



news update

Spring 2025



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hello
Spring

Well, hopefully!

Group Chief Executive Update



As we welcome the arrival of Spring, I would like to take a moment to express my sincere gratitude for your continued trust and partnership with us. This season brings a sense of renewal, and it's a perfect time to reflect on the positive steps we've taken together over the past months. At the Govan Housing Group, we remain committed to providing you with a comfortable and safe living environment. Whether it's our efforts to maintain and improve the properties you call home, or our ongoing commitment to supporting your needs, we are here to ensure your experience is excellent. With the days getting longer and the weather getting brighter, we encourage you to make the most of the warmer months – whether it's enjoying your home, getting outside to explore, or taking part in our community activities. We hope this season brings you a sense of rejuvenation.

Thank you for being a part of the Govan Housing Group family. Should you have any questions, suggestions, or need assistance, please don't hesitate to get in touch with our team. We are here to help.

We hope you enjoy this edition of our Spring newsletter!

Caron Quinn Group Chief Executive Officer



You said Thank You!

"Thank you, for always being so kind when I come in for any help."

"Delighted with the repair to the window, the joiner has done a great job."

"Thank you for your support recently regarding the repair of the close door as this makes me feel a little bit safer about the close and my property."

"No landlord or person has shown such compassion and empathy towards me before. There is definitely something about you that is so amazing and about the housing association the way you treat people the way you deal with problems we have. I am extremely grateful to have a landlord like you and a housing officer like yourself."



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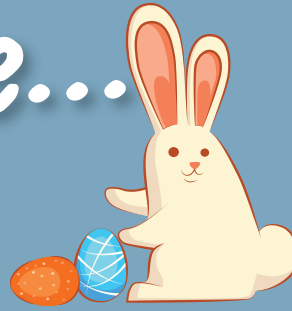
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Staff Update...



A fond farewell to...

Marina McCall

Marina joined Govan in December 2015 and dedicated almost 10 years to the Association, bringing a wealth of knowledge and experience. During her time, she established the Money Advice Service, which continues to provide vital support in helping customers maximise their income.

Marina was always committed to customer well-being and played a key role in organising community events such as Govan Loves Christmas and the Govan Summer Fair.

During the COVID-19 pandemic, Marina, alongside a few colleagues, worked on the front lines to ensure customers had access to essential items and support. She also selflessly volunteered on Christmas Day to distribute food hampers to those in need.

The Association will greatly miss Marina and wishes her all the best in her future endeavours.



Marina

Pamela McLevy

After several years of dedicated service, Pamela McLevy has now moved on from the Water Row Company to take up a new role with Thenue Housing Association as an Income Maximisation Manager.

Pamela first joined the Housing Association in 2018 as an Income Maximisation Officer and quickly established herself as a key member of the team. She played an instrumental role in the setup and development of the Water Row Company, becoming an expert in Mid-Market Rent and factoring, all while continuing to lead the Money Advice Team.

Her leadership and expertise have been invaluable, and she will be greatly missed by colleagues and tenants alike. We thank Pamela for all her hard work and contributions over the years and wish her every success in her new role.

Before starting at Thenue, Pamela is taking a well-earned holiday, and we hope she enjoys a well-deserved break before embarking on this next chapter.

In the interim, Allan MacLean will be stepping up as Head of Water Row while the recruitment process for a permanent replacement is underway. Further details on this will be shared in due course.



Pamela

A great big Govan welcome to...

Chloe Traynor

We are thrilled to announce that Chloe Traynor has joined the Property Service Department as a Customer Service Advisor. Chloe will be a familiar face at Reception and we are delighted to welcome Chloe to Govan Housing Association.



Chloe

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.



Charity Fundraising Update



A massive thank you to all at The Home Team, Govan Housing Association and Water Row staff who joined together in raising money for an amazing cause.



We are thrilled to announce that this fundraising campaign has raised a total amount of **£2,901.25**. This remarkable sum will go some way in helping to make a difference in the fight against dementia.

Here are a few pictures from our amazing fund-raising events.



Complaints Overview

Period from
01/04/2024
to **31/12/2024**

There are 7 eggs in the basket...



	Stage 1	Stage 2
Number received in period	40	18
Number brought forward	3	0
Total complaints in period	43	18
Number responded to in period	43	18
Percentage of total complaints responded to in period	100%	100%



She's baaaaaack!

The lovely Antonia (Finance and Corporate Services Administrator) took a break to go travelling around South East Asia for 3 months. We missed her loads and we are very glad to have her back. 😊

Children's Competition

A wee competition for our younger readers!

We need your help to find all the wee Easter bunnies and eggs that are hiding throughout this newsletter.

All you need to do is count all the eggs and the bunnies separately and fill your answers in the form below, along with your name, age and contact details, or you can email your answer to general@govanha.org.uk.

Closing date for entries is Monday 19th May.

There will be 2 lucky prize winners 😊



The lucky winners of our Christmas Competition, Millie-May (6) and Jack (10) with their prizes.

How many bunnies and eggs did you find in this newsletter?

Number found:

Bunnies:

Eggs:

Name:

Address:

Mobile number/Email:

Age:

Closing date for entries is Monday 19th May. Return your completed form to the Association's office at 35 McKechnie Street or email your answer to general@govanha.org.uk. **Good luck!**

Easter Colouring...



Meet David: One of our Litter Pick Volunteers

David, who has lived in the Govan area for just over a year, is a dedicated volunteer working tirelessly to keep the community clean. Despite being registered disabled, David has taken it upon himself to tackle litter in the heart of Govan.



Since the turn of the year, his passion for doing his bit for the community has led him to collect an impressive 80 bags of rubbish so far in such a short period of volunteering.

David's commitment is even more evident as he took the initiative to litter pick the day before Storm Éowyn, preventing debris



from being scattered across our streets. You'll often spot him wearing his Govan Housing Association Volunteer high-visibility vest as he works to improve the area for everyone.

Next time you see David out and about, don't hesitate to stop and say hello. His dedication is inspiring, and he's always happy to chat and share his thoughts on keeping Govan clean and beautiful.

Let's all take a page from David's book and do our part in maintaining the beauty of our streets!

If you would like to get involved, please do not hesitate in contacting Maxine Hendry, our Community Engagement Officer who will help get you started.

International Women's Day

International Women's Day (IWD) is a holiday celebrated annually at the beginning of March, as a focal point in the women's rights movement. IWD gives focus to issues such as gender equality, reproductive rights, and violence and abuse against women.

In an exciting partnership with Glasgow Life, Govan Housing Association recently hosted a stall aimed at promoting opportunities for women to get involved with the Tenant Service Scrutiny Group. This initiative provides women with a platform to have their voices heard and ensure they are represented among other tenants within the community.

The event proved to be a valuable networking opportunity, allowing women to come together, discuss the unique challenges they face living in Govan, and connect with others who share similar experiences. It also served as an important space to signpost valuable resources and support available to women in the area.

By fostering these meaningful conversations, Govan Housing Association is committed to making sure women can influence decisions and help shape the future of our community.

It's through such events that we can continue to build a stronger, more inclusive Govan for everyone.



Community Fund Update

Govan Housing Association (GHA) is proud to continue supporting local organisations through our Community Fund application process. In 2024, we've assisted over 20 organisations in delivering meaningful events, including summer fairs at local primary schools, winter warmer initiatives, and many more.

Lochgoilhead Camp Adventure

One of the successful applicants were 98th Glasgow Scouts who took a weekend trip to Lochgoilhead. The adventure began the moment they left Govan, with the bus ride filled with excitement and chatter. Some of the young people were a little nervous, but talking with friends and leaders helped ease their worries and build their confidence.

The group stayed in two cosy lodges, and the weekend was packed with thrilling activities: abseiling, climbing (including high ropes and the Gladiator challenge), kayaking, a powerboat trip (where everyone had a turn at the wheel), and a nature ramble with environmental talks. Many participants stepped out of their comfort zones, especially during the climbing and abseiling sessions,



There are 4 eggs in this wee basket!

surprising themselves with what they could achieve.

Beyond the fun, the young people learned valuable life skills like responsibility (cleaning their rooms for inspection), punctuality, communication, and the importance of a "can-do" attitude. By the time they returned home to Govan, every single one of them was fast asleep on the bus – a perfect ending to an unforgettable weekend.

A special highlight was seeing Freya, a fearless 5.5 year old Beaver Scout, confidently driving the powerboat – a true example of the bravery and spirit that made this trip so memorable!

If your organisation is interested in applying for funding or learning more about the process, please get in touch with Maxine at community@govanha.org.uk. She will provide all the information you need to help make your event a success!



Another Heartwarming Success Story: Govan Housing Association Community Funding Supports Govan Help – The Govan Pantry



We are thrilled to share another inspiring success story that highlights the power of community spirit! Thanks to the generous community funding provided by Govan Housing Association, The Govan Pantry has been able to continue its vital work serving the community of Govan.

Located within the Pearce Institute, Govan Help Pantry has become a cornerstone of support for residents. Through their dedication and tireless efforts, the pantry has been able to provide essential resources and assistance to those in need, ensuring that no one in the community is left behind.

A huge shoutout to the incredible volunteers who make all this possible. Their invaluable contribution is the heart and soul of the pantry, and their hard work has had a lasting, positive impact on the lives of many in Govan.

We are proud to be part of such a wonderful initiative and look forward to seeing the continued success of Govan Help Pantry in the future.

Customer Engagement Surgeries – Empowering Tenants Every Tuesday

We are excited to highlight the ongoing Customer Engagement Surgeries hosted every Tuesday between 10am – 12pm at the Pearce Institute. This initiative is designed to provide our tenants with a valuable opportunity to receive impartial advice and be connected to the right services to meet their individual needs.

Whether you're seeking guidance on housing, financial advice, or community resources, our dedicated team is here to help. The surgery offers a relaxed and approachable setting where tenants can have one-on-one discussions, ask questions, and get the support they need. This is a fantastic chance for anyone who feels they could benefit from some extra direction or support to take the next step in addressing their concerns.

At the surgery, our goal is to ensure that everyone leaves feeling informed, empowered, and with clear pathways to access the services that can make a real difference in their lives. Whether you're new to the area or have been here for years, this is a friendly and confidential space where your needs and questions will be met with understanding and respect.

We encourage all tenants to drop by – no appointment necessary. We look forward to supporting you each Tuesday at the Pearce Institute!



Bike Shed Availability – get involved!

With the opening of the new bridge connecting to the West End, there is growing demand for bike sheds as more people choose cycling as part of their daily travel – supporting both active lifestyles and the wider net-zero goals.

If you currently hold a bike shed space but no longer require it, please return your keys to GHA offices.

For those interested in securing a bike shed space, please contact Maxine Hendry at community@govanha.org.uk for more information and availability.



Elder Park Community Festival



We're thrilled to announce that, Sunny Govan Radio in collaboration with the Friends of Elderpark are in the early stages of planning the Elder Park Community Festival a dynamic, community-driven, intergenerational, and fully accessible event set for August 2025.

Although they are still in the planning phase, our goal in partnership is to unite local organisations, individuals, and groups to explore the festival's potential and identify ways we can all contribute to making it a success.

The vision for the festival includes:

- Celebrating Govan's diversity and creativity through various art forms such as music, film, photography, dance, live performances, and any other creative expression you – our community – want to showcase!
- Promoting wellness, environmental stewardship, and ecological awareness through collaborative community efforts. This will feature nature-inspired art, bushcraft workshops, and opportunities for recovery and healing through nature.
- Strengthening connections between local organisations, groups, and individuals to benefit the wider Govan community. The Govan Housing Association is playing an active role, partnering with other local organisations to ensure the festival's success and ensure it leaves a lasting legacy for years to come.

It's shaping up to be something really special!

Exciting News: Govan Housing Association Joins TPAS Scotland!

We are thrilled to announce that Govan Housing Association is now a proud member of TPAS Scotland, the national tenant and landlord participation advisory service. This partnership marks an exciting new chapter for us as we work alongside TPAS to help tenants, landlords, and communities strengthen their voices and influence the future of their homes and neighbourhoods.



Your Friendly Engagement Experts

TPAS is dedicated to improving communities by promoting active tenant involvement and ensuring that everyone has a say in the decisions that affect their lives. As members, we are excited about the opportunities this will bring to enhance community engagement and build stronger, more connected communities.

The team at TPAS is made up of experts who provide high-quality advice, support, and training to help tenants, landlords, and communities collaborate effectively. Their approach is not only professional but also friendly, inclusive, and engaging, ensuring that everyone feels supported throughout the process. TPAS is passionate about making a real difference in communities, and we are proud to be part of that mission.

As a member of TPAS, we look forward to strengthening our efforts to improve and thrive as a community. Together, we will ensure that tenants' voices are heard, and communities continue to grow and flourish.



Celebrating our diverse community: we want to hear from you!



At Govan Housing Association, we are proud to work within such a rich and diverse community. Our tenants come from all walks of life, with a wide range of languages spoken. After English, the most common community languages in our area include Farsi, Polish, Urdu, Kurdish Sorani, Ukrainian, Arabic, Spanish, and Vietnamese. This diversity makes our community vibrant, strong, and unique.

However, despite this incredible diversity, we have noticed that not all of our communities are represented in our tenants and residents' groups. We want to understand why this is and find out how we can do better to ensure that everyone feels included, supported, and has a chance to be heard.

As part of our commitment to improving equality, diversity, and inclusion, we're starting some important work this year, and we would love to hear about your experiences. Are there barriers that make it difficult for you to get involved? Do you feel there's something we could do differently to help you feel welcomed and listened to?

Your voice matters, and your feedback will help us shape the way we communicate and engage with you and all our tenants. We want to ensure everyone has an equal opportunity to be part of our community activities.

If you have any thoughts, suggestions, or experiences you'd like to share, please get in touch with Maxine Hendry, Customer Engagement Officer, by emailing community@govanha.org.uk.

Together, we can create a more inclusive community where everyone feels valued and heard.

Your views make a difference!

Partnering with Glasgow City Council and GHA Customer Service Team to maintain clean back courts

At GHA, we are committed to providing a safe and pleasant environment for all of our tenants. In partnership with Glasgow City Council and our dedicated Customer Service Officers, we are working together to address and resolve issues with our back courts.

We understand the importance of maintaining these shared spaces. A tidy and well-kept back court not only enhances the overall appearance of our communities but also contributes to the wellbeing of everyone who lives here. However, improper waste disposal and littering

have been a concern in some areas, which can lead to the attraction of vermin and create an unpleasant environment for residents. With the warmer months approaching, it's more important than ever to keep these areas clean and welcoming, offering a space for relaxation and enjoyment.

To support this initiative, we are asking for the cooperation of all tenants to ensure that rubbish is disposed of correctly in the designated bins. We are also happy to assist in keeping the back courts clear of clutter and waste. Customer Services will be available to offer guidance

and support, working with you to identify any areas that need attention and helping you make sure the spaces stay clean and accessible for everyone.

Together, we can create a community where everyone feels proud to live. We encourage all tenants to take responsibility for maintaining the cleanliness of the back courts and to work alongside us in this effort.

If you have any questions or need assistance, please don't hesitate to reach out to Maxine Hendry community@govanha.org.uk. Let's keep our back courts clean, safe, and enjoyable for all!

Govan Tenant Service Scrutiny Group (GTSSG) – have your say!

Are you dissatisfied with service delivery within Govan Housing Association? The Govan Tenant Service Scrutiny Group (GTSSG) gives you the opportunity to share your views and help shape future services.

The group meets on the first Tuesday of every month from 6pm – 8pm, focusing on key areas tenants want to improve to ensure GHA delivers high-quality services that meet your needs.

Our Aims:

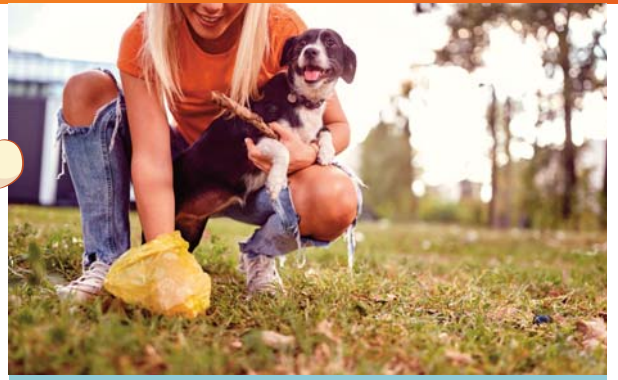
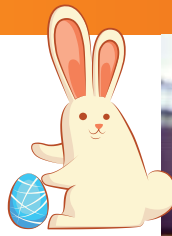
- ✓ Represent tenants to ensure GHA provides services that meet their needs and maintain the highest standards.
- ✓ Independently review and monitor service delivery and performance.
- ✓ Gather evidence to evaluate and improve services.
- ✓ Make recommendations to senior managers and the Board on service improvements.
- ✓ Engage tenants by providing opportunities to share their views.
- ✓ Track progress by monitoring and reviewing action plans.
- ✓ Keep tenants informed about GTSSG's work and encourage participation.

If you're a Govan Housing Association tenant and want to get involved, contact Maxine Hendry at community@govanha.org.uk for more information.

Your voice matters – help shape the future of your housing services!



Spring Clean Scotland 2025: join the movement to tackle litter!



Get ready to roll up your sleeves and make a difference – Spring Clean Scotland is back!



Our annual campaign is a call to action for everyone across Scotland to unite and take part in tackling litter. From March 21 to April 21, 2025, we're aiming to gather 50,000 volunteers to head outdoors and clean up our communities in fun, sociable litter-picking sessions.

Whether you're joining as part of a group, at work, with family and friends, or on your own, every bit counts in keeping Scotland beautiful. This is a great opportunity to enjoy the outdoors and help protect the environment as the weather warms up.

Don't forget to register your event – this ensures it's added to our interactive Clean Up Scotland map, and we can track the number of bags collected. By registering, you're also in with a chance to win one of two £100 vouchers for Helping Hands Environmental! Just make sure your event is registered by March 17 to be entered into the prize draw.

Govan Housing Association is proud to be a campaign hub, offering support for anyone looking to get involved in their local area. If you're interested in participating, please reach out to Maxine Hendry, Customer Engagement Officer, at community@govanha.org.uk. Maxine will be more than happy to help you get started and make a tangible impact in your community.

Together, we can make a real difference. So, grab your gloves, gather your group, and let's make Spring Clean Scotland 2025 the most successful yet. Do your bit and be part of the movement!

#SpringCleanScotland #LitterPick #MakeADifference



Tackling dog fouling in Govan: a community effort

You may be aware of the ongoing issue of dog fouling in Govan, which continues to affect the cleanliness of our streets and public spaces. We want to remind everyone that keeping our community clean is a shared responsibility, and it starts with responsible dog ownership.

We are actively working with Glasgow City Council to address this issue, and as part of our efforts, new signs will be erected along Govan Road to remind dog owners of their duty to clean up after their pets. Additionally, Govan Housing Association will be distributing a limited stock of free dog waste bags to dog owners to help keep our community clean. Please enquire at the GHA offices, and the reception staff will provide them.

Glasgow City Council will be deploying enforcement officers to monitor the situation. If they witness dog fouling, they will be issuing fines as part of their commitment to ensuring a cleaner, safer environment for everyone.

Let's all play our part in keeping Govan beautiful. Please remember to pick up after your dog and help us create a cleaner, healthier community for all to enjoy.

Thank you for your cooperation!



Pension Age Disability Payment

What is Pension Age Disability Benefit?

Pension Age Disability Benefit is designed to help people aged 66 and over with a disability or long-term health condition who need extra assistance to keep them safe.

The benefit is designed to give additional financial support to people of State Pension age. The Scottish Government says that similarly to Attendance Allowance it will not include a mobility element.

People in England and Wales will continue to get Attendance Allowance.

How much is Pension Age Disability Benefit?

Pension Age Disability Benefit will pay the same rates as Attendance Allowance.

Lower rate: £72.65. You must need frequent help during the day or supervision at night.

Higher rate: £108.55. You must require care in both the day and night.

People who are terminally ill will automatically get the higher rate.

How do I know if I am eligible for the Pension Age Disability Payment?

The eligibility criteria for the new State Pension age disability payment is pretty much the same as the eligibility criteria for Attendance Allowance.

But the Scottish Government has pledged to improve the application process and the collection of information about the person's disability to ensure that people entitled to the benefit receive it.

The eligibility criteria for Attendance Allowance is currently:

- The person claiming the benefit needs to be of State Pension age which is currently 66 for both men and women.
- They need to have had their health condition for six months or longer and need additional support such as help with getting washed and dressed.
- The person has a disability or illness. This includes dementia and mental health issues.

Under the current rules, you do not have to spend Attendance Allowance on care and it is up to you how you use the money.

Face to face assessments

Similarly to the rollout of the Adult Disability Payment there will be no face to face assessments for the Pension Age Disability Payment.

The 32 local councils in Scotland will offer 'dedicated support' in a 'person-centred approach'. Gov.Scot says the application process will be inclusive and accessible.

People currently claiming Attendance Allowance

People who are currently in receipt of Attendance Allowance will be automatically transferred over to the new Pension Age Disability Payment in phases in 2024. They will not need to make a new claim and there will be no interruption to payments.

New claimants for Pension Age Disability Payment

Pension Age Disability Payment will be available to every area in Scotland from 22 April 2025.



Benefits & Money Advice

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

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.

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

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

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

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

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



Are you eligible for Pension Credit?

Understanding Pension Credit

Pension Credit is a means-tested benefit designed to support people over State Pension age who are living on a low income. It is separate from the State Pension and consists of two parts: Guarantee Credit and Savings Credit.

Guarantee Credit ensures that pensioners receive a minimum income. The current levels are:

- £218.15 per week for single individuals
- £332.95 per week for couples

Savings Credit offers additional financial support to those who have some savings or a higher income than the basic State Pension. It is only available to individuals who reached State Pension age before April 6, 2016. Eligible pensioners could receive:

- Up to £17.01 extra per week if single
- Up to £19.04 extra per week if part of a couple

Eligibility for Pension Credit

To qualify for **Guarantee Credit**, you must have reached State Pension age, currently set at 66 for both men and women. You may be eligible if your weekly income is below the thresholds of £218.15 (single) or £332.95 (couple).

However, even those with higher incomes may still qualify if they meet specific criteria, such as being a carer, having a severe disability, or incurring certain housing costs.

Savings Credit is available to those who reached State Pension age before April 6, 2016, or couples where both partners meet this requirement. There is no savings limit for Pension Credit, but savings over £10,000 will affect the amount received.

Additional support through Pension Credit

Claiming Pension Credit can also open the door to other vital benefits, including:

- **Housing Benefit** for renters
- **Support for Mortgage Interest** for homeowners
- **Council Tax discounts**
- **Free TV licence** for those aged 75 and over
- Assistance with NHS dental treatment, glasses and transport costs for hospital appointments
- **Help with heating costs** through the Warm Home Discount Scheme or Winter Fuel Payments
- **Discounts on Royal Mail redirection services** for those moving house

You can check if you are eligible to claim Pension Credit by visiting <https://www.gov.uk/pension-credit-calculator>

Shaping the Future of Govan Together

Have your say on our Community Plans

Govan Housing Association is working to make life better for our tenants and the wider community. We are creating a plan to improve the area, and we want to hear from you!

What is Community Regeneration?

Community regeneration means making positive changes to improve where we live. This can include:

- Fixing and upgrading homes and public spaces
- Helping people find jobs and education
- Supporting local projects and community groups
- Bringing people together to build a stronger community

Our goal is to keep Govan a welcoming, thriving place where everyone can do well.

Why Your Voice Matters

The best ideas come from the people who live and work in Govan. Your opinions will help us focus on what the community needs most. Over the next few weeks, we will be asking for your thoughts through surveys and meetings.

Whether it's improving community spaces, creating more green areas, or supporting local businesses – your input will shape our plans.

How to get involved

You can share your views through surveys and community meetings. Watch our website and social media for updates and ways to participate.

Together, we can move Govan forward. Your voice matters – let's build Govan's future together.

Win a £50 ASDA Voucher!

As a thank you, everyone who fills out our Community Regeneration Survey will be entered into a draw to win a £50 ASDA voucher. Your feedback is valuable, and this is our way of saying thanks.





Govan Housing Group Community Regeneration Survey

We want to hear your views on the future of Govan!

Complete the survey and you could win a £50 ASDA voucher

Govan Housing Association is committed to making a real difference in Govan. We are developing a regeneration plan to improve the area – your views will shape this work. By completing this short survey, you help ensure that investment and improvements reflect the real needs of the community.

Please answer the following questions based on your experience living in Govan.

Each question has a scale for your rating, from **1 = Poor** to **7 = Excellent**. If you're unsure about a question, feel free to skip it.

Please return your completed form to the Govan Housing Association Offices, or alternatively, complete it online via our QR code.



Scan me!

1 About You

To better understand who has participated in this consultation, we'd like to know a few things about you.

Age

- Under 16
 16 – 64
 65 and over

What best describes your role in relation to Govan?

- Govan Housing Association Tenant
 Employee of a local business
 Private Renter
 Community Organisation/ Stakeholder
 Homeowner
 Other, please specify:
 Tenant of another housing provider
 Business Owner

2

Facilities and Services

How would you rate the range, quality, and accessibility of community facilities and services available in Govan?






						
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	7 <input type="checkbox"/>

Please provide any additional comments or suggestions for improvement:

3

Work and Local Economy

How would you rate the opportunities for quality work and the strength of our local economy?

						
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	7 <input type="checkbox"/>

Please provide any additional comments or suggestions for improvement:

4

Housing and Community

How would you rate the quality, suitability, and supportiveness of local housing in Govan?

						
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	7 <input type="checkbox"/>

Please provide any additional comments or suggestions for improvement:

5 Social Interaction






How would you rate the opportunities for social interaction and the overall sense of community connection in Govan?

						
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	7 <input type="checkbox"/>

Please provide any additional comments or suggestions for improvement:

6 Identity and Belonging



How would you rate the extent to which our community fosters a strong sense of identity and belonging?

						
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	7 <input type="checkbox"/>

Please provide any additional comments or suggestions for improvement:

7 Influence and Sense of Control

How would you rate the extent to which you feel able to influence decisions and share in shaping the future of our local area?

						
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	7 <input type="checkbox"/>

Please provide any additional comments or suggestions for improvement:

8

Additional Feedback/Involvement

If you have any further comments, ideas, or suggestions for improving Govan, please share them here.

9

Future Involvement

If you'd like to get involved in shaping the services delivered by Govan Housing Group on behalf of our tenants and other stakeholders, please let us know how you want to be involved and how best to contact you.

Attending community meetings

Volunteering for community projects

Completing regular surveys

Other, please specify:

Joining a tenant's panel

Receiving updates via email

10

Privacy Notice

By completing this survey, you consent to Govan Housing Group processing your responses for the purpose of shaping community regeneration plans. Any personal information you provide (such as your name, contact details, and demographic data) will be securely stored and used solely for the purposes stated in this survey.

Your data will not be shared with third parties and will only be retained for as long as necessary to analyse survey results and inform future community engagement. You have the right to access, amend, or request the deletion of your personal data at any time.

Tick here if you agree to be contacted about future engagement opportunities

Tick here if you would like to enter the prize draw for the £50 ASDA voucher (your contact details will only be used for this purpose).

Your Name:

Your Address:

Your Postcode:

Contact Email:

Telephone number:



Thank you for completing the survey!

Your feedback is vital in ensuring Govan's regeneration reflects the needs and hopes of the community.

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 any 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.



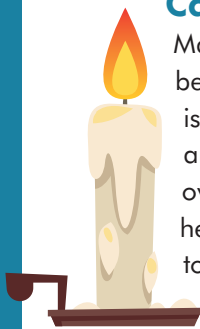
Kitchen

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 reach for 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.

*This is to provide general fire safety related tips. For specific guidance and regulations please visit www.firescotland.gov.uk

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.

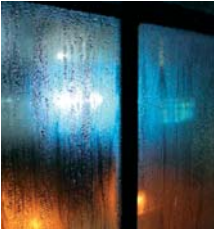
A stairwell obstructed by items stored in the close may:

- Prevent safe exit in case of emergency.
- Become the source of a fire, especially items like 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.



Mould and Dampness

Condensation is a frequent issue in homes, often leading to dampness and mould growth. It happens when warm, moist air meets a cooler surface, causing the moisture to condense into water droplets. Here are some tips to help prevent condensation in your home:



1 Wipe down windows and sills: Each morning, wipe down windows and sills to remove any moisture. Use a cloth and wring it out instead of letting it dry on a radiator.

2 Keep rooms on a low heat setting: Maintaining a consistent, low-level heat can help keep surfaces warmer and reduce condensation.

3 Cover pans when cooking: Use lids on pots and pans to trap steam and moisture, preventing excess moisture from entering the air.

4 Ventilation: Ensure good ventilation by using extractor fans in the kitchen and bathroom when cooking or showering. Open windows to allow fresh air to circulate when possible.

5 Vent tumble dryers outside: Make sure your tumble dryer vents outside. Avoid using it indoors, as it releases a significant amount of moisture.

6 Don't dry clothes on radiators: Drying clothes on radiators releases moisture into the air. Use a drying rack or hang clothes outside if possible.

7 Leave space between furniture and walls: Leave a gap between furniture and walls to allow air to circulate, preventing moisture from becoming trapped.

8 Keep vents on windows open: If your windows have permanent ventilation features, keep them open to allow airflow.

9 Address mould promptly: If you notice mould growth, contact our Property Services Department at **0141 440 0308**.

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



SCOTTISH
FIRE AND RESCUE SERVICE

Working together for a safer Scotland

Gas Safety

Smell gas? Call SGN immediately 0800 111 99

The Association has a legal responsibility to ensure that all properties it owns that contain gas pipe work or a gas appliance are serviced on an annual basis. This Annual Gas Safety Check is required by law and is for your own and your neighbours' safety. Most tenants are very helpful and allow us access when requested, to carry out this essential check. Unfortunately, there are a few who do not comply.

Due to the potential seriousness of the situation and the fact that there is a Health & Safety risk to property and more importantly to people, we are taking a much firmer approach to gaining access. Where we have taken reasonable steps to gain access and have not been able to do so we will take steps to force entry to properties. **If we require to force entry to your property, you will be liable for all costs associated with this.**

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

CARBON MONOXIDE (CO) POISONING



CAN'T BE SEEN CAN'T BE SMELLED CAN'T BE HEARD CAN BE STOPPED

due to debt on your meter that you cannot clear, please contact our Money Advice Service on **0141 440 0308**.

We ask everyone to ensure that when you receive notification that your Gas Safety Check is due, 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.

Our gas contractor is James Frew who can be contacted on **01294 468 113**.

Electrical Installation Condition Report (EICR)

You may have been contact 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 you 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.

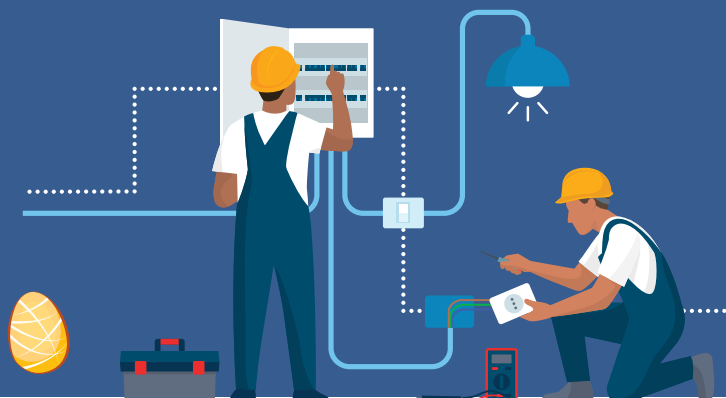
Home Team or one of our electrical sub-contractors (Wright Kerr, BR Electrical or City Gate) may contact you for access by letter or telephone. It is essential that you give access for the inspection and you do not ignore. Failure to grant access is a breach of your tenancy agreement and we can exercise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



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

- Report water leaks promptly to deny water sources.
- 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 department. 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: 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.



Asbestos Awareness



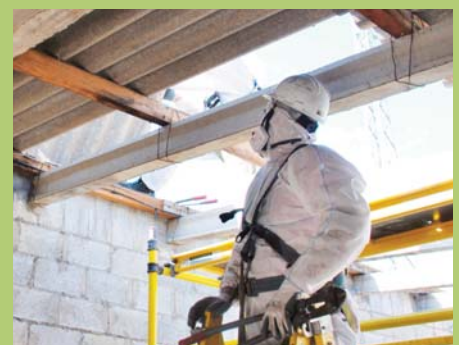
When carrying out repairs in your homes Govan Housing Association has a duty of care not only to our tenants/owners but also to our contractors.

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 one of our asbestos contractors, Bradleys or Enviraz.

If one of our asbestos contractors 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**.



Rent Consultation Feedback

The Association commenced the annual rent consultation. The consultation opened on 2nd December 2024 and closed on 10th January 2025.

Tenants were invited to share their feedback through various channels, including letter, text, our website, and face-to-face meetings. The majority of responses were received via text, while face-to-face feedback was the least common.

During this consultation we received valuable comments regarding our services, along with suggestions for improvements. The Association appreciate the time and effort our tenants took to provide their feedback.

Customer feedback is important to the Association as it helps us to improve our shape and improve our services.

Keeping your close clear



Leaving items in the closes poses a significant fire hazard. Obstructions like bicycles, boxes, and furniture can block emergency escape routes, making it difficult for residents to evacuate in case of a fire. Additionally, these items can act as fuel for a fire, intensifying its spread and putting lives at risk. Cluttered closes also attract vandalism.

Abandoned bicycles and prams become easy targets for mischief, while piles of boxes and bags provide cover for those with malicious intent. Keeping these areas clear helps to deter vandalism and maintain a sense of security for residents.



Annual Rent Increase 2025 / 26

You should have all received your letter confirming the rent increase for 2025/2026 as 6%. Govan Housing Association would like to thank everyone who completed and returned the questionnaire. We had a really good response.

If you would like further information on how your rent charge is made up then please contact the office on **0141 440 0308**.

Please note that if you are on Housing Benefit you do not need to take any action as the Association will notify the Housing Benefit office of all rent increases.

However if you are in receipt of Universal Credit then you must update this via your Universal Credit Journal.



You will shortly receive a 'to do task' on your journal and it is essential that you complete this. It is a reminder to update your new rent charge.

If you fail to update this then you may fall into arrears as Universal Credit will not be covering all of your housing costs.

If you receive this notification and are unsure what to do then please contact the office on **0141 440 0308** and we will be able to assist you with this.

If you currently pay your rent via direct debit then you don't need to make any changes. The Association will amend all of the direct debits.

If you have any questions regarding the rent increase then please contact the office on **0141 440 0308** and a member of the housing team will be happy to go over this with you.



Access for improvement works

We are currently working in partnership with Union Technical Services to carry out ongoing insulation and ventilation improvement project.

Despite the clear advantages that this project offers, Union Technical Services has reported some difficulties in gaining access to properties to carry out the necessary works. We understand the inconvenience that arrangements like these can cause; however, we strongly believe that the benefits to you and your home are significant and worthwhile.

Here's a brief overview of the key benefits this project offers:

New Insulation: This will significantly reduce your home's heat demand, leading to lower energy bills and a warmer living environment during the colder months.

New Ventilation Systems: These are designed to improve air quality within your home and help reduce moisture levels, which in turn decreases the risk of mould growth.

Post Decoration Works: Following the installations, any necessary redecoration work will be carried out to restore your home to its original condition or better.

As a gesture of appreciation for your cooperation, we will provide a £200 payment directly to your bank account upon completion of the works. This payment will be made regardless of whether you have any rent arrears.

If Union Technical has contacted you for access, and you have been unable to provide it, please get in touch with our Home Team at **0141 406 6644** or Union Technical Services at **0800 046 9190**.



Union Technical



Are your contact details up to date?

Have you changed your phone number or email address recently? 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
- **Website** – www.govanha.org.uk

Applying for Housing with us

Govan Housing Association has set up their application process in such a way that every applicant feels confident and supported when completing an application for rehousing.

The application process is as follows:

1 Request an application form:

You can request an application form in the following ways:

- Collect a paper copy of the application from reception
- Request an application form to be sent out via email
- Request an application form to be sent out via post
- Download a pdf version from our website www.govanha.org.uk

2 Completion of application form:

Once you have completed the application form it can then 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

Along with the application form we require a form of Identification for anyone who will be residing in the property regardless of what age they are. We also require proof of address (dated within the past 3 months) for anyone residing in the property who will be aged over 16 years.

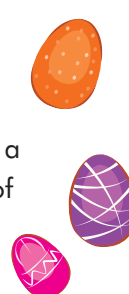
Please note that applications will be returned to the applicant if they are sent in without all relevant supporting documents so please ensure all necessary documents are submitted with the application form.



3 Application processing timescales:

Your application will take around 5 working days to be uploaded onto our system and a further 5-7 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.



Backcourts and Bin Rooms

After the festive period there has been a build-up of rubbish and litter in shared areas and bin rooms as the bin men worked through their backlog and residents have more things to dispose of.

All residents are reminded of the importance of placing any bins bags and refuse inside the appropriate bins. Bags and rubbish out with the bins or placed within the incorrect bins will not be collected by Glasgow City Council refuse collectors, this can lead to the build-up of rubbish, a leading cause of vermin.

If you have different bins for recycling, you can find further information on which bins are used for certain types of waste at <https://www.glasgow.gov.uk/article/4486/Residents-Bins>

It's important that communal areas are safe and accessible for all residents to enjoy.





Anti-social Behaviour

Govan Housing Association aims to provide a service, which is effective in dealing with anti-social behaviour and neighbour nuisance issues being experienced by our customers.

To achieve this Govan Housing Association will work in partnership with various agencies such as Police Scotland, Glasgow City Council and also tenants and residents to ensure that any issues of anti-social behaviour are resolved and/or eradicated.

How to report antisocial behaviour

Report antisocial behaviour to the police if you feel threatened or you think the behaviour could be breaking the law.

For example, if it includes:

- threatening, offensive or indecent behaviour
- a dog behaving aggressively
- vehicle theft
- illegal drugs or drug dealing
- vandalism of your home or other private property
- speeding or dangerous driving

Report antisocial behaviour to your council

- a noise nuisance – including loud music or dogs barking
- abandoned vehicles
- fly-tipping or dumping waste
- dog mess in public areas - such as parks, playgrounds or pavements
- discarded needles, syringes and other drug-related items
- vandalism in your area - for example damage to bus shelters or bins
- graffiti in in your area
- fly-posting – putting up posters or stickers about events without permission



What we would not consider as antisocial behaviour

- Children playing
- Minor disagreements between neighbours
- Everyday living – using appliances within their own home
- One off parties
- Reasonable noise occurring at unusual times because of different working patterns.

Once you report the antisocial behaviour to police or GCC, please contact us and tell us about the antisocial behaviour and what effect it has on you. We investigate, and take appropriate action.

SSSTS

At Home Team, we're committed to continuous learning and development, and we're proud to share that several of our team members have recently completed their Site Supervisor Safety Training Scheme (SSSTS)! Congratulations to Caitlin, Alan, James, Tommy, Ryan, and Kris on achieving this important qualification.

The SSSTS course equips our team with the knowledge and skills to effectively manage health and safety on-site, ensuring our projects run safely and efficiently. This accomplishment reflects their dedication to maintaining high standards and delivering the best possible service to our customers.

Well done to everyone involved – we're lucky to have such a hardworking and skilled team!

Home Team now Certified to carry out Fire Risk Assessments

At Home Team, safety is always our top priority, and we're proud to announce that we are now certified to carry out Fire Risk Assessments. This means our experienced team can assess buildings for potential fire hazards, ensuring that properties remain safe and compliant with current fire safety regulations.

Fire Risk Assessments are a crucial part of fire prevention, helping to identify risks, recommend necessary improvements, and ensure the safety of residents and building users. By having our own trained team carry out these assessments, we can provide a more efficient and thorough service, giving our customers confidence that their properties meet the highest safety standards.

Following this, fire door inspections will begin after the summer of 2025, further strengthening fire safety measures across our projects. Stay tuned for more updates as we continue to expand our services to keep your homes and buildings safe.



Part of the Govan Housing Group



Cavity Wall Insulation – Book your appointment today!

We have had a high number of tenants who have already been surveyed or had work started by Union Technical, but we have been unable to gain access to complete the installation. If this applies to you, please get in touch with Govan Housing Association or Home Team as soon as possible to arrange your appointment.

This free energy efficiency upgrade comes with great benefits:

- ✓ A warmer, more energy-efficient home – Cavity wall insulation helps to retain heat, reducing energy bills and keeping your home comfortable all year round.
- ✓ £200 disturbance payment – Every tenant who has cavity wall insulation installed will receive a £200 payment, regardless of their circumstances.

To book your appointment, contact:

Govan Housing Association
0141 440 0308

Home Team
0141 406 6630

Don't miss out – get in touch today to complete your installation and start enjoying the benefits!





Clyde Care – Now Supporting the Govan Community!

Clyde Care, a dedicated Community Interest Company, is now bringing its invaluable services to Govan! Based in the Southside of Glasgow, Clyde Care provides tailor-made support designed to meet the unique needs of individuals and families within the community.

If you would like to learn more or get in touch, please visit their website for details on how they can assist you.

www.clyde-group.com

GYIP Spring Break 2025 – Join the Fun!

Looking for something exciting to do this Spring Break? GYIP is back with two weeks of action-packed activities, fun, and friendship!



Week 1: Monday 7th – Friday 11th April 2025

Week 2: Monday 14th – Thursday 17th April 2025

(Note: No session on Good Friday, 18th April 2025)

Session Times:

- Morning: 10:00 am – 12:00 noon (with a packed lunch to take home)
- Afternoon: 1:00 pm – 3:00 pm

The delivery of the programme, will be at the Govan Road Campus, 635 Govan Rd, Glasgow G51 2AQ

Come along for games, activities, and a chance to hang out with friends – all in a safe and welcoming environment.

Don't miss out on a fantastic way to spend your Spring Break!

DATES & TIMES

Youth Clubs

Monday – GYIP Office
5pm Till 7pm

Friday – Ibrox Parish Church
7pm Till 9pm

Saturday – GYIP Office
7pm Till 9pm

Drop Ins

Tuesday – GYIP Office
4.30pm Till 7pm

Wednesday – GYIP Office –
Youth Committee ONLY
4.30pm Till 7pm

Thursday – GYIP Office
4.30pm Till 7pm

The Govan Fair

A Celebration of Tradition and Community!

Mark your calendars – the historic **Govan Fair** returns on **Friday, 6th June 2025!** With a legacy spanning over 250 years, this cherished tradition brings the community together for a day of fun, culture, and celebration.

What to Expect:

- Spectacular floats showcasing local creativity
- A variety of fun-packed stalls and amusements for all ages
- The crowning of the Gala Queen – a beloved highlight of the event

Come and be part of this incredible celebration, honouring Govan's rich history while enjoying a fantastic day out with family and friends.

For more information and event updates, visit Govan Fair Facebook page.

April is Bowel Cancer Awareness Month



April is Bowel Cancer Awareness Month, a fantastic annual opportunity to raise awareness of bowel cancer, the fourth most common cancer in Scotland.

The earlier bowel cancer is spotted, the more treatable it's likely to be. In fact, more than 9 in 10 people survive bowel cancer when it is diagnosed at the earliest stage.

They say knowledge is power, so this April Bowel Cancer UK are encouraging as many people as possible to learn more about the symptoms of bowel cancer and help share this important information with family and friends. You can get involved by:

- Join one of our free online awareness talks delivered by a volunteer with a personal experience of bowel cancer. Learn about the symptoms of bowel cancer, risk factors and the NHS bowel screening programme.
- Check out our online information about symptoms, risk factors, and screening.

For more information about bowel cancer and details of how to get involved during Bowel Cancer Awareness Month, visit bowelcanceruk.org.uk/bowel-cancer-awareness-month

LET'S TALK

Help support your staff, volunteers or your wider community

Free Mental Wellbeing Stalls, Conversation Cafes and Workshops

Information Stalls

Invite us along to an event where we can use our games and prompts, based around the 5 Ways to Wellbeing, to initiate positive conversations about mental health and raise awareness of local support

Conversation Cafes and Workshops

For engaging sessions on mental health why not book a Conversation Cafe or Workshop? These informative sessions last around 60 or 90 minutes respectively, and cover a range of topics

Benefits include;

- Raising awareness around mental health issues
- Tackling stigma and discrimination
- Signposting people to local support
- Encouraging positive conversations around mental health
- Promoting recovery and self-care through the 5 Ways to Wellbeing
- Encouraging people to be more proactive in looking after their mental health

For more information or to book please contact Emma.Straughan@samh.org.uk



Age Scotland is a national charity for older people. They work to improve the lives of everyone over the age of 50 and promote their rights and interests.

Their aims are:

- Help older people to be as well as they can be
- Promote a positive view of ageing and later life
- Tackle loneliness and isolation

Call free on **0800 12 44 222**
(Monday - Friday 9am - 5pm)

Visit agescotland.org.uk to find out more.



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 **Classic Lifts** on **0141 578 0330**.

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

Glasgow City Council Pest Control (Mice and Rats)	0141 287 1059
Home Energy Scotland Lines are open Monday - Friday, 8am - 8pm and Saturday 9am - 5pm.	0808 808 2282
Govan Help	0141 445 6481
Social Security Scotland	0800 182 2222
Scottish Water	0800 0778 778
Health and Social Care Connect	0141 287 0555
Out of hours Social Work	0300 343 1505
Out of hours Homelessness Services	0800 838 502
NHS24	111
Queen Elizabeth Hospital Main Switch Board	0141 201 1100
Fire Rescue, Ambulance, Police Emergency	999
SGN	0800 912 1700
National Grid – Power Cuts	105

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

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

To report noise from neighbours from 5pm-3am 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 by reporting online – <https://www.glasgow.gov.uk/reportnoise>

Everyday noise such as children playing or footsteps cannot be addressed as anti-social 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 Group

35 McKechnie Street, Glasgow G51 3AQ

Telephone: **0141 440 0308**

Email: general@govanha.org.uk • Website: www.govanha.org.uk



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