairs required and ensure that the information we hold on file for your property/tenancy is up to date and accurate. You might have been contacted by your Housing Officer already but if not, we will be in touch in the months ahead. These visits are nothing to be concerned about and are also an opportunity for you to ask us any questions you may have. You don't need to wait until we contact you.

If you'd like to request a visit, please call us on 0141 763 0511.

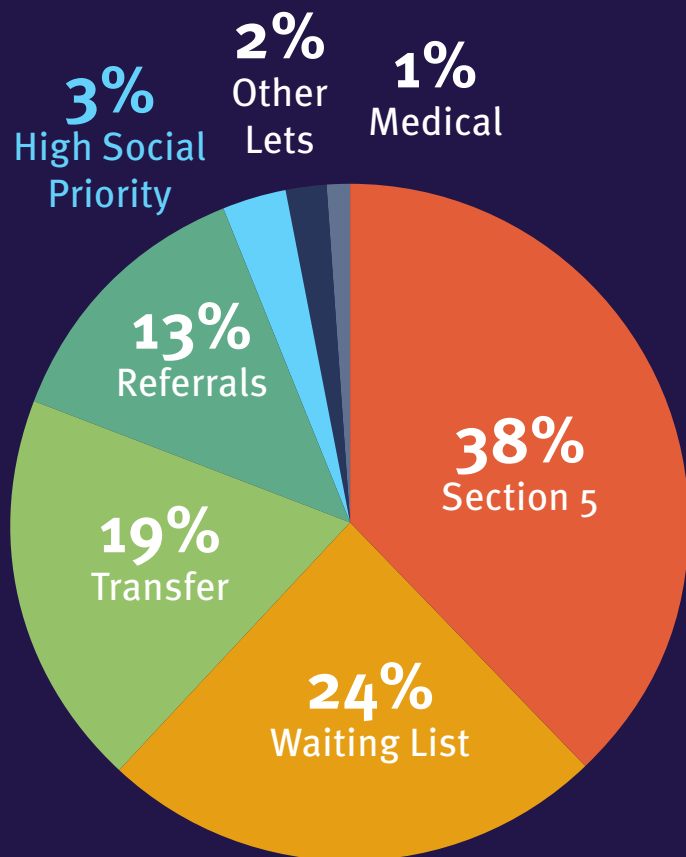
Allocations Policy – Like many other Local Authorities, Glasgow City Council has declared a ‘Housing Emergency.’ This is in response to unprecedented pressures on the Council and other housing providers to meet the needs of people looking for rehousing. As a community-based housing association, SHA cares passionately about meeting the housing needs of local people but also fully accept the responsibility we have to help resolve and prevent homelessness in Glasgow. With this in mind, we will next year undertake a review of our Allocations Policy and will be seeking the views of all stakeholders to help shape the way we let our homes in the future. This will include seeking the views of existing tenants, applicants, staff and other organisations we work with.

There will be lots of opportunities to take part in the consultation in a way that suits you – from quick survey's that can be completed online to taking part in focus groups.



Allocations 2024/25 (Year-to-Date)

Below is an overview of the split of our lets across our various waiting lists in the first half of the year between April and September (inclusive)



To help play our part in supporting the Council in meeting the needs of homeless applicants, our Housing and Communities Committee approved a target of 50% of our lets to Section 5 (homeless) applicants. We are working closely with Glasgow City Council to achieve this target

Factoring Update

Essential Safety Checks

We are currently rolling out our statutory safety checks and you may find these appearing on recent bills. We have an obligation as the manager/factor of the common building that we carry out checks to ensure the safety of the residents in the common block. In particular, these relate to the following.

These include Electrical Safety (EICR) checks which are required every 5 years, and they ensure the wiring system (door entry/stair lighting) for the common block meet the current safety requirements. These checks highlight anything irregular and further works may be required following these visits.



Legionella checks of the common water tanks. This includes checking the tanks themselves annually to ensure they are in a reasonable condition, and they are clean and free of debris. The tanks will be cleaned and treated, and any areas of concern will be highlighted following this visit.



Attic Fans Service Contract

We have had a condition report on the common twin fan systems at a number of our tenement blocks and it has been highlighted that a number of the systems are due for renewal. With this in mind we have signed up to a 5-year service agreement with our contractor, who will spread the costs of the replacement over the 5 years and replace any sections of the fan immediately – to ensure the fans are operational.

We see this as a cost-effective solution as this also includes a service regime for the other elements of the system.

Q3 Invoices

We will be issuing your Quarter 3 invoices (October to December) in January and if you would like to make a payment or have any queries relating to your balance or any individual items, please contact our factoring team on 0141 763 0511 and they will be happy to help you.



Annual Rent Review

By the time you are reading this article, you will have received or will shortly receive information on our proposed rent review for this year - to take effect from 1st April 2025.

We understand that we remain in a difficult economic climate where household incomes are subject to significant pressures, and we always try to restrict increases to the minimum needed to maintain our services and to continue investing in our homes.

It is important to us that you share your thoughts with us on the proposals being made and we would ask that you respond to the survey issued (either by returning the form to us in the freepost envelope provided or electronically). All comments will be considered and responded to.

The Association's Tenant Forum will also be meeting on Thursday 23rd January 2025 to discuss our proposals in more detail and to offer a further opportunity for you to speak with senior staff and share your views.

If you are interested in coming to the please contact Jamie Sweet, Community Regeneration Officer on 0141 763 0511.



Welfare Rights/Money Advice

It has been a busy year for the Welfare Right's Team and in October alone, they secured 'financial gain' of over £170,000 for our customers (including over £38,000 in Adult Disability Payments and £28,000 in attendance allowance)

The team are currently running a campaign to help ensure tenants who may be entitled to Pension Credit to apply. (see below)

WELFARE RIGHTS SERVICE
Pensioner Benefit Campaign

We are presently carrying out a campaign for all tenants of the Association who are aged over 66 (current Pension Age) to ensure they are receiving their full benefit entitlement from the Government.

This is being done due to the recent Government benefit changes to stop paying the "Winter Fuel Payment" to Pensioners who are not in receipt of Pension Credit (Guarantee).

Our Welfare Rights Officers can carry out an assessment of your personal circumstances and determine if you have an entitlement to additional benefits. They will be able to assist you with the completion of any claim forms and provide advice and assistance with any matters relating to Welfare Benefits.

You can request any claim for Pension Credit (Guarantee) to be backdated for 13 weeks from the date of the claim, if you claim Pension Credit (Guarantee) by the 21/12/24 and ask for it to be backdated for 13 weeks you will qualify for the "Winter Fuel Payment" this winter if you are awarded Pension Credit (Guarantee).

If you would like take up our offer to see a Welfare Rights Officer please contact the office to arrange an appointment for a Benefit Check. If you are unable to come to the office a home visit can be arranged.

call : 0141 763 0511
to make an appointment

This is a Shettleston Housing Association tenant only service

- Pension Credit (Guarantee)
- Discretionary Housing Payment
- Attendance Allowance
- Winter/Cold Weather Fuel Payment
- Housing Benefit
- Council Tax Benefit
- State Retirement Pension
- Carers Allowance/Premiums

Our Welfare Rights Team are here to offer you advice and information to help you maximise your income and ensure that you receive any benefits you are entitled to. Please just get in touch and they would be happy to assist you.

Tollcross and Shettleston Money Advice Service (TSMAS)

In addition to our own Welfare Rights Team, SHA also works in partnership with Tollcross Housing Association and Tollcross Community Trust to offer a money advice service.



There have been some recent changes to the staff at the service with Matthew Leach being promoted to Financial Inclusion Co-ordinator and Mari Cummings joining as Financial Inclusion Assistant.

If you are struggling with debt, please get in touch with our team and we can refer you for assistance.



* INVESTING IN OUR HOMES

Our capital works programme is well underway with works progressing in a number of areas:



Paying your rent over the festive period

We appreciate that Christmas is an expensive time of year for everyone and we are still in the middle of a cost of living crisis. With lots of competing priorities for your income at this time of year, it is really important that you ensure you continue to pay your rent throughout the year.

If you are having difficulty paying your rent or maintaining a repayment arrangement, then please contact your Housing Officer right away. **You can contact our housing and welfare rights teams on 0141 763 0511 or email us at housingteam@shettleston.co.uk.**

A rent payment can be made in the following ways:

- Direct Debit
- Online @www.allpay.net or call Allpay on 0330 0416497
- Post Office or Paypoint with your Allpay rent payment card
- Callpay (using a debit/credit card) call us on 763 0511 to pay over the phone



Conversion works

A large, shared flat has been sub-divided into two self-contained homes. The work to these properties included a programme of insulation and air tightness improvements and the installation of zero carbon emissions heating and ventilation systems.

Energy Efficient boilers

More than 230 boilers have been replaced with higher efficiency gas boilers. A further 100 older boilers are programmed for replacement this year, bringing our total investment in new heating systems to more than £600,000.

In addition, our contractor James Frew has completed the installation of new, energy efficient boilers at Glenalmond Street to replace the inefficient common heating system in this block.

Kitchens & Bathrooms

Our kitchen and bathroom contractor MCN is now on site and will complete the programme of 50 kitchen and 30 bathroom replacements by the end of the year.



Flat Entry Doors

Q Fire Protection has completed the installation of almost 40 new fire doors and is on track to complete their remaining programme at the start of the year.



Window Replacements

Seven porches have been replaced at St Mark Street. This work was required as the existing timber porches were defective and letting water in.

The replacement of windows to flats and common areas at 40-70 Old Shettleston Road will commence in January. We have been working with the contractor and architect to develop an improved specification for our window replacements that will include additional insulation and air-tightness measures. As part of the programme we will also replace the close entrance doors with insulated doors. This programme of works will help reduce heat loss from homes and, we hope, reduce heating costs for residents. We will be monitoring

one flat to measure the impact on energy use and costs.

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



Cyclical Painting

Our annual painting programme is nearing completion with more than 90 common closes redecorated to date. Our painting contractor Upkeep is also completing a wider programme of works, including timber windows, metal railings, timber fences and clothes poles.

Your complaints

A total of 17 complaints were received between July and September. The table below summarises our complaints handling performance.

Complaints received	July/Sept 24
Total complaints	17
Total complaints upheld	4
Total complaints not upheld	4
Total complaints resolved	9
Total that met timescale for resolution	14
Percentage that met target timescales for resolution	82.35%

We welcome your complaints so that we can learn and continue to improve the service we offer our customers. You can speak to any staff member about your complaint in person, in writing, or however you'd prefer to contact us. We aim to respond to most complaints within 5 working days, but some complaints may be more complex and require investigation. We aim to resolve these complaints within 20 working days.

Homes for Sale?

Over the last couple of years, SHA has been able to buy some privately owned homes in areas that are nearby our existing stock through funding made available by Glasgow City Council.

In October 2024 the Council advised that funding would now be available for private acquisitions for the remainder of this financial year.

The priority for funding is larger family homes and we are keen to take advantage of this opportunity to increase the number of family homes available locally for social rent and also help address homelessness as the initial let for each property is offered through a homelessness referral.

If you are aware of any larger homes for sale in your area or are an owner who is considering a sale, please get in touch for an initial discussion.

You Said



We Did

You said: A tenant complained after she reported that she had lost her keys and there was a delay in the locks being changed.

We did: Having investigated the complaint, we realized that the tenant's contact details had not been updated on our system after a change of telephone number. We have reiterated to staff, the importance of confirming contact details when dealing with customers and updating our systems without delay and apologized to this customer.

Communications

You may notice that our staff are asking you questions when you call us to confirm that the telephone numbers and email addresses, we have for you on our records are current. This is to ensure that we can contact you without delay. We will also be making more use of text messages and email in order to modernize our service and reduce the cost of sending physical letters so it is vitally important that we hold the correct details. Your support in providing this information is appreciated.



Check out our New Website and Tenant Portal

We have redesigned our web site to make it simpler and quicker to find the information that you are looking for, including events in and around Shettleston. Our new web site features new tools for visual accessibility needs and on-the-fly language translations which can be utilised as required.

We have also launched a new tenancy portal that gives tenants and factored owners 24/7 access to their information, account details, and to report repairs directly to us online. Look out for further communication about how to register with our portal in the coming weeks.

IN THE COMMUNITY

Shettleston Gala Day a Blooming Success!

Shettleston was buzzing as over 500 people flocked to the community Gala Day in August, **raising an impressive £800** to support the thriving Community Growing Project. In what is becoming an essential date on the annual community calendar, families enjoyed a day packed with fun, laughter, and a dash of gusty wind – just enough to keep the bunting lively!

Kids had a blast with games and activities, bouncy castle and petting zoo, while the ever-popular tombola drew crowds, thanks to the generosity of local donors. A huge thank you to all contributors who made the event a triumph.

With warm weather, happy and painted faces, and funds to grow the project further, the Gala Day was truly a breath of fresh air!

We would also like to take the time to thank our volunteers and local businesses who so generously donated their time and contributed financially to the event. **We couldn't have done it without you.**



Shettleston Men's Shed Supports Tenants with Free Beds

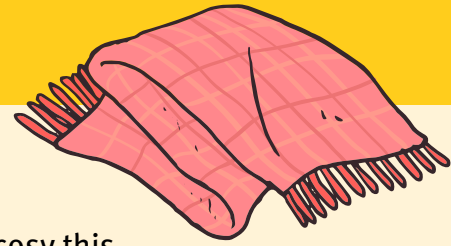
Shettleston Men's Shed has launched an initiative to assist Shettleston Housing Association with tenancy sustainment by building and providing free beds for tenants in need. This practical support aims to make homes more comfortable and secure.

If you could benefit, please contact Carole King, our Tenancy Sustainment Officer, for assistance: Carole.King@shettleston.co.uk



Shettleston Housing Association's Christmas Support for the Community

Shettleston Housing Association is spreading festive cheer with a range of Christmas support initiatives in December!



Winter Warmer Packs

To help tenants stay cosy this winter, we are distributing 100 Winter Warmer Packs, including heated throws, generously donated by the Celtic Foundation.

We're committed to making this season brighter and warmer for all. Don't miss out on these opportunities- get involved today!



The Wizard Comes to Shettleston

We recently ran a ballot for tickets to a local pantomime in Tollcross Leisure Centre. Our team have been in contact with families with children to give them the chance to apply for tickets and we have had a huge demand with over 150 tickets distributed. This year's show is The Wizard of Oz – performed by Halo Arts. There might even be some goodies for the kids as well.

Cash4Kids Vouchers

We have also applied to Cash4Kids vouchers to hopefully support up to 200 children and await the outcome of this bid. Our team have been contacting families to ensure this welcome support is issued to the families that need them most and will be in touch in the weeks before the Christmas holidays to distribute.



Shettleston Housing Association SUPPORTS SHAPING SHETTLESTON Survey

Shettleston Housing Association is proud to support the Shaping Shettleston community survey, a key initiative for the development of Ward 19's Place Plan. We've been actively hosting focus groups, promoting the survey to our tenants, and raising awareness to ensure every voice in Shettleston is heard. This important survey will guide future investment and planning priorities in our area. Your input is essential to shaping Shettleston's future. Don't miss the opportunity to share your thoughts and influence the direction of our community. Complete the survey today—your voice matters!

We have contacted every tenant by text to offer the opportunity to feed into this survey.

It's not too late to have your say and if you are interested, please contact our Community Regeneration Officer on 0141 763 0511 or you can complete the survey online at <https://online1.snap-surveys.com/q3sio9>



FUSE WINTER ACTIVITIES

Our partners at Fuse are offering a variety of activities throughout December (please see details below)

All sessions are free and all they require is that you sign up for either the youth or adult programmes to participate. Please use the QR codes below to book your place as spaces are limited.

Fuse Families presents our
Christmas and New Year events

Scan QR code for info

CLUB CHRISTMAS TIMETABLE

SUN	MON	TUE	WED	THU	FRI	SAT
DECEMBER 2024					29	30
					Deck the Halls All Clubs	Deck the Halls All Clubs
1 Closed	2 Juniors - Decorate Hall Seniors - Watercolour Xmas Cards	3 Juniors - Salt Dough Decorations	4 Juniors - Santa's List Day / Letters to Santa	5 Juniors - Gingerbread House Competition Biscuits	6 Juniors - Christmas Baubles	7
8 Closed	9 Juniors - Closed Seniors - Hot Chocolate Reindeers	10 Juniors - Park Day / VR VIP Day	11 Juniors - Meet Santa Day	12 Juniors and seniors - Christmas Jumper Day - Official Date	13 Juniors and Seniors - Movie Day + Canned Popcorn	14 Closed
15 Closed	16 Juniors - Cookies Day Seniors - Christmas Jewelry(earrings)	17 All - Cinema Trip / VUE times TBC	18 Juniors - Reinder Dust	19 Juniors Xmas Party - 3:00pm - 5:30pm Tickets Only	20 Juniors - Snowman Soup Seniors - Ice Skating	21
22 Closed	23 Seniors - Christmas Eve Box Making	24 Closed	25 Closed	26 Closed	27 Seniors Session - Pyjama Party 4:30pm - 7:30pm	28 Irn Bru Carnival - 12:30pm - 7:00pm
29 Closed	30 Seniors Session - British Bake Off 4:30pm - 7:30pm	31 Seniors Session - Games and Pizza 3:00pm - 6:00pm				

FUSE SENIORS CHRISTMAS OPENING DAYS

This year the seniors sessions will be opened for you over the holidays!

We will have some cracking activities going on and **ho ho hope** to see you all there!

Scan me to fill in ticket form



Please make sure that you let us know you are coming along so we can book your ticket to the Irn Bru Carnival asap!

**FRIDAY
27TH DEC**

**PYGAMA/MOVIE DAY
4.30pm - 7.30pm**

**SATURDAY
28TH DEC**

**IRN BRU CARNIVAL
1pm - 6pm**

**MONDAY
30TH DEC**

**BRITISH BAKEOFF
4.30pm - 7.30pm**

**TUESDAY
31ST DEC**

**GAME & PIZZA DAY
1pm - 6pm**

QUIET SESSIONS RELAUNCH

Tuesday Evenings
6:30pm - 9:30pm
(Starts 26th November 24)

Fuse moving our existing quiet nights from a Wednesday to a Tuesday night to support young people with noise sensitivity and provide activities that are more suited to young people with sensory overload.

Activities will include:

- Dungeons and Dragons
- Cooking
- Crafts and games

There will also be a quiet space

If you wish your child to participate, you can sign your child up by contacting Ashley on:
ashley@fuseonline.org.uk / (0141) 778 4477

Shettleston Pantry

The Drillhall Pantry has been adapting to the challenges of an increase in stock pressure from Fareshare. Weekly shops at both stores are now limited to 2 shops per week, and unfortunately the Friday opening at the Shettleston store has been closed. We hope this will only be temporary, but with pantries around Glasgow struggling to meet the demand of their communities and grocery stores tightening their belts themselves, we are unsure at this time when we will have enough supply to serve Shettleston with extended hours again.

We are pleased to say that the time and space in the Shettleston Hub won't be going to waste though, as in collaboration with Parkhead Housing Association we are hosting a small 4 week cooking skills class in the Hub on Fridays. Attendance in through invitation, and we're trying to target tenants and members of the community that might otherwise struggle to meet their weekly food needs.

Participants will be walked through a recipe each week, take home some ingredients to cook their own, and even take home an air fryer.

KEENAGERS have been keeping busy!

Keenagers Halloween Party Brings Spooky Fun

The Keenagers club hosted a **spook-tacular Halloween party**, enjoyed by all! With plenty of



creative costumes and cheerful dressing up, the event was a hit. Laughter, music, and festive treats made it an afternoon to remember, proving

that Halloween fun has no age limit!

If you'd like to find out more about the Keenagers, contact their office-bearers: hughkeenagers57@gmail.com



Glasgow Times - Community Champion Awards

The Keenagers were delighted to be nominated at these awards in the **Health and Wellbeing Champion of the Year** category. These awards recognize locals who make Glasgow a better place to live and the Keenagers certainly fit that bill with the excellent work that they do within and for the local community. Unfortunately, they did not win this time but it was a great recognition for some real community champions. As a thank you for the work they do, with many of our tenants, The Association has made a small donation to the group's upcoming trip to Blackpool. I'm sure they will have a ball.



Happy Birthday Jean

The Keenagers helped their chairperson, Jean, celebrate a big birthday recently. It looks like they had a great time. Happy Birthday Jean from all at Shettleston Housing Association.



WHY NOT JOIN IN?

The Keenagers are a friendly bunch and are always looking for new members. If you are 55 or over and live in the local community the Keenagers would love to hear from you. Membership is free and the group offers lots of activities that you could get involved in and the opportunity to meet new friends.

Energy Advice

Our new Energy Advisor, James Stewart, is already helping several of our tenants with their energy needs.

This ranges from assistance dealing with suppliers, tariffs, or assisting with access to fuel vouchers if required. If you would like to speak to James, he can be contacted on 0141 763 0511

WINTER IS HERE - GET YOURSELF PREPARED

The following tips will save money and energy while staying comfortable during the cold winter months. Many of these tips can be used daily to increase your savings; others are simple and inexpensive actions you can take to ensure maximum savings through the winter.

SWITCH OFF STANDBY

You can save around £45 each year just by remembering to turn your appliances off standby mode.

Almost all electrical appliances can be turned off at the plug without upsetting their programming. Standby savers allow you to turn all your appliances off standby in one go to save electricity.

Check the instructions for any appliances you aren't sure about. Some satellite and digital TV recorders may need to be left plugged in so they can keep track of any programmes you want to record.

Our new Energy Advisor, James Stewart



DRAUGHT-PROOF WINDOWS AND DOORS

You can also improve the energy efficiency of your home by using heavy curtains on windows. Existing doors can be improved by fitting draught-proofing strips around the seals and the letterbox. Draught excluders are always a good idea for your doors.

TURN OFF LIGHTS AND USING ENERGY EFFICIENT LIGHTING

Turn your lights off when you're not using them or when you leave a room. This will save you around £7 on your annual energy bills. Energy efficient lighting helps lower electricity bills and carbon dioxide emissions, all without reducing the quality of light in our homes.

CAREFUL WITH YOUR WASHING

You can save around £24 a year on your energy bill by making small changes in how you use your washing machine:

Use your washing machine on a 30-degree cycle instead of higher temperatures.

Make sure you are washing on a full load and not just one or two items.

AVOID THE TUMBLE DRYER

Avoid using a tumble dryer for your clothes. Drying clothes on racks inside where possible or outside in warmer weather can save you £50 a year.

SPEND LESS TIME IN THE SHOWER

Keeping your shower time to just 4 minutes could save a typical household £60 a year on their energy bills.

SWAP YOUR BATH FOR A SHOWER

Some of us might enjoy a long soak in the bath. But swapping just one bath a week with a 4-minute shower could save you £9 a year on your energy bills.

BE SAVVY IN THE KITCHEN

Kettles are one of the most used appliances in the kitchen. But many of us will admit that we occasionally boil the kettle with more water than we're going to use.

Avoid overfilling the kettle and you can save yourself £10 a year on your electricity bill.

FILL YOUR DISHWASHER

Only run your dishwasher when it's to full reduce the amount of water you use. Reducing your dishwasher use by one run per week for a year could save you £12.

MOVE FURNITURE AWAY FROM RADIATORS

We know it's so tempting to sit by the radiator when it's cold, but large pieces of furniture next to radiators soak up huge amounts of heat. So, move them away to enable hot air to circulate around your room.

CONTROL YOUR THERMOSTAT

Setting your thermostat to somewhere between 18-21°C is ideal, and turning down the temperature by just 1 degree could save up to £99 per year on your energy bill.

WARM HOME DISCOUNT SCHEME

If you're on a low income in Scotland

The Warm Home Discount Scheme is a one-off £150 discount off your electricity bill.

If you're eligible, your electricity supplier will apply the discount to your bill. The money is not paid to you.

You may be able to get the discount on your gas bill if your supplier provides you with both gas and electricity and you're eligible. Contact your supplier to find out.

You do not need to apply if you get the Guarantee Credit element of Pension Credit. You'll automatically get a letter telling you about the discount if you're eligible.

Otherwise, you'll need to apply directly to your energy supplier.

You might be eligible if all the following apply:

- your energy supplier is part of the scheme.
- you (or your partner) get certain means-tested benefits or tax credits
- your name (or your partner's) is on the electricity bill

Your electricity supplier may have extra eligibility criteria. They'll also tell you which benefits mean you are eligible.

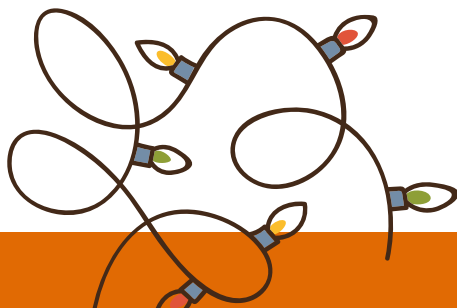
This is known as being in the 'broader group'.

How to get the discount

Contact your electricity supplier to check if you're eligible and to apply. They will decide who gets the discount in Scotland.

The number of discounts suppliers can give is limited. Contact them as early as possible. Check with them even if you were eligible for a discount last year.

If you're eligible, your electricity supplier will apply the discount to your bill by 31 March 2025. You'll need to stay with your supplier until it's paid.



Upkeep NEWS



CHANGES TO BULK UPLIFT SERVICE

Our Upkeep Estates' teams provide a fortnightly bulk uplift and backcourt maintenance service to all communal backcourts in Shettleston and remove accumulated waste to Glasgow City Councils waste transfer stations at Shieldhall and Dawsholm.

Residents may have noticed that it is taking the team longer to remove the bulk than usual and that on occasion the teams will remove certain items and leave others in situ.

This is because of new regulations introduced in relation to the management of Persistent Organic Pollutants or POPs and more specifically Waste Upholstered Domestic Seating or WUDS.

POPs are a group of hazardous chemicals which, due to their persistence and propensity to accumulate in the food chain, have harmful impacts on the environment and human health, and have recently been found in articles of upholstered domestic seating, in quantities which exceed legal limits. This means that once these items become waste, they become subject to the strict controls outlined in the UK Persistent Organic Pollutants Regulations 2007 and any subsequent amendments.

These regulations have highlighted WUDS to be found in household items such as:

- Sofas • Sofa beds • Armchairs • Home office chairs
- Kitchen and dining room chairs • Stools and foot stools
- Futons, bean bags and floor and sofa cushions
- Electrical recliner chairs

POPs cannot be landfilled or treated via the Glasgow Recycling and Renewable Energy Centre at Polmadie and must be disposed of through an incineration process, which means POPs waste must be kept separate from other material from the point of collection to the point of disposal. Therefore, strict controls have been implemented to ensure these materials are not mixed with other waste.

As such Upkeep now need to segregate this waste at source (i.e. in our backcourts) and dispose of in a separate vehicle to ensure we meet our obligations as a Scottish Environmental Protection Agency (SEPA) registered waste carrier.

Going forward residents can expect Upkeep's teams to visit and remove bulky general waste, WUDS items containing pops and waste electrical items at separate visits sometimes on different days. We appreciate that these changes may be confusing, however we have a statutory and legal duty to manage waste removed from communal backcourts in a responsible and compliant manner.

More information on WUDS can be found on SEPA's website:

www.sepa.org.uk/media/tnoa12he/waste-upholstered-domestic-seating-containing-pops-guidance.pdf

Alternatively, you can contact Upkeep should you have any queries on 0141 764 3793.



Christmas and New Year Holidays - Wheeled Bin Collection Arrangements

Due to the Christmas and New Year holidays some of your bin collection dates will change. Please note your revised collection dates in the table below:

2024	Current Date	New Date	Current Date	New Date
Purple bin	Wed 25/12/24	Fri 27/12/24	Thu 26/12/24	Sat 28/12/24
Brown bin	Wed 25/12/24	Wed 08/01/25	Thu 26/12/24	Thu 09/01/25
Green bin	Wed 25/12/24	Wed 15/01/25	Thu 26/12/24	Thu 16/01/25
Blue or Grey Bin	Wed 25/12/24	Wed 22/01/25	Thu 26/12/24	Thu 23/01/25
2025	Current Date	New Date	Current Date	New Date
Purple bin	Wed 01/01/25	Fri 03/01/25	Thu 02/01/25	Sat 04/01/25
Brown bin	Wed 01/01/25	Wed 15/01/25	Thu 02/01/25	Thu 16/01/25
Green bin	Wed 01/01/25	Wed 22/01/25	Thu 02/01/25	Thu 23/01/25
Blue or Grey Bin	Wed 01/01/25	Wed 29/01/25	Thu 02/01/25	Thu 30/01/25

We will lift all excess waste and empty all correct coloured bins presented on the new collection dates.

Over the holiday period it would be helpful if car owners could arrange to park their vehicles in a position which will allow bin crews safe access to your wheeled bins.

Thank you for your co-operation.
www.glasgow.gov.uk/recycling



Merry Christmas and a Happy New Year.

YOUR DOG YOUR MESS?

BAG IT! BIN IT!

Dispose of your dog mess or you could be fined £80.

www.glasgow.gov.uk/dogfouling

Upkeep 2025

The 16th December 2004 marked the beginning of a new journey for the Shettleston Housing Association Group as Upkeep (Shettleston Community Enterprises) Ltd was incorporated with Companies House.

A flurry of activity followed with Upkeep's first offices opening on Shettleston Road, its first vehicles purchased and the first staff team members employed (some of whom are still with us) Upkeep began trading in in 2005. Marking 2025 as **Upkeep's 20th Anniversary** of serving our community and the East End of Glasgow.

Keep an eye on our Social Media channels and website in the New Year for announcements as we look to celebrate this landmark birthday for our repair's subsidiary.



WINTER LANDSCAPING

Throughout the growing season the Association and our landscaping team at Upkeep receive numerous queries regarding the size, shape and reach of hedges, shrubbery and trees in the local community.

Whilst the Garden Maintenance service exists to enhance the local environment it is also in place to ensure that vegetation does not encroach onto pathways or interfere with buildings or overhead services and as such you may from time to time see our teams carrying out essential works during the summer growing season.

However, industry leading research and guidance insists that the optimum time to reduce, trim and or remove shrubbery, trees and hedges is in the winter. Not only does this reduce the number of cuttings which need to be disposed of but ultimately when Shrubs are in bloom and flowering it enhances the local environment and brightens up the area.

Research suggests that such works are best done in winter as the bare stems make the job of shaping shrubs, hedges and trees and spotting diseased growth much easier. The benefits of carrying out this type of work in winter also include.

PROMOTING SUMMER BLOOMS -

Whilst shrubs and plants may not look aesthetically shaped during the summer month's flowering plants and shrubs are in full bloom and enhance the local landscape adding colour and vibrancy to the community. They are also essential for improving biodiversity improving soil health and are essential insect and animal habitats.

SHAPING - Winter is the ideal time to assess and modify the shape and structure of almost any deciduous shrub whose canopy has become lopsided or whose branches are overcrowded in the centre.

PROMOTING HEALTH - Diseased branches should be pruned out to maintain the health of many trees and shrubs, removing any dead, dying or diseased branches.

AIDING VIGOUR - Pruning in this way removes weaker stems to promote stronger growth of existing stems, or removes existing stems altogether to encourage fresh, new growth.

REJUVENATING TIRED SHRUBS -

It's a good idea to assess all your shrubs in winter, looking out for general tiredness and lack of vigour. This can often be attributed to hunger, caused by overcrowding and allows our team to remove problem growth such as 'tree saplings'

As well as the above The 'Bird Nesting Season' officially runs from February until August and it is recommended that vegetation works (tree or hedge cutting) or site clearance should be done outside of the nesting season (the Association & Upkeep must aim to avoid causing an impact to nesting birds and infringement of the Wildlife and Countryside Act 1981 and breaching the European Habitats Directive 1992/Nesting Birds Directive.

As a general rule, it should be assumed that birds will be nesting in trees, and such we are responsible for assessing, recording and confirming that any works carried out in the management of trees and other vegetation has not disturbed actively nesting birds.

In addition to the above Upkeep undertakes a program of tree works on behalf of the Association which includes;

UPKEEP'S LATEST TRADE APPRENTICE

Whilst Upkeep primarily exists to provide services to Shettleston Housing Association a key aim of the organisation is to provide employment opportunities to the local community.

Upkeep works collaboratively with the Construction Industry Trade Board (CITB) to recruit and train the trade workforce of the future and to this end Upkeep has a number of apprentice joiners working on maintenance, voids and projects on behalf of the Association,

In a continuing effort to provide employment opportunities Upkeep has recently 'adopted' an additional apprentice Joiner who had found themselves unable to continue their apprenticeship due to their host company going out of business. Liam Thomson joins Upkeep at the beginning of his second year and has hit the ground running.

Liam and our other apprentices work alongside Upkeep's experienced Joiners developing their skills and gaining the confidence to become tradesmen of the future. All our apprentices split their time between onsite practical experience and at college where it is a mix of practical and theoretical learning.

If you are interested in finding out more about future opportunities at Upkeep contact the team on

0141 764 3793 or email enquiries@upkeepglasgow.com.



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/getinvolved/>



Useful contacts



General Enquiries 0141 763 0511

Repairs 0808 202 6565 (Freephone)
(between 9am - 5pm weekdays)

Emergency Repairs 0808 202 6565 (Freephone)
(after 5pm, weekends and public holidays)

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

Appointments available outwith these hours

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

