



**GOVAN  
HOUSING  
ASSOCIATION**

Summer 2024

# news *update*



**We've had  
a busy start  
to the year...**

*Moving Govan Forward*



# Chief Executive Update

Welcome to the Summer Edition of our Newsletter... yes, I did say 'summer' but given all the recent rain, it's hard to believe. This Newsletter is packed full of information which I hope you find both interesting and helpful. We are introducing a few new members of staff, as well as giving you an update on the various activities across our Group of companies. I would particularly like to draw your attention to the articles on the 'Tenants Forum & Steering Group' and the 'Tenant & Resident Involvement Opportunities' – we want to continue to engage with you – I encourage you to get involved. So, grab yourself a cuppa and enjoy this Summer Edition of our Newsletter

**Caron Quinn** Group Chief Executive Officer

You said

# Thank You!

*"Extremely helpful and professional throughout the communication about the follow up work."*

*"The tradesman is always pleasant when he attends, he always does a great job and he is always very helpful."*

*"The whole of Govan Housing Association goes above and beyond for their tenants and the community."*

*"Thank you for the services that you all provided during my tenancy."*

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# A great big Govan welcome...

...to our newest staff members:.



Maxine

"I am honoured and enthusiastic to join Govan Housing Association as the Community Engagement Officer, following two decades of dedicated service in local government. My extensive experience has equipped me with a deep understanding of community dynamics and the importance of fostering inclusive and collaborative environments. I am committed to leveraging this knowledge to empower residents, build strong partnerships, and create initiatives that enhance the quality of life within our neighbourhoods. Together, we will work tirelessly to ensure that Govan remains a vibrant and thriving community for all its residents."

**Maxine Hendry, Community Engagement Officer**



Antonia

We would like to welcome the newest member of our Corporate Services and Finance Team. Antonia comes with a wealth of administrative experience and has already proven to be a valued member of our team.

**Antonia Wilson, Finance and Corporate Services Administrator**



## Complaints Overview

Period from  
01/04/2023 to  
31/03/2024

|   | Stage 1 | Stage 2 |
|---|---------|---------|
| Number received in period                             | 118     | 25      |
| Number Carried Forward from Previous period (b)       | 2       | 5       |
| Total complaints (in period + carry forward)          | 120     | 30      |
| Number Responded to in Period                         | 117     | 30      |
| Percentage of Total Complaints Responded to in Period | 97.50%  | 100.00% |

# Cost of Living (Tenant Protection) (Scotland) Act: Changes from 1 April 2024: Information for tenants

## Eviction Moratorium

The evictions protections brought in by Part 1 of the Cost of Living (Tenant Protection) (Scotland) Act 2022 will no longer apply from 1 April 2024. The expiry date is built into the legislation and it cannot be extended further.

The emergency moratorium (also known as “temporary pause”) on the enforcement of evictions will remain in place up until 31 March 2024 and applies to most private and social tenants, as well as those living in purpose built student accommodation.

If the Tribunal or Court has issued an eviction order or decree against you, which is paused under the Cost of Living Act measures, your landlord can begin the final steps to evict you from 1 April 2024. To enforce an Order or decree, your landlord must instruct a Sheriff Officer and you will be given a notice of the date of removal by a Sheriff Officer, this is normally within 14 days of you receiving the notice.

## Unlawful eviction damages

If you have made an application for damages due to an unlawful eviction while the emergency measures are in force, the Tribunal and Court will continue to determine any damages awarded on the basis of a multiplication of monthly rent.

Any new applications for unlawful eviction damages from 1 April 2024, will be considered under the rules in place prior to the Cost of Living Act coming into force.

## Rent Increases (for tenants who rent their home from a mid-market rent provider)

Rents remain capped at 3% (or 6% in exceptional circumstances). The emergency protection continues to apply to all applicable Rent Increase Notices issued on or before 31 March 2024.

Up until the end of 31 March 2024, if your tenancy is covered by the cap, your landlord cannot increase your rent by more than 3% of the current rent – or 6% in specific circumstances, even where the increase would not come into force until after that date.

A landlord can only increase rent once in a 12 month period and for a private residential tenancy must give a



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tenant at least 3 months’ notice. The applicable notice period for an assured or short assured tenancy will depend on the tenancy type.

If you receive notice of a rent increase that you think is above the 3% cap before 1 April 2024, you can contact Rent Service Scotland (<https://www.gov.scot/publications/about-rent-service-scotland/>) to check it for you. If the Rent Officer finds that the proposed rent increase is above the cap, they will set a rent increase of the allowed rate only. To apply to a rent officer you should use the form for a Private Residential Tenancy or **assured and short assured tenancies** <https://www.gov.scot/publications/rent-regulation-assured-tenancies-forms/>.

## Proposed changes to the rent adjudication process from 1 April 2024

From 1 April 2024 onwards, subject to parliamentary approval, the process for rent adjudication will temporarily be modified for one year. This temporary change will provide protection for tenants against excessively high rent increases, once the emergency rent cap comes to an end. It will also enable landlords to react to an increase in costs and reinvest in our private rented sector.

From 1 April, if a tenant is concerned about the level of a proposed rent increase, they can raise it with their landlord or agent and apply to a rent officer at **Rent Service Scotland** (<https://www.gov.scot/publications/about-rent-service-scotland/>), or to the **First-tier Tribunal** (<https://housingandpropertychamber.scot/>) if applicable, for a rent adjudication. In such cases, Rent Service Scotland or the First-tier Tribunal will set rent based on the lowest of the following three figures:

- the open market rate
- the rent requested by the landlord
- and a comparator based on the difference between the market rate and current rent

These changes temporarily modify the existing rent adjudication process for 12 months so that on making a decision on adjudication, the rent officer would use a rent taper formula which can be summarised as:

- if the gap between the market rent and the current rent is 6% or less, then the landlord can increase the rent by the proposed amount, as long as this is not more than the market level
- if the gap between the market rent and the current rent is more than 6%, the landlord can increase the rent by 6% plus an additional 0.33% for each percent that the gap between the current rent and market rent exceeds 6%, as per the formula set out in the Rent Adjudication (Temporary Modifications) (Scotland) Regulations 2024. However, the total rent increase cannot exceed 12% of the current rent
- both cases are also subject to the requirement that Rent Service Scotland and the First-tier Tribunal cannot set a higher rent than that requested by the landlord.

To help tenants and landlords understand what rent may be set at if a rent adjudication application is made based on the changes from 1 April, you can use our **illustrative rent increase calculator** (<https://rentcalculator.service.gov.scot/>).

## Examples of the taper approach to rent increases

Below are a selection of illustrative worked examples of the approach that would apply under the Rent Adjudication (Temporary Modifications) (Scotland) Regulations 2024. They present different hypothetical scenarios of rent increases under the proposed approach, illustrating how the taper approach would apply where the difference between current rent and open market rent is between 6% and 24%.

Each example considers what would happen were a tenant to refer a rent increase for adjudication.

### Example 1 - new rent 5% higher

- A landlord sets a new rent which is 5% higher than the current rent.
- The landlord believes the difference between current rent and the open market rent is 5%.
- Rent increases up to and including 6% are permitted, as long as the new rent does not exceed the open market value.
- If the tenant took the case to rent adjudication and the open market rent value was confirmed at this 5% level or above, then the rent increase of 5% would be approved.
- If the rent adjudication concludes the open market rent is lower than the rent proposed by the landlord, rent would be set at the open market level.

### Example 2 - new rent 8% higher

- A landlord sets a new rent which is 8% higher than the current rent.
- The landlord believes this 8% increase would bring the rent up to the open market value.
- Rent increases are subject to the taper approach if the proposed rent increase is above 6% of overall rent.
- If the gap between the current rent and open market rent is 8%, then the rent increase would be capped at an increase of 6.7% higher than existing rent.

### Example 3 - new rent 15% higher

- A landlord sets a new rent which would be 15% higher than the current rent.
- The landlord believes the open market value is 25% above the current rent. Rents cannot rise by more than 12%.
- If the gap between current rent and open market rent is more than 24%, rent increases are capped at 12% higher than existing rent.
- If the tenant took the case to rent adjudication and it was confirmed that the open market value was 24% or higher than the current rent, then the rent increase would be set at an increase of 12% higher than existing rent.

### Example 4 - new rent 15% higher

- A landlord sets a new rent which is 15% higher than the current rent.
- The landlord believes the open market value is 15% higher than the current rent. Rents cannot rise by more than 12%.
- If the gap between the current rent and the open market rent is 15%, then the rent taper formula is applied and the rent increase is capped at 9% higher than existing rent.
- If the tenant took the case to rent adjudication and it was confirmed that the open market rent was 15% higher than the current rent, then the allowable rent increase would be set at 9% higher than existing rent.

More information on these important changes can be found on the **Scottish Government website**: <https://www.gov.scot/publications/cost-of-living-rent-and-eviction/pages/changes-from-1-april-2024/>.

# Have you thought about becoming a Board Member?

It's a great way to volunteer in your community and help change it for the better.

Local housing associations provide affordable rented housing for a wide range of people who need it. They provide quick, efficient repairs and other services, and some are also involved in building new homes.

Community based housing associations often provide all kinds of other services to support local people – such as benefits and fuel advice, help with getting into employment, and places for people to hold meetings and community activities.

Housing association staff members are paid professionals, but associations are run by voluntary board members, and usually the majority live in the local area.



## Here are some of the benefits of serving on the Board...

### Benefits for you:

- Gain confidence, build a sense of achievement, improve your self esteem and have a new sense of purpose.
- Develop your understanding, skills and knowledge, add to your CV, and potentially open new career paths.
- Be involved in a stimulating and mutually supportive environment where your views are heard.
- Meet new people, develop friendships, and socialise with others with a shared commitment.
- Attend social & networking events, as well as training courses, to build up your skills.
- Open up opportunities to apply to serve on important national/regional bodies in the housing sector.
- Get personal satisfaction from giving something back to the local community whilst making a real difference.

- Become a part of one of the most important and effective movements for physical and social improvement that has happened in Scotland over the last 50 years.
- Broaden your horizons and have fun along the way!

### Benefits for the association and the wider community:

- You'll help to raise awareness of the Association's work both within the local community and beyond.
- The time and energy you commit to the Association will directly contribute to its work in improving the quality of life for tenants and the wider community.
- You can help to ensure good quality housing and services.
- As a voluntary board member you'll join hundreds of local people and other volunteers who play such a crucial role in taking forward the work of community controlled housing associations in Scotland.

## Why not become a Shareholder for only £1.00?

The Association is always keen to encourage more residents to become a shareholder and join us at our Annual General Meetings.

If you are interested, please contact the Corporate Services Team on **0141 440 0308** who will be happy to give you further information.



# Tenants' Forum and Steering Group

In 2023, the Association have co-hosted two Tenants' Forum meetings in the Riverside Hall. The feedback received from these Forum's is that they are a good way to work together, share information and raise issues.

Going forward, the Forum meetings will be held quarterly in 2024 and we will have a small steering group of tenants who will decide how they would like these meetings organised, who they would like to invite to speak and any topics they would like covered, with support provided by Govan HA staff as required.

Please come to the Tenants' Forum if you can. It is a great chance have your questions answered directly and for you to continue to influence our work and decision-making.

## Tenant and Resident Involvement Opportunities for 2024

We want to continue to hear from you and for you to be involved in our decision-making processes.

We have a range of opportunities, so that anyone who wants to get involved or give feedback can find a comfortable way to do this.

These opportunities are also social gatherings to meet others in our community, work together and find out what is happening. They are all in person unless stated otherwise. If you are interested in finding out more, please get in touch by emailing [community@govanha.org.uk](mailto:community@govanha.org.uk).

### **Govan Tenants Service Scrutiny Group (GTSSG):**

*1st Tuesday of the month at 6pm, Housing Office*

We would like more tenants to join our scrutiny group, which looks at organisational processes and procedures including what works well and what could be better. There is support for anyone who would like to join this group. The (GTSSG) chose the reactive repairs policy as their first piece of Scrutiny, to make sure our policies and processes are working effectively. The overall aim to improve services for everyone and to achieve good value for money. It is a chance to make a real difference to the way we work.

**Tenants' Steering Group:** *1st Thursday in June, September and December, 11am Housing Office.*

Quarterly meetings of tenants' steering group, to set the agenda for the Forum meetings, decide whom tenants would like to hear from and suggest topics of interest or concern. Tenants on the group co-host the Forum meeting alongside staff.

**Tenants Forum:** *2nd Thursday in June, September and December, Riverside Hall at 1pm.*

Quarterly meetings for tenants to come together, hear more about the work of the Association, ask questions and give feedback. There is a chance to chat at the end of the meeting over refreshments.

### **Community Walkabouts and litter picks:**

*last Wednesday of the month at 2.30pm*

Members of our customer services team will be out in Govan for anyone who wants to come along to say hello, or raise any issues. We will also use this time to litter pick and would welcome any volunteers who would like to help with this.

### **Individual Close Meeting: (Ad hoc)**

We are happy to arrange individual close meetings to discuss any local issues, practical and social. Just get in touch.

### **Community Fund Awards Panel:**

*April, June and October*

We are looking for volunteers to join our Community Fund Awards Panel, which meet 3 times a year to administer our Community Fund of up to £500 each for local projects.

## Get Involved

If you are interested in finding out more about any of these opportunities, please get in touch. We want to hear from you.

Phone **0141 406 6630**

Email [community@govanha.org.uk](mailto:community@govanha.org.uk)

# Tenant Participation and Scrutiny

## Govan Tenant Services Scrutiny Group (GTSSG)

**Huge thanks to our tenant services scrutiny group which was formed earlier this year and who have met every month to learn more about the importance of scrutiny and to begin scrutiny work on Govan Housing Association's reactive repairs policy.**

Scrutiny is a vital role within the organisation to ensure that customers remain at the heart of our work. A full report and recommendations from the group on the repairs policy will be available when they have completed this first piece of scrutiny work.

If you are interested in finding out more please get in touch. The group is made up of 13 tenants and there are still a couple of spaces available.

Scrutiny is not for everyone as it requires a regular commitment so we will ensure there are lots of other ways you can give your feedback and opinions in a way that suits you. In January, we will publish our Involvement Opportunities for 2024

and send this out to all our customers. We are always keen to hear from you and have you involved in our work.

### What is Scrutiny?

Scrutiny is about being able to ask landlords questions based on clear information and data, such as: why is a service delivered in a particular way; why are particular timescales in place; how much is this costing; can costs be reduced while still providing a good level of service; could we do this better or differently? The answers to these and similar questions should lead to recommendations that result in change and improvement.

The Housing sector's approach to tenant participation is underpinned by the Housing (Scotland) Act 2001, which created a legal requirement for landlords to actively develop and support tenant participation. Tenant scrutiny is, therefore, an important component of meeting the expectation to continuously improve landlord performance in relation to participation.

Tenant scrutiny involves adopting a tenant-centred approach to landlord activities, which delivers benefits to tenants, landlords and communities alike. It's an approach where a housing provider's frameworks for directing, accounting for, monitoring, assessing and reviewing its own direction and performance are based on the views and priorities of tenants. Done well, it can give tenants the power to work collaboratively with landlords on decisions about service delivery through a detailed understanding of performance, including performance data. Scrutiny is a natural progression from more traditional types of tenant participation. This tenant-focused approach sits alongside other parts of a housing organisation's governance, management, participation and quality frameworks. These might include the business planning cycle, internal audit, performance management and continuous improvement processes, options appraisals and oversight by the Governing Board, (management committee).

Tenant scrutiny can deliver better outcomes for both tenants and landlords covering a wide range of activities and ensuring better value for money. In terms of delivering outcomes, it can have a wide-ranging impact across the organisation, from ensuring effective governance and delivering services to supporting individual and community empowerment.



# CARBON MONOXIDE (CO) POISONING



**CAN'T BE SEEN**

**CAN'T BE SMELLED**

**CAN'T BE HEARD**

**CAN BE STOPPED**

# Gas Safety

**Govan Housing Association has a legal obligation to carry out an annual gas safety check in all properties it owns that contain gas pipe work or a gas appliance.**

This Annual Gas Safety Check is required by law and is for your own and your neighbours' safety. In advance of the service you should receive a letter from our contractor Gas Sure notifying you of the date and time of the appointment. If the appointment is not suitable please contact Gas Sure (**01294 468113**) or Govan Housing Association (**0141 440 0308**) and we will be happy to arrange an appointment that is suitable.

We will take reasonable steps to gain access, and if this is not granted Govan Housing Association will exercise the right to force entry. We take a firm approach to gaining access due to the potential Health & Safety risk to the property and more importantly to people. **If we require to force entry to your property, you will be liable for all costs associated with this.** This is outlined in our recharge policy.

If you have a gas supply but no gas meter in your property, access is still required. If an appointment is not kept by the contractor, please let us know as soon as possible. If this is due to debt on your meter that you cannot clear, please contact our Money Advise Service on 0141 440 0308.

Please do not ignore appointment letters when your Gas Safety Check is due, it is important that you contact us to arrange access at your earliest convenience. It doesn't take long and it could save lives.

If you do not have a working Carbon Monoxide Detector in place, please contact the Property Services Team on **0141 440 0308** and we can arrange the fitting of this free of charge to you. Please also contact us if you do not have a working mains smoke alarm and we can arrange this to be fitted free of charge to you.



## Reporting a Repair

**When you reported a repair to us we categorised your repair based on the nature of the repair.**

When reporting a repair, please give us as much information as you possible can to allow us to categorise your repair correctly.

We will also ask you to confirm the following information:

- Your name
- Your address (including flat position if applicable)
- Your telephone number
- Details of the repair
- When you will be available for the repair to be carried out

We will try to accommodate a morning or afternoon appointment, where possible however this is not always possible, Emergencies can and do arise which will take precedence over standard repairs, and we ask for your understanding in this matter.

### Report as Repair Online

Please remember that in addition to reporting a repair via the telephone or in person, you can report a non-emergency repair online at:

<https://www.govanha.org.uk/home-team/services/report-a-repair/>

## Access for Repairs

**We would all like to have the reassurance that someone will attend to carry out repairs when something goes wrong in your home.**

Many of us get frustrated that someone cannot attend until the next day or a few days, dependant on the repair. Despite this, every week money and time is wasted on sending gas engineers, plumbers, joiners, plasterers, maintenance officers to appointments which have no access to the property, this is a wasted appointment which could be avoided by contacting the Association either in person, on the phone or by email to rearrange. This would mean more repairs could be carried out sooner.

Help the Association and Home Team cut down on the cost and burden of missed appointments, by arranging suitable appointments for you, such as asking us to avoid school times, AM between 8am-12.30pm or PM access between 1.30pm -4:30pm.

Phone: **0141 440 0308** • Email: [maintenance@govanha.org.uk](mailto:maintenance@govanha.org.uk)



# Smoke Alarm Safety

## Testing your smoke alarm

Smoke alarms are an easy and affordable way to protect yourself and your family from fire but it's important to test the alarms regularly to make sure they're working properly.

All you need to do is locate the button labelled 'test' on your detector. Push it in and hold. If the smoke detector is working, the alarm will sound, along with any other smoke detectors in your property that are linked to it.

## Smoke Alarm Maintenance

### Do

Clean dust away from the smoke detector, with a vacuum cleaner or clean cloth, each time you test it. They get clogged up with dust and dirt over time.

### Don't

Use cleaning sprays on or around your smoke detector. They could stop it working properly.

If you have an issues with your smoke alarms please contact our Property Service Department on **0141 440 0308 (Option 1)** or via our website, <https://www.govanha.org.uk/home-team/services/report-a-repair>

## Specialised Smoke Alarms

Audio interlinked smoke alarms are installed in all our properties however there are specialised alarms available for customers with disabilities or other medical needs, like mains-powered smoke alarms with back-up batteries, and even vibrating pads and flashing lights that warn people who cannot hear well.

If you feel that an audio smoke alarm does not fit your needs, please contact us to discuss alternative smoke alarms.



# Fire Safety

## Internal fire safety

**Smoke Alarms:** Although Govan Housing Association ensure that flats are equipped with the correct fire safety equipment such as smoke alarms, residents should test their smoke alarms monthly. Testing monthly ensures that they are in working condition and is the best early detection for fire within your home.

### Kitchen

Never leave cooking equipment turned on unattended, especially when using stove tops or open flames. Keep an eye on your cooker/air fryer when it is on. Always ensure you clear combustibles away from heat sources.



### Electrical safety

Avoid overloading electrical outlets, inspect cords and plugs regularly to check for damage. If you need to use an extension cord, make sure it is surge protected. Keep electrical appliances away from water sources and turn off when not in use.

### Candles



Make sure you always extinguish all candles before you go to bed or leave the room. Burning candles in bedroom unattended is one of the highest sources of house fires. Ensure that candles are kept out of reach of children, and they cannot be knocked over by children or pets. Make sure you keep lit candles on a heat proof surface or holder. Tea lights can become hot enough to melt plastic and or set fire to decorations. Make sure you place candles smartly, away from other objects and combustible items.

### Common Stairwell safety

#### Keeping the stairwell clear and unobstructed:

We want to ensure that stairwells are clean, secure and safe environments. As part of this we would like to remind residents and owners that the stairwell is not an extension of you home and should not be treated as such.

It is important that residents keep the communal area free of items such as furniture, bicycles or personal belongings.

#### A stairwell obstructed by items stored in the close may:

Prevent safe exit from stairwell in case of emergency.

Become the source of the fire, especially items such as prams or other combustible items. Hinder the work of firefighters in your property.

#### Lighting:

Ensure that stairwells have adequate lighting. Proper lighting is crucial for quick evacuation during an emergency.

\*This is to provide general fire safety related tips. For specific guidance and regulations please visit [www.firescotland.gov.uk](http://www.firescotland.gov.uk)

## The common stair is your only means of escape in the event of a fire.



Have you ever thought what you would do if fire were to break out in your stair? It may not necessarily be in your flat! A fire started in a common stair could kill you and your family. Even a small bag of rubbish can create enough smoke to fill a whole stair. Items left in a common stair are often deliberately set on fire.

### Keep it clear

- Get rubbish, old furniture, etc out of the building
- Make sure storage areas are kept locked
- For advice on uplifting items contact your local Council

### If fire does start

- Keep doors closed to prevent smoke filling your house
- Dial 999 and ask for the Fire and Rescue Service, giving as much information as you can

For free home fire safety advice  
**CALL 0800 0731 999**

or visit our website at [www.firescotland.gov.uk](http://www.firescotland.gov.uk)



# Pest Control

We appreciate having to deal with any kind of pests within your home can be stressful. This article will highlight what actions you should follow if a pest control issue should occur in your home. Common pests found within homes are:

- Rodents (rats and mice)
- Bees and Wasps
- Cockroaches
- Bedbugs

To discourage pests follow these simple actions:

- Keep all kitchen and food preparation areas clear and store foodstuffs in sealed containers
- Make sure any waste bins are securely covered and are emptied frequently
- Make sure any gaps between appliances such as cookers, are cleaned regularly
- Report water leaks promptly to deny water sources

- If you purchase any second-hand items of clothing or furniture, inspect these carefully before bringing them home

- If you move home or return from holiday, always check your belongings carefully to make sure you are not bringing any unwanted visitors with you

- If a pest control issue occurs report it immediately

## Mice and Rats

If you find evidence of rodents in your home, you should contact Glasgow City Council's Environmental Health. GCC will investigate and treat issues with mice or rats when the pests occur indoors at domestic properties – this service is provided free of charge. You can use the online reporting form here:

[www.glasgow.gov.uk/pestcontrol](http://www.glasgow.gov.uk/pestcontrol), or call **0141 287 1059**.

After the pest control treatment has been carried out we will carry out proofing works. Our contractor will fill and block any holes in the fabric of the building, both internal and external to prevent further access.

## Wasps

If you are experiencing problems with wasps please report it via telephone or the report a repair online form. We will instruct our pest control contractor to attend, please do not disturb the nest as this may provoke a swarm.

## Cockroaches

Cockroaches like warm, humid conditions where they have a source of food and water. They are nocturnal and are found mostly in kitchens. Good kitchen hygiene is essential. If you have a cockroach infestation please report it to us via telephone **0141 440 0308** or via online on our report a repair form.

## Bed bugs

Bed bugs can be difficult to identify, often the first sign of bed bugs are bites that appear on the body after you wake up. You may also notice small dark spots on the bedding and bed. It is very easy to bring bed bugs into your property as they often hide on luggage, personal items, and second hand furniture and even on your body. The best way to tackle bed bugs is to wash and dry bedding at the highest temperature possible and eliminate clutter from your home.

If you have an infestation of bed bugs please report it to us via telephone **0141 440 0308** or via online on our report a repair form.

## Electrical Installation Condition Report (EICR)

You may have been contacted recently by one of our electrical contractors with regards to Electrical Installation Condition Report (or EICR) in your home.

An EICR is an inspection and testing of electrical installations within your home to ensure that it's in a satisfactory condition and safe for continued use. We are required to carry this out every 5 years, to make sure that it is safe and up to the current standards. This test forms part of the Scottish Housing Quality Standard (SHQS), so it's really important that we can get access to your home to carry this out.

Govan Home Team or one of our electrical sub-contractors (Wright Kerr, BR Electrical or City Gate) may contact you for access by letter or telephone. It is essential that you give access for the inspection and you do not ignore. Failure to grant access is a breach of your tenancy

agreement and we can exercise the right to force access.

If your appointment is not suitable please contact the number on the letter to make alternative arrangements. During the EICR we require clear access to your electrical cupboard and a percentage of the electrical sockets. The EICR should take approximately 2 hours to complete.

If we find any minor faults, our electrician will repair these at the time of the EICR. If we find more complex repairs such as replacing your consumer unit, we will arrange this as follow-on work at a date and time to suit you.

We appreciate your cooperation in allowing us to carry out this safety check and if you have any queries or concerns please do not hesitate to get in touch with our Property Services Department on **0141 440 0308 ( Option 1 )**.

## Emergency Call Outs!

If you have an emergency (not Gas Central Heating) while our offices are closed, please call **City Building on 0800 595 595**.

For any **Gas Central Heating Emergencies** or Repairs please contact **James Frew Ltd on 01294 468113**.

For any Lift Emergencies please call SGN on **0800 912 1700**.





# Mould and Dampness

Condensation is a common issue in homes and can lead to problems such as dampness and mould growth. It occurs when warm, moist air comes into contact with a colder surface, causing the moisture in the air to condense into water droplets. Here are some tips to help prevent condensation in your home:

- 1 Wipe down windows and sills:** In the morning, wipe down any windows and sills to remove any accumulated moisture. Use a cloth, and wring it out rather than allowing it to dry on a radiator.
- 2 Keep rooms on a low heat setting:** Maintaining a consistent, low-level heat in your home can help keep surfaces warmer and reduce the likelihood of condensation.
- 3 Cover pans when cooking:** When cooking, use lids on pots and pans to trap steam and moisture. This will help prevent excess moisture from entering the air.
- 4 Ventilation:** Ensure good ventilation in your home. Use extractor fans in the kitchen and bathroom when cooking or showering. If possible, open windows to allow fresh air to circulate.
- 5 Vent tumble dryers outside:** When using a tumble dryer, make sure it vents outside your home. Avoid using it indoors, as it releases a significant amount of moisture.
- 6 Don't dry clothes on radiators:** Drying clothes on radiators can release moisture into the air. Use a designated drying rack or hang clothes outside if possible.
- 7 Leave space between furniture and walls:** Leave a gap between the back of furniture and the wall to allow air to circulate. This can prevent moisture from becoming trapped in corners.
- 8 Keep vents on windows open:** If your windows have permanent ventilation features, keep them open to allow for airflow.
- 9 Address mould promptly:** If you notice mould growth, please contact our Property Services Department on **0141 440 0308**.

## How to avoid blocked toilets and sinks in your home

Flushing certain household products, instead of disposing of them in the bin, can cause blockages in drainpipes, contaminate the water system, and even cause damage to our environment.

The pipes are only four inches in diameter at their widest, which means even small, seemingly harmless items can cause major plumbing problems. This can lead to clogged pipes and an overflowing toilet, which can cause costly damage to your home.



To prevent a plumbing emergency, we have provided a list of everyday items that should not be flushed down the toilet:

- ✗ Flushable wipes – despite the packaging these are not flushable.
- ✗ Paper towels, tissues and kitchen roll
- ✗ Too much toilet paper
- ✗ Hair
- ✗ Cotton balls, cotton buds and swabs
- ✗ Feminine hygiene products
- ✗ Dental floss
- ✗ Bandages

- ✗ Cigarette Butts
- ✗ Cat Litter
- ✗ Food Waste
- ✗ Nappies

To preserve your drains and to avoid plumbing issues we also suggest not pouring the following down your sink:

- ✗ Leftover Food
- ✗ Milk Products, yoghurt, kefir etc
- ✗ Sauces/Gravy
- ✗ Oil/Lard
- ✗ Peelings

# Asbestos Surveys

When carrying out repairs in your homes Govan Housing Association has a duty of care not only to our tenant/owners but also to our contractors. In order to carry out certain repairs and planned works we may require access to your property carry out an asbestos survey.

A request for a survey does not mean that the property contains asbestos, however, it is important that we are able to identify the presence of asbestos in our properties to ensure a safe living and working environment. If this is the case you may be contacted by our asbestos contractor, Enviraz.

If Enviraz do contact you, please arrange a suitable appointment with them to complete the asbestos survey. If you have any questions with regards to works to your home, please contact the office on **0141 440 0308**.

## Your Right to Repair

The Housing (Scotland) Act 2001 gives you, as a tenant, the right to have small urgent repairs carried out by your landlord within a given timescale.

The Right to Repairs scheme covers certain repairs up to the value of £350.

If we do not carry out the repair within the time limit set, you may be entitled to compensation. If you fail to give access or miss your appointment we will cancel your Right to Repair.

When you first report your repair our Repairs and Maintenance team will:

- Tell you if your repair is covered by the Right to Repair Scheme
- Explain your rights under the Right to Repair Scheme
- Tell you the date by which the repair should be completed

In some cases, we might need to inspect the repair to find out if it is a qualifying repair or not.

There may be exceptional circumstances beyond our control which make it impossible to complete the repair within the time allowed. In these circumstances, we will notify you of a time extension for the repair to be completed.

The time limits depend on the type of repair you have reported and are set by law, not Govan Housing Group.

If we do not start the repair within the time limit set you can ask an alternative contractor from our list to carry out the repair. In this circumstance we will pay the alternative contractor for your repair, the contractor will continue to invoice Govan Housing Group directly.

Our Repairs and Maintenance Team will be able to provide you with the names and contact details of alternative contractors. You cannot use a contractor who is not on our list.

### Repairs Covered by the Right to Repair Scheme Maximum Time Scale

#### 1 Working Day:

- Blocked flue to open fire or boiler
- Blocked or leaking foul drains, soil stacks or toilets where there is no other toilet in the house
- Blocked sink, bath or drain
- Loss of electric power
- Loss of water supply
- Insecure external window, door or lock
- Unsafe access path or step
- Significant leaks or flooding from water or heating pipes, tanks or cisterns
- Loss or partial loss of gas supply
- Loss or partial loss of space or water heating where there is no alternative heating available
- Toilet not flushing where there is no other toilet in the house
- Unsafe power or lighting socket or electrical fitting

#### 3 Working Days:

- Partial loss of electric power
- Partial loss of water supply
- Loose or detached banister or hand rail
- Unsafe timber flooring or stair treads

#### 7 Working Days:

- Mechanical exterior fan in internal kitchen or bathroom not working

### Compensation

If the repair is not completed in the time allowed, we will pay you £15 compensation for the inconvenience. In addition to this, you will also be entitled to a further £3 for each working day up to the day the repair is completed – up to a maximum payment of £100.

Compensation will automatically be paid under Right to Repair if a qualifying repair has not been completed in time.

If you want to know more about your rights please contact us on **0141 440 0308** or [maintenance@govanha.org.uk](mailto:maintenance@govanha.org.uk)

# Estate management

*Looking after our community*

We have recently had an increase in residents calling us to report fly tipping, litter on the streets, pavement damage and dog fouling.

Where the issue exists within a public space – such as the street outside your property or a main road – you should report this to Glasgow City Council.

The easiest way to do this is using the 'MyGlasgow' app which is available on Apple and Android smartphones. You can download the app from your app store.

You can use the MyGlasgow app for a whole range of services, from requesting a bulky waste collection to reporting fly tipping or graffiti. The "More Services" section also has handy links to useful information. Whether it's school holidays, paying your council tax or a quick link to our twitter announcements, all the things you need are only a tap away.

If you do not have a smart phone, we will be happy to assist you to report any issues in your area. We can also assist if you are unsure of how to download or use the app.

Dog owners are asked to co-operate with the Association on this matter by ensuring that dogs are exercised away from their properties any mess left by their dog is removed, bagged

and disposed of in a suitable bin. The Association will continue to work with the Council team responsible for monitoring this, and as in the past, they will

issue fixed penalty notices to anyone caught allowing their dogs to foul any public areas such as footpaths, pavements, backcourts, and open green space without cleaning it up. Bag It and Bin It – It's as simple as that! The Dog Fouling (Scotland) Act 2003 makes it an offence for dog owners not to clean up their dog's mess immediately from a public place and dispose of it properly. If you witness this type of behaviour then you can contact Glasgow City Council on **0300 343 7027** or again using the **MYGLASGOW** App.



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## Who's living in your home?

**Assignment/Succession**  
Please remember to let us know who is living with you in your home.

Should you fail to declare anyone living with you in your tenancy, this can affect assignment and succession applications if the worst were to happen to you. Applications will only be considered if the people applying have been living with you in your tenancy for a minimum of twelve months. Any applications received where proof of residency can't be confirmed will result in refusal.

## Be prepared for the unexpected – get insured

**What would you do if your home was flooded and your household possessions were damaged? Would you be able to have them repaired or replaced?**

It is important that tenants have adequate contents insurance in place for such an eventuality. Your household contents are your responsibility and not the responsibility of the housing association.

Contents insurance is designed to help protect possessions. No matter how careful you might be, there's always a risk that belongings could be broken, damaged or stolen, so home contents insurance can help provide peace of mind should the worst happen.

Additionally home contents insurance can be claimed in the event your possessions are damaged in a fire or flood. Some insurers will assist with recharge repair costs such as changing locks when keys are lost.

There are lots of Insurance companies you can choose from... you have probably seen adverts on the television, in newspapers or online – there are insurance companies who provide contents insurance

specifically for social housing tenants with affordable rates.

If you would like further information on Home Contents insurance please contact our Customer Services Team.



# Applying for Housing with us

The process we have at Govan Housing Association is set up to enable every applicant to feel confident, secure and supported when completing an application for rehousing.

The process for returning an application is as follows:

## 1 Requesting an application form:

You can request an application form from ourselves in the following ways:

- Collection from reception in our office
- Requesting an application form to be sent out via email
- Requesting an application form to be sent out via post
- Downloading a pdf version from our website [www.govanha.org.uk](http://www.govanha.org.uk)

## 2 Completion of application form:

Once complete, application forms can be handed into our office alongside required supporting documents to be copied. They can also be sent into us via post or email: [csa@govanha.org.uk](mailto:csa@govanha.org.uk)

Applications will be returned to the applicant if they are sent in without all relevant supporting documents so please ensure all necessary documents are submitted with the application form.

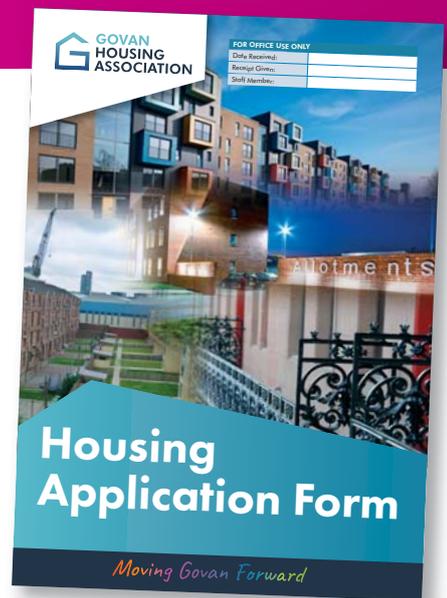
## 3 Invitation to complete housing application interview:

When receiving a completed application, we will carry out a face to face or telephone interview. This is a brief chat to discuss your application (additional information, street choices etc) as well as providing information on how our pointing system works.

## 4 Application processing timescales:

Your application will take five working days to be uploaded and a further five working days to be verified and processed onto our waiting list. When it is live we will post out a letter to the address given on the application, confirming its status and the points total you have received along with additional information regarding rehousing.

Unfortunately we cannot provide a timeframe for receiving an offer of housing as this is dependent on numerous factors.



## Are your contact details up to date?

**Do you regularly change your phone number or email address? If so, do you know how important it is to always keep us up to date with any changes?**

Having your correct contact information means that we can always keep you up to date with local news, activities and also any support that is available.

We now send regular surveys to all tenants via text as we value your opinions. You won't have the chance to have your say if we don't have a current mobile telephone number for you.

It also allows us to contact you to make appointments for repairs or planned maintenance. For example, we need your details to contact you for your annual gas safety inspection and if we have the correct contact details for you then this can prevent us forcing access to your property following no contact.

Very often we have extra assistance available such as food or energy vouchers and we usually notify tenants of this by text.

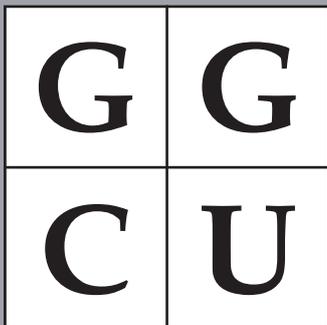
As well as this, if you have a live housing application with ourselves then you could potentially miss out on an offer of housing if we cannot contact you.

Whenever you contact us, please remember to update us with your contact preferences eg. telephone or email, and make sure your details are up to date.

You can update your details by doing any of the following:

- Telephone – call the office on **0141 440 0308** and press option 3 and the reception staff can take your new details. Please note that you will need to answer some security questions to verify your identity.
- Email – [general@govanha.org.uk](mailto:general@govanha.org.uk)
- Website – [www.govanha.org.uk](http://www.govanha.org.uk)





# Govan Credit Union

**FOR MEMBERS - NOT FOR PROFIT**

**Open to anyone who lives or works in the "G" postcode area.**

**Contact one of our branches or visit our website**

**[www.ggcu.co.uk](http://www.ggcu.co.uk)**

**15 Burleigh Street  
G51 3LA**

**0141 440 2770**

- Flexible Savings
- Fair & Equitable Loans
- Foreign Currency
- Juvenile Accounts
- Online Banking
- Fully Protected
- Savings & Loan Insurance



# Discretionary Housing Payment from Glasgow City Council

**If you are in receipt of Housing Benefit or Universal Credit housing costs but are still having difficulty meeting your rent payments, you may be able to get extra help from the Discretionary Housing Payment (DHP) Fund.**

Additionally, if you are under-occupying in your current property (i.e. you have a 'spare' bedroom[s]) or have a bedroom for access to a child you do not have full custody of, your Housing Benefit/Universal Credit housing costs will be reduced. In these cases you should apply for a DHP to make up the shortfall.

Priority is given to applications:

- Where separated parents have a formal arrangement for shared care of a child, or children, and an additional bedroom is a requirement of the agreement.
- To help with ongoing rental costs for a disabled person in significantly adapted accommodation.
- To help with short term rental costs while the claimant seeks employment or secures alternative accommodation.
- To help with short-term rental costs where the claimant is at risk of losing their tenancy resulting from an unexpected financial crisis.

If you would like to apply for the above fund please contact our office and ask to speak to your Customer Service Officer. You can also do this yourself online via the Glasgow City Council website.



# Rent: Importance of Paying Rent

We understand that Summer can be an expensive time for most of us, with activities for kids over the summer period, purchasing new school uniforms and school equipment, however making sure that your rent is paid should always be your top priority.

Putting a plan in place to prevent rental arrears will help to ease some of the financial stress associated with the Summer period.

## 3 easy money tips to help you relax this Summer

- 1. Get Ahead.** Where possible, try to pay an additional week's rent early so you're not caught out as Summer draws closer. If you've paid an extra week of rent in advance, it removes the burden of extra financial pressure.
- 2. Pay extra.** Could paying an additional week's rent in advance be a struggle? Continue paying your rent as normal, but consider adding a little extra each week. That way, you'll be up to date, or even a little ahead.
- 3. Communication is key.** It's important to stay in touch with us if you feel you might be under some financial pressure. If you are in rent arrears or have any concerns with rent payments it is important that you engage with your Customer Services Officer to agree a payment plan. They can also refer you to our Money Advice team if you need any help with budgeting, benefits and maximising your income.

## Ways to pay your Rent

### Post Office:

Post Office/Pay point/ Payzone/ E-Pay Outlet – using your Allpay card. Your nearest outlet can be found on <http://allpay.net/outlet>



### Telephone:

24/7 Telephone – Allpay on **0844 557 8315**. It has secure and authorised payment processing and you can make payments by telephone 24 hours a day, 7 days a week. You must have your Allpay card number.



### Internet:

Online at [www.allpayments.net](http://www.allpayments.net) using your debit or credit card. You can also download the Allpay app and make payments with your apple or android phone. You must have your Allpay card number.



### In Person:

You can make cash and debit card payments at our office from 8.30am-5pm every day, except Wednesday afternoon – we close at 12.30pm due to staff training.



### Direct Debit:

Easy to set up – you don't even need to fill out a form!  
Your payments can be weekly, fortnightly, four-weekly or monthly.  
You can call us on **0141 440 0308** with your bank details to hand and we will set this up.



# Tenant Visit Pilot

Some of our tenants will have recently had a visit from their Customer Service Officer or Customer Service Advisor in a pilot programme of visits to our longest standing tenants.

We carried these out to make sure we have up to date information on your tenancy, that your housing is still suitable for your needs and to make you aware of the full range of services we provide.

We have had a lot of changes within the organisation over recent years so it was also a great opportunity for tenants to get to know who their Customer Service Officers/Advisors are and let us know if we can offer any further support.

We have now completed the pilot and are working on ways to improve the process and ensure we have the right systems in place to roll this out on a wider scale. We expect visits to start up again later in the year so look out for contact from us to arrange yours!





# Freshen up your space this Summer!

We have seen some signs that the sunshine is on it's way and we are now heading in to the summer months. It is the time of year when our landscaping and estates contract resumes and tenants can also consider the better weather as an opportunity to get the inside and the outside of their homes looking cleaner and tidier.

As a tenant it is important to keep your home as clean and tidy as possible and with the weather getting warmer, opening your windows to let the fresh air in also helps to ventilate your home.

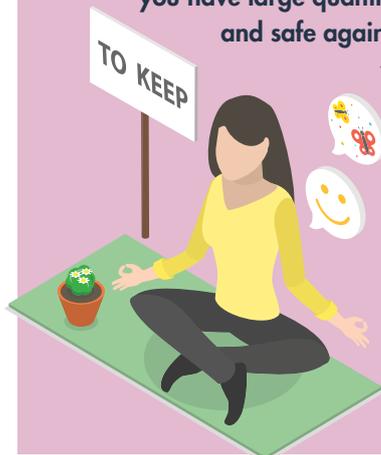
Those with a shared close and garden should take a turn with the other tenants sharing the common parts (such as back courts) in keeping them clean and tidy. As per your tenancy agreement any tenants with their own garden should take care to keep it from becoming overgrown, untidy, or causing a nuisance to your neighbours.



Cutting the grass, trimming hedges and weeding are some of the responsibilities that come with having a garden.

## Are you struggling keeping on top of the housework? We're here to help!

Your Customer Service Officer can offer advice and support if you have been unable to manage keeping on top of keeping your property clean, tidy and free from clutter. We can make referrals to support agencies, assist if you have large quantities of items to be donated and work with you to make your home comfortable and safe again.



We recently engaged with two customers to improve the condition of their property and although they had faced challenging circumstances, they were very happy at the outcome:

Please don't hesitate contact our office on **0141 440 0308** if this is something you'd like us to help with.

*"I'm looking at this positively and now I can move forward"*

*"I feel really proud of myself and I can now start living in my home again."*



Local housing organisations have been working together along with community partners Police Scotland, Glasgow City Council, Govan Youth Information Project, Aberlour and Glasgow Life to try to tackle the recent increase in antisocial behaviour in the Govan area.

We are dedicated to working together to take action and improve our local community but we require the support of local residents to achieve this.

If you witness antisocial behaviour or have any concerns, there are a number of ways in which you can report this. Reporting is our number one tool for achieving results as we can look to identify perpetrators and work alongside each other to take appropriate action. Please see below for useful numbers for reporting antisocial or criminal behaviour.



To report a crime to Police Scotland which is not an emergency call **101**. You can decline to provide your name and address if you wish to remain anonymous.

There is also an online reporting form - <https://www.scotland.police.uk/secureforms/contact/> - put full details of the incident and ensure you put 'FAO Community Police Officer' in the notes.

There is a separate form for domestic abuse, hate crime, stalking and harassment - <https://www.scotland.police.uk/secureforms/c3/>

Continue to call **999** for emergencies.

An entirely confidential method of reporting is to Crimestoppers on **0800 555 111** or on their online form – [www.crimestoppers-uk.org](http://www.crimestoppers-uk.org)

You may also be aware there are CCTV cameras located in various locations around Govan. If you would like them focussed on a particular area due to a concern for safety or fears that a crime may be committed you can call **0141 287 9999** to request this.

You should contact your Housing Association to report any incidents of antisocial behaviour and/or to make them aware of any reports you've made to other agencies:

**Govan Housing Association:** 0141 440 0308 • [general@govanha.org.uk](mailto:general@govanha.org.uk)

**Elderpark Housing Association:** 0141 440 2244 • [admin@elderpark.org](mailto:admin@elderpark.org)

**Linthouse Housing Association:** 0141 445 4418 • [enquiries@linthouseha.com](mailto:enquiries@linthouseha.com)

**Wheatley Homes:** 0800 479 7979 • [talk@wheatleyhomes-glasgow.com](mailto:talk@wheatleyhomes-glasgow.com)

**Southside Housing Association:** 0141 422 1112 • [csd@southside-ha.co.uk](mailto:csd@southside-ha.co.uk)

**Home Group Housing Association:**  
0345 141 4663 • [contactus@homegroup.org.uk](mailto:contactus@homegroup.org.uk)

If you are a private owner, you can report to Glasgow City Council's Antisocial behaviour team by calling 0800 0273 901 or completing the online form on their website: <https://www.glasgow.gov.uk/reportasb>

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

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

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

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

To report noise from commercial properties from 5pm-3am you can contact Glasgow City Council by calling 0141 287 1060 or reporting online – <https://www.glasgow.gov.uk/reportnoise>

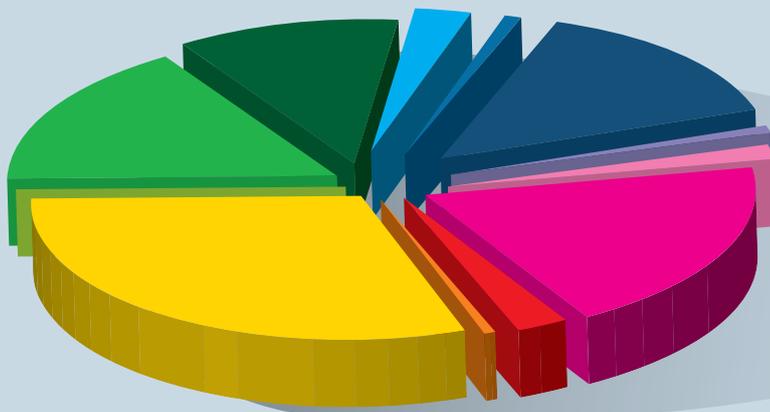
# Money Advice Service Performance 2023/24

The Money Advice Service has consistently delivered excellent outcomes for our customers including assistance with income maximisation, rent arrears, furniture and white goods, Council Tax and debt advice.



In 2023/24, the service reported financial gains to customers of almost £1.2 million. This includes gains of over £214,000 for various disability benefits and over £100,000 in grant applications including for furniture and white goods.

Assistance from the Money Advice Service is free, impartial and confidential. Please contact us by emailing [money.advice@waterrow.co.uk](mailto:money.advice@waterrow.co.uk)



## Money Advice Service Welfare Benefit Cases

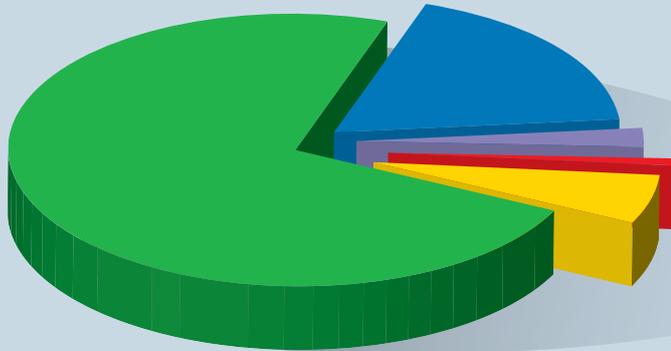
The Money Advice Service secured financial gains for our customers in relation to welfare benefits totalling **£698,390.32** from 1st April 2023 to 31st March 2024.

|                               |                        |                           |                        |
|-------------------------------|------------------------|---------------------------|------------------------|
| ■ Carers Allowance:           | £6,855.67, 2 cases     | ■ Child Benefit:          | £3,728.40, 2 cases     |
| ■ Council Tax:                | £101,057.36, 120 cases | ■ Disability Benefits:    | £214,078.98, 32 cases  |
| ■ Energy:                     | £5,355.31, 23 cases    | ■ Food Provision:         | £167.70, 30 cases      |
| ■ Furniture Initiatives:      | £11,467.93, 89 cases   | ■ Grant Applications:     | £109,694.14, 102 cases |
| ■ Housing Benefit:            | £135,185.36, 51 cases  | ■ Pension Credit:         | £75,975.07, 14 cases   |
| ■ Sickness Benefits/Payments: | £16,624.40, 3 cases    | ■ Scottish Child Payment: | £18,200.00, 7 cases    |



## Money Advice Service Debt Cases

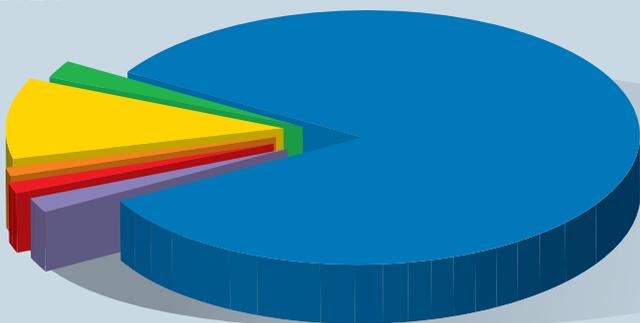
The Money Advice Service financial gains for our customers in relation to debt totalling **£10,995.37** from 1st April 2023 to 31st March 2024.



|                         |                    |
|-------------------------|--------------------|
| ■ Council Tax Debt:     | £1,894.90, 6 cases |
| ■ Rent Arrears:         | £240.00, 1 case    |
| ■ Consumer Credit:      | £83.94, 1 case     |
| ■ HMRC Debt:            | £600.00, 1 case    |
| ■ Benefit Overpayments: | £7,590.53, 2 cases |

## Money Advice Service Universal Credit Cases

The Money Advice Service secured financial gains for our customers in relation to Universal Credit totalling **£463,484.92** from 1st April 2023 to 31st March 2024.



|   |                       |
|---|-----------------------|
| ■ Housing:                                      | £385,550.86, 92 cases |
| ■ Limited Capability for Work Related Activity: | £8,932.08, 2 cases    |
| ■ Child:  | £7,014.96, 2 cases    |
| ■ Carer:  | £4,460.64, 2 cases    |
| ■ Standard Allowance:                           | £48,164.88, 12 cases  |
| ■ Limited Capability for Work                   | £9,361.44, 2 cases    |



## Benefits & Money Advice

Water Row Company's Money Advice Service is on hand to assist our tenants with all money and benefit related enquiries.

### Our service can assist you with...

- ▶ Benefit Checks
- ▶ Income Maximisation
- ▶ Assistance with claiming and managing all benefits such as Universal Credit, Housing Benefit & Personal Independence Payment
- ▶ Applications to the Scottish Welfare Fund and other charitable grants
- ▶ Appeals including first-tier tribunal representation
- ▶ Council Tax & rent arrears
- ▶ Debt advice including debt relief options such as bankruptcy
- ▶ Budgeting advice

Our advice is free, confidential and independent – call us now to make an appointment with one of our advisors.

*I've lost my job, what can I do?*

*My cooker has broken and I can't afford a new one.*

*My hours have reduced at work and I'm struggling to pay my rent.*

*I have a health condition and am unable to look for work.*



Please call our Money Advice Service on **0141 440 0308** or email them at **moneyadvice@waterrow.co.uk**

# Carer's Allowance to Carer Support Payment in Scotland

A new benefit called Carer Support Payment is replacing Carer's Allowance in Scotland. This is happening as part of Scottish devolution.

Your benefit will move from the Department for Work and Pensions (DWP) to Social Security Scotland if you:

- get Carer's Allowance
- live in Scotland

## You do not need to apply for Carer Support Payment

If you get Carer's Allowance, you do not need to apply for Carer Support Payment. DWP and Social Security Scotland will move your benefit for you.

## The amount you get will stay the same

You'll be paid the same amount of Carer Support Payment as you get from Carer's Allowance.

If you get Carer's Allowance Supplement, you'll still get payments twice a year.

## When your benefit will move

Some people's benefits have already moved to Social Security Scotland. The process started in February 2024. It'll take until spring 2025 to move everyone's benefits across.

# New Disability Payment Increases for 2024/25



### Attendance Allowance

|             | Rates 2023/24 | Rates 2024/25 |
|-------------|---------------|---------------|
| Higher rate | 101.75        | 108.55        |
| Lower rate  | 68.10         | 72.65         |

### Disability Living Allowance/Adult Disability Payment/Child Disability Payment

| Care component     | Rates 2023/24 | Rates 2024/25 |
|--------------------|---------------|---------------|
| Highest            | 101.75        | 108.55        |
| Middle             | 68.10         | 72.65         |
| Lowest             | 26.90         | 28.70         |
| Mobility component | Rates 2023/24 | Rates 2024/25 |
| Higher             | 71.00         | 75.75         |
| Lower              | 26.90         | 28.70         |

### Personal Independence Payment

| Daily living component | Rates 2023/24 | Rates 2024/25 |
|------------------------|---------------|---------------|
| Enhanced               | 101.75        | 108.55        |
| Standard               | 68.10         | 72.65         |
| Mobility component     | Rates 2023/24 | Rates 2024/25 |
| Enhanced               | 71.00         | 75.75         |
| Standard               | 26.90         | 28.70         |

# Factoring Transfer to the Water Row Company



**We are delighted to confirm that the transfer of Govan Housing Association's Factoring service to the Water Row Company (Property Factor no PF001060) is complete with effect from 1 April 2024.**

Please note that as a factoring customer, you are not required to take any action. The transition of Govan Housing Association's Factoring service to the Water Row Company was carried out in collaboration between the two entities, ensuring a seamless transfer of information and services. It's worth mentioning that existing Govan Housing Association factoring staff have also transitioned to the Water Row Company, preserving existing contacts.

All floats, credit balances, debts, debit balances on individual accounts, and sinking funds held for specific developments have been transferred accordingly. Additionally, ongoing complaints and enquiries will now be handled by the Water Row Company.

Letters and emails were issued to all homeowners on 25 April regarding this transition. You can access the Water Row Company Factoring Written Statement of Services online. If you require the link to this page, please contact our office, and we will be pleased to provide it to you via email. Printed copies of this document are also available upon request.

**As a polite reminder to all Factoring customers, our offices are now based at 246 Edmiston Drive, Glasgow, G51 2YU. Please note that Factoring staff are no longer available and Factoring payments cannot be taken at Govan Housing Association offices at McKechnie Street.**

## Is your data correct?

**It is imperative that the Water Row Company maintains up-to-date contact information for our homeowners. This not only allows us to contact you in the event of an emergency, but to send you important information regarding your property.**

If you happen to change your email address, telephone number, forwarding address, or your letting agent, please notify the Water Row Company via email with your updated contact details.

If you wish to authorise another person or company to communicate with us on your behalf, please email us with the full details of the individual or company you wish to add to your account. In line with Data Protection legislation, we can only communicate with the actual owner of a property unless you have explicitly informed us that someone else, such as a relative or a letting agent, is authorised to represent you.

To update any of your details, please contact us at [factoring@waterrow.co.uk](mailto:factoring@waterrow.co.uk)



## Homeowners Forums



Over the past 18-24 months, we have diligently organised and participated in quarterly owners' forums, extending invitations to homeowners to join us.

While these meetings have generally been productive, they have been temporarily postponed. We aim to resume these gatherings towards the end of the year and will provide details of the next scheduled meeting on our website. In the interim, should you have any questions or queries, please feel free to reach out to our office.

## Homeowner Engagement

We are naturally eager to engage with homeowners regarding any concerns or issues they may have regarding their development or the services being provided. Please do not hesitate to contact the Factoring service to discuss any matters arising.

Email: [Factoring@waterrow.co.uk](mailto:Factoring@waterrow.co.uk)

Telephone: 0141 440 0308

In Person: 246 Edmiston Drive,  
Glasgow, G51 2YU

We are also open to arranging a site meeting for a more detailed discussion. Furthermore, if there is interest among the collective homeowners, we would be glad to organise an evening homeowners' meeting for the respective members of the block or development.

## Factoring New Computing System

**Later this year, we will be transitioning to a customised Property Management computing system.**

From the perspective of homeowners, this will result in a change in the format of your quarterly invoices. Additionally, we will now have the capability to electronically send invoices and letters to all homeowners for whom we have email addresses. We will provide further communication on this matter closer to the implementation of our new system.

If you currently receive invoices in the post and would like to switch to digital invoices and communication, please email us to confirm at [factoring@waterrow.co.uk](mailto:factoring@waterrow.co.uk)

## New Commercial Properties for Let!

The Water Row Company, part of the Govan Housing Group, are delighted to announce that included within the exciting Water Row development in Govan, we have brand new commercial properties for let.

The Water Row development in Govan is a landmark £21 million housing development comprising of 92 new mid-market rent residential homes and 6 commercial units.

The Water Row development is projected to be an iconic site in the heart of Govan with the new bridge from Partick serving as an outstanding link between Govan and the West end, undoubtedly bringing with it a substantial level of new footfall passing through Water Row. This is an excellent opportunity for those looking to secure a vibrant location for their business.

If you are interested in leasing any of our commercial units, please email [commercial@waterrow.co.uk](mailto:commercial@waterrow.co.uk)

# Welcome Jamie

This spring the Govan Housing Group welcomed Jamie Mallan as its new Director of Community Enterprises. Responsible for providing strategic and operational leadership to Govan Housing Association's two subsidiary companies – Govan Home Team and the Water Row Company.



With a wealth of experience in community development, social enterprise and regeneration Jamie spent the last seven years working for a housing association in Paisley managing its charitable subsidiary, turning around its fortunes into an award-winning and much valued social enterprise.

Since joining in January, Jamie has overseen the transfer of factoring customers from Govan Housing Association to the Water Row Company whilst more families have also moved into their new homes at the Water Row development. Additionally, the Govan Home Team has undergone a restructure to enhance its efficiency, whilst also securing its first ever contract with an external company.

Reflecting on his new role Jamie said: *"I'm delighted to be part of the team at the Govan Housing Group, it has such a rich history and strong reputation for being a community-focused organisation. I am really looking forward to contributing to this."*

*Both the Govan Home Team and Water Row Company are full of talented people who have the interests of our customers at heart. I'm really excited to work with the team to improve existing and develop new services that help move Govan forward."*



# Water Row Homes

The Govan Housing Group's exciting new mid-market rent development at Water Row is continuing to make excellent progress with a further 20 new residents moving in during April 2024.

The remaining 55 properties are due to be handed over to us from the builder throughout May and June with tenants moving in immediately thereafter.

It's an exciting time for Govan and the Water Row development as works continue to complete the new bridge between Partick and Govan providing a walkway to and from the west end of the city.

The photo below was taken during late April from the North of the river where you can see the new homes at the Water Row development in the background.



The pedestrian bridge is scheduled for completion in late summer 2024 and once open it will form part of a high-quality active travel route between communities, academic institutions, businesses, and visitor attractions on both banks of the river.

# Step Up to Net Zero

**We are delighted to announce that Eden Dodd has joined Govan Home Team for the next six months as part of the Step Up To Net Zero program. This initiative, funded by Glasgow City Council and the UK Shared Prosperity Fund and facilitated by the Glasgow Chamber of Commerce, aims to support the city towards its net zero goals while providing vital employability support for Glasgow's workforce.**

As part of this programme, Govan Home Team has already taken significant steps towards achieving net zero. Under Eden's guidance, the team has conducted a thorough net zero assessment and developed a comprehensive action plan. Over the coming months, Eden will lead the implementation of various initiatives, including the formation of a cross-company team dedicated to identifying and implementing strategies to reduce our environmental footprint.

Expressing her enthusiasm for this endeavour, Eden remarked: *"Govan is among the communities in Scotland most vulnerable to the impacts of climate change. It's inspiring to witness Govan Home Team's commitment to leading by example and striving to become a net zero company."*

*"The level of enthusiasm and dedication across the organisation towards reducing our carbon footprint is truly remarkable. From rethinking travel practices to minimising construction waste and embracing innovative work methods, there's a wealth of ideas brewing. I am genuinely excited to witness the collective impact we can achieve together."*

We are proud to have Eden on board and are eager to embark on this journey towards a more sustainable future for Govan and beyond.

# Cernach

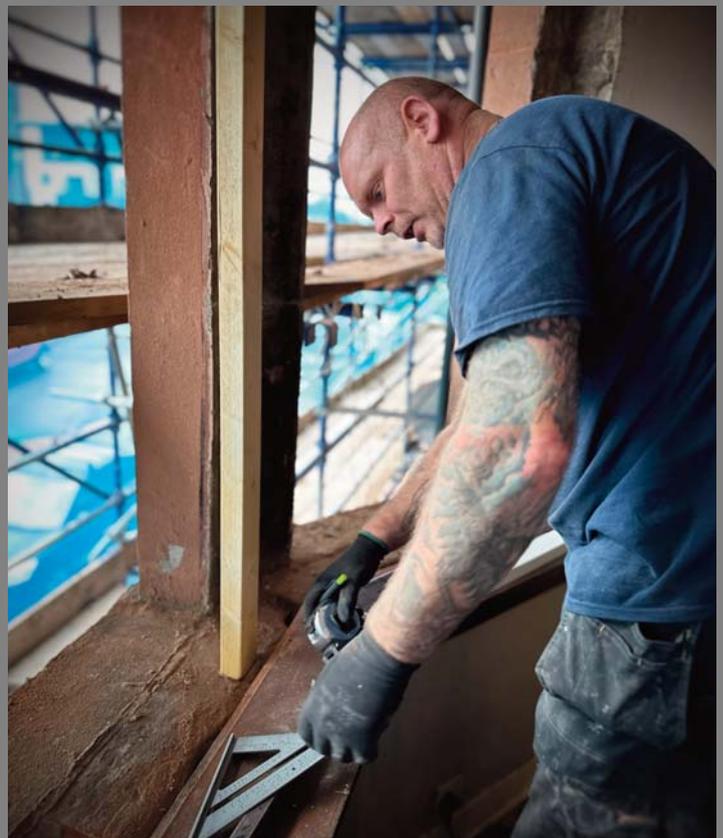
**We are thrilled to announce a significant achievement as Govan HOME Team has secured its first external contract with Cernach Housing Association in Drumchapel.**

Winning this contract marks a pivotal moment in our journey. This milestone not only reflects our capabilities in delivering top-tier services but also signifies our expansion into new markets and communities. We are immensely proud of our team's dedication and hard work, and we look forward to fostering a successful partnership with Cernach Housing Association while continuing to serve our local area with the same level of passion and dedication.

# Windows

**We are excited to provide an update on the progress of our window contract, which has been proceeding smoothly and ahead of schedule. So far, our team has successfully installed 480 windows across 64 addresses, surpassing our initial projections.**

Thanks to the diligent efforts of our dedicated staff, we are delighted to announce that we are on track to complete the contract one and a half months earlier than anticipated, with a targeted completion date in mid-July. This accomplishment not only showcases our efficiency and commitment to delivering on our promises but also highlights our ability to exceed client expectations. We are immensely proud of the hard work and dedication demonstrated by our team, and we look forward to continuing to provide exceptional service as we bring this project to a successful conclusion.



# Staff Updates

## Kris

Kris Docherty, previously serving as the interim Head of the Home Team, now assumes the permanent post, marking a significant milestone in his career and the organisation's leadership landscape. Throughout his tenure as interim head, Kris demonstrated exceptional leadership qualities, strategic foresight, and a deep commitment to the team's mission. His dedication to fostering collaboration, innovation, and excellence within the Home Team has earned him the trust and respect of his colleagues and the executive management team. As he steps into his permanent role, Kris brings with him a wealth of experience, a clear vision for the future, and a steadfast determination to further elevate the Home Team's performance and impact. With Kris leading the way, the Home Team is poised to embark on a new chapter of growth, success, and achievement.

## Paul

We are thrilled to announce the newest addition to our team, Paul Kilmarnock, who will be stepping into the role of Technical Operations Manager. With a distinguished career marked by extensive experience in technical operations, Paul brings a wealth of expertise and leadership to our organisation. His track record of success in optimising processes, managing resources, and driving efficiency aligns perfectly with our company's objectives. We are confident that Paul's strategic vision and hands-on approach will play a pivotal role in elevating our technical operations to new heights. Please join us in extending a warm welcome to Paul as he embarks on this exciting journey with us. Together, we are poised for continued growth and success.

## Office + Operations Supervisors

We also carried out an office restructure that promises to enhance both our organisational efficiency and employee growth opportunities. As part of this restructuring, several members of our dedicated office staff will be receiving well-deserved promotions to align with their new workloads, recognising their hard work, dedication, and invaluable contributions to our team. These promotions not only serve as a testament to the talent within our organisation but also reflect our commitment to fostering internal talent and providing rewarding career paths for our employees. We believe that investing in our team members' professional development is essential for both individual success and the overall prosperity of our company.

As part of this strategic initiative, we are introducing four new Operations Supervisors roles exclusively for internal operatives who have demonstrated exceptional dedication and proficiency in their respective roles. These positions represent a unique opportunity for our skilled team members to take on leadership responsibilities while continuing to contribute directly to our day-to-day operations. By promoting from within, we not only recognise the expertise and commitment of our employees but also foster a culture of growth and advancement within our organisation. We are confident that these new Operations Supervisors roles will not only elevate our team's performance but also provide valuable mentorship and support to their peers.

We look forward to sharing with you in the next newsletter who the successful candidates are.





# Kitchen & Bathroom Replacement Programme

**We are excited to announce the commencement of our kitchen and bathroom replacement program in Elphinstone Place.**

Surveys have already begun, laying the groundwork for the upcoming renovations. To ensure a seamless process, tenants will be contacted directly to arrange for the necessary appointments and discuss their preferences. Our goal is to prioritise tenant satisfaction while delivering modern and functional kitchen and bathroom spaces that enhance the overall quality of life in Elphinstone Place. We look forward to embarking on this journey together with our residents and creating homes that meet their needs and exceed their expectations.



## EICRS

We are pleased to announce the successful completion of 332 Electrical Installation Condition Reports (EICRs) in the 23-24 period as part of our ongoing safety program. Looking ahead, we are committed to maintaining this standard of excellence as we aim to complete 301 EICRs in the 24-25 period. To ensure a smooth process, tenants should be on the lookout for letters advising them of their appointment dates. We understand scheduling conflicts may arise, so we encourage tenants to contact our office at 0141 406 6630 if the provided appointment time is not suitable. Your safety and satisfaction remain our top priorities, and we appreciate your cooperation as we work together to uphold the highest standards of electrical safety with your property.

## USEFUL NUMBERS

### Govan Housing Association main switch board 0141 440 0308

- Option 1** Repairs
- Option 2** Reception (rent payments, waiting list enquires, money advice)
- Option 3** Housing Team
- Option 4** Factoring Department
- Option 5** Finance Department
- Option 6** Corporate Services/Recruitment
- Option 7** Allpay

For any Gas Central Heating Emergencies outwith office hours please contact **James Frew Ltd** on **01294 468113**

If you have any other repair emergency (not Gas Central Heating) outwith office hours please call **City Building** on **0800 595 595**.

For lift emergencies please call **Kone** on **0800 652 0692**

If you smell gas, call the **National Gas Emergency Service** immediately on **0800 111 999**

|  |                      |
|--|----------------------|
| Glasgow City Council Pest Control (Mice and Rats)  | <b>0141 287 1059</b> |
| Home Energy Scotland<br>Lines are open Monday - Friday, 8am - 8pm<br>and Saturday 9am - 5pm. | <b>0808 808 2282</b> |
| Govan Help   | <b>0141 445 6481</b> |
| Social Security Scotland   | <b>0800 182 2222</b> |
| Scottish Water   | <b>0800 0778 778</b> |
| Health and Social Care Connect   | <b>0141 287 0555</b> |
| Out of hours Social Work   | <b>0300 343 1505</b> |
| Out of hours Homelessness Services   | <b>0800 838 502</b>  |
| NHS24  | <b>111</b>           |
| Queen Elizabeth Hospital<br>Main Switch Board  | <b>0141 201 1100</b> |
| Fire Rescue, Ambulance, Police Emergency   | <b>999</b>           |
| SGN  | <b>0800 912 1700</b> |

To report a crime to Police Scotland which is not an emergency call **101**.

You can decline to provide your name and address if you wish to remain anonymous.

There is also an online reporting form - <https://www.scotland.police.uk/secureforms/contact/>  
**put full details of the incident and ensure you put 'FAO Community Police Officer' in the notes.**

There is a separate form for domestic abuse, hate crime, stalking and harassment -  
<https://www.scotland.police.uk/secureforms/c3/>

Continue to call **999** for emergencies.

An entirely confidential method of reporting is to Crimestoppers on **0800 555 111** or on their online form – [www.crimestoppers-uk.org](http://www.crimestoppers-uk.org)

You may also be aware there are CCTV cameras located in various locations around Govan.

If you would like them focussed on a particular area due to a concern for safety or fears that a crime may be committed you can call **0141 287 9999** to request this.

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

To report noise from neighbours from 5pm-3am you can contact Glasgow City Council – the noise team deal with amplified noise such as loud music, dogs barking or DIY equipment. You can report this type of noise by calling 0141 287 6688 or reporting online – <https://www.glasgow.gov.uk/reportnoise>

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

To report noise from commercial properties from 5pm-3am you can contact Glasgow City Council by calling 0141 287 1060 or reporting online – <https://www.glasgow.gov.uk/reportnoise>

## Govan Housing Association

35 McKechnie Street, Glasgow G51 3AQ

Telephone: **0141 440 0308**

Email: [general@govanha.org.uk](mailto:general@govanha.org.uk) • Website: [www.govanha.org.uk](http://www.govanha.org.uk)



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