

newsletter

News and events in the Gorbals community



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EU CITIZENS - PROTECT YOUR RIGHTS

If you are an EU Citizen (including citizens from EEA countries including Iceland, Liechtenstein, Switzerland and Norway), protect your rights by applying to the EU Settlement Scheme.

The EU Settlement Scheme protects the rights you currently have in the UK including access to health care, benefits and pensions. **The deadline for applications is the 30th June 2021.** If you want to continue to live, work, or study in the UK, you must take steps to apply before this date. Both adults and children must apply. You must apply even if you have a permanent residence document, or have lived in the UK for a long time.

To help guide you through the steps you need to take to stay, you can access the *Stay In Scotland* package of support at mygov.scot/stayinScotland

A support and advice service is also available for all citizens living in Scotland who are affected by the UK Government's EU Settlement Scheme and may need additional information and support.

For more information please call the Citizens Advice Scotland Freephone national helpline on 0800 916 9847 or visit cas.org.uk/Brexit

UPDATE ON OUR SERVICES



We'd like to thank all of our tenants and local residents for your patience as we have adapted to coronavirus restrictions over the past year.

While we are keen to get back to seeing more of you in person, keeping you and our staff safe is our top priority.

We will continue to follow the government guidance for workplaces, which means that for now our office will remain closed to visitors. We understand that this may be confusing as other venues such as shops and cafes are open, but this does not apply to office buildings. We currently have a small number of colleagues working from our office building, while most remain working from home.

You can still get in touch with us by phone and email and many of our services are running as or close to normal as possible, although what we offer will sometimes change to reflect local and national restrictions.

You can call us on 0141 429 3900 between 9am - 5pm on weekdays, or email admin@newgorbalsha.org.uk. Call 0800 783 7937 for out of hours emergencies.

For the latest updates, keep an eye on our Facebook and twitter pages, or check our website www.newgorbalsha.org.uk.

Repairs

We returned to our full repairs service at the end of April.

We still need tenants to follow extra safety measures that are in place, such as remaining 2 metres away from our team members when they visit. We will let you know what other steps you should take before we visit you. It is important that you let us know if anyone in your home is self-isolating or has coronavirus before your appointment.

To report a repair please call 0141 429 3900 or email repairs@newgorbalsha.org.uk.

NEW HOMES SET FOR EGLINTON STREET

We are working with our partners at Urban Union to create 64 new properties, which will be a mix of social rented homes and properties for sale.



The development will include 38 homes for social rent, 26 homes for sale by Urban Union, a landscaped courtyard, and provide community rooms that will replace the temporary structures that are currently in this space. We will also create an associated garden for these community rooms.

We held an online public consultation about our plans for this new building in April, and contacted local resident groups for their feedback. We were grateful for the comments from our community members and have now submitted a request for planning consent to Glasgow City Council.

The site is directly between the O2 Academy building and Bridge Street subway station, at 99 – 111 Eglinton Street. The design of this development responds to these two existing buildings and in particular to the subway tunnel beneath street level. This gives it a unique twist on a classic tenement style block.

You can find detailed plans for the site at newgorbalsha.org.uk/our-news

CROWN STREET

Building work has been progressing at the North Gate development on Crown Street, which will see an addition of 30 new properties to the area.

Further up Crown Street, conversion work has started on the Association's former office building. This will create two maisonette properties and two flats, while also retaining some office space for future projects.

Both projects are expected to be completed by winter 2021.

PINE PLACE

New homes are set for the former health centre site on Pine Place.

Proposals for the site are still in development, but are taking shape and look to include a six-storey building on the corner of Pine Place and Old Rutherglen Road, with a terrace of larger homes along the length of Pine Place.

We will keep residents updated as plans develop.

TENANTS VOTE ON FUTURE OF CALEDONIA FLATS

Residents of 305 and 341 Caledonia Road begin preparations to move to new homes following a tenant survey.

We asked tenants of the multi-storey blocks if they would prefer to move from the development, or stay in their homes during extensive works needed to update the properties in line with modern fire safety standards. A large majority of tenants, around 94%, told us that they would prefer to move. Only 2.5% wanted to stay through the major works needed. The remaining tenants who responded said they had no preference.

Now that most tenants have chosen to move, we have started the process of finding them new homes. Everyone who wishes to remain in the Gorbals area will be offered a property here, and we aim to support the small number of residents who want to move out of the area as well. We are also taking into account specific needs of our tenants who are looking for a specific location or type of property.

We have purchased 90 properties in Laurieston, built by Urban Union, to help with this moving process. We are also expecting over 30 properties to be completed at our North Gate development on Crown Street by the end of the year. The association's former office building on Crown Street is also being converted into several flats.



Some families have already signed up to their new homes, and we expect all households to have moved out of the Caledonia Road development within the next 18 to 24 months. The safety of our residents in these developments remains a top priority, and we will continue with our increased level of fire safety measures until the building is empty.

Popular community rooms within the development, which are currently closed due to coronavirus restrictions, will be relocated in the area, including within our new development Crown Street.

We will continue to be in contact with all households in 305 and 341 to make sure they get a move to a property that is right for them.

GORBALS CORONAVIRUS PANDEMIC RESPONSE

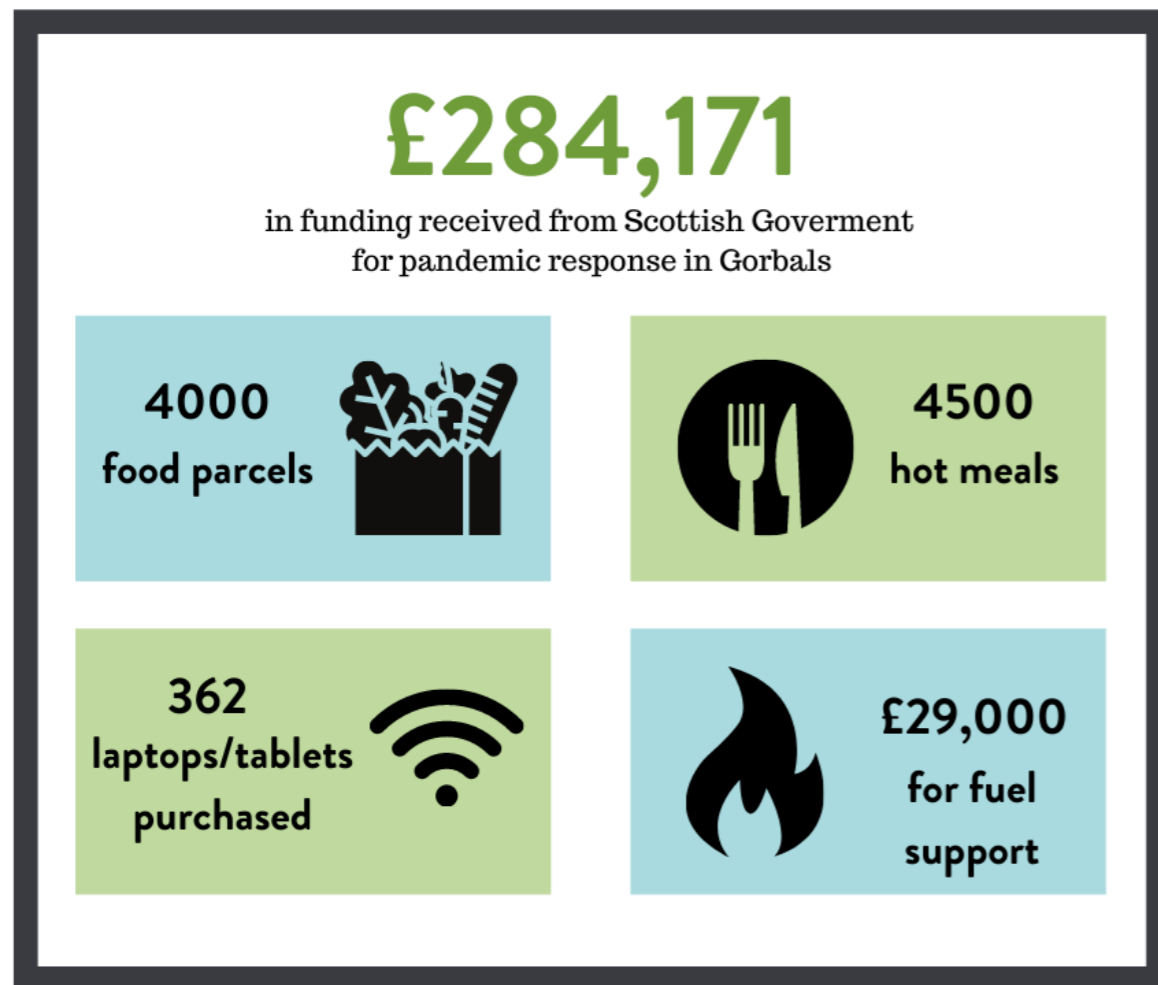
HERE TO HELP YOU THROUGH RESTRICTIONS

Gorbals is made up of close-knit neighbourhoods, and just like many of our fantastic community members, we were keen to help our residents through the various challenges of the pandemic.

Though our office was closed, our staff have been on hand to lend vital support covering everything from food parcels to making sure people could stay connected in an increasingly digital environment.

Thanks to partnership bids we submitted with other local organisations, Gorbals benefitted from **£284,171** of Scottish Government funding over the last 15 months. This has gone directly towards helping people with the effects of the pandemic.

KEY FIGURES



GORBALS CORONAVIRUS PANDEMIC RESPONSE

FOOD SUPPORT

The initial chaos and uncertainty created last March when the country went into lockdown saw a massive demand in our area for emergency food parcels.



We stepped in at the time to help while the food bank were unable to cope with demand/restrictions, and have continued this service over the past 15 months. The Scottish Government funding has made this possible, and we have been able to help people in various different circumstances access essential food supplies. To date, we have delivered over 4000 food parcels.

We've also made efforts to continue our free community breakfast sessions. While we have not been able to host these popular weekly events, we have instead been delivering breakfast packs to our regulars and new members each week.

Some of our senior residents have also been enjoying meal deliveries. We teamed up with Social Bite, who have been making delicious pre-prepared meal kits for some tenants twice a week. Over 4500 meals have been delivered so far, including teatime classic like mince and tatties, chicken tikka, and macaroni cheese.



ENERGY AND FUEL SUPPORT

Rising fuel bills are often an issue for our tenants and, like so much else, this became more obvious as people struggled with the effects of the pandemic.

Thanks to Scottish Government funding, we were able to set aside £29,000 to assist local people with fuel costs. We have been able to help in a number of ways, such as buying top off vouchers and referring tenants to further support from G-HEAT. So far, more than 200 local households have accepted our help with energy costs. If you are struggling, please do not hesitate to get in touch with us. Call 0141 429 3900 or email admin@newgorbalsha.org.uk

GORBALS CORONAVIRUS PANDEMIC RESPONSE

DIGITAL CONNECTIONS

The pandemic has only sped up what was already a real shift towards essential services moving online.

Making sure that everyone has access to the internet was already a priority for us, but with everyone confined to their homes for lengthy periods, and many in-person services closed, we knew we had to take action to speed up the process. During the last year, we've been busy identifying our tenants who could really benefit from a laptop or tablet, and have accessed funding to provide this free of charge, including access to wi-fi.



Online access has been vital during this time, needed to keep in touch with our loved ones as well as necessary for many households to be able to work and learn from home. We're proud to have helped so many of our tenants during this time, from busy families juggling home schooling, to older tenants in our Livingwell service using it to meet up virtually for a chat during restrictions.

Our tenants are delighted with this support, and have been busy putting the devices to good use:

"This has been a life saver for us during lockdowns especially with my daughter having autism. With so much online this has been a great thing and great support for me and the family" - W

"I've enjoyed linking in with the Givin' it Laldie online sessions and being able to entertain neighbours and friends with yodelling and cowboy songs" - J

This is an ongoing project, and we are still actively seeking local people who fit the following criteria:

- If you have no access to the internet, or you are struggling to pay for a connection.
- If you do not have a suitable device to use the internet.

If this sounds like you, please get in touch with us to find out how we can help. Call 0141 429 3900, or email michaelfullerton@newgorbalsha.org.uk.

GORBALS CORONAVIRUS PANDEMIC RESPONSE

LOCAL PROJECTS AND GROUPS

The Scottish Government funding has supported a number of local projects throughout Coronavirus restrictions.

This includes online activity sessions for young children from Giggle N Grow, free lunches and family dinner kits from Gorbals Youth Café, support for almost 100 families from Diaspora African Women's Support Network, and projects to connect with older people from Givin' It Laldie. Bridging the Gap, TASK Childcare and Destiny's Church also received funding to help with their ongoing response in the area.

GORBALS GRUB CLUB

We've partnered with Southside social enterprise Milk Café to provide free takeaway-style meals to 20 families each week.

Families can enjoy these meals together, and there are often kids activity packs included too. These are on a rotation basis so that we can include as many people as possible. So far we've delivered over 2000 meals!

"The service is great and the food is really amazing. The kids enjoyed it and eagerly expected it every Friday evening. Thanks for this service during the toughest times, it's much appreciated." – Grub Club parent

If you would like to take part or find out more, please contact Ailsa Clark on 0141 429 300 or email ailsa@newgorbalsha.org.uk. All families in the Gorbals with at least one child under 16 are eligible to take part.



CONNECTING HUTCHESONTOWN AND LAURIESTON

A planned walkway will create a new link between the two neighbourhoods.

The design will see a railway arch opened up to connect Cleland Lane and Laurieston Road. This is part of a phased project aimed at improving pedestrian access in and around these areas, which includes turning the greenspace at Cleland Lane into a park, and reducing the width of the four-lane Laurieston Road. Funding for this project has come through the Scottish Government's Regeneration Capital Grant Fund (RCGF).

The association partnered with Page\Park Architects to submit the plans for this walkway, which have been approved by Glasgow City Council. This is the first step in a wider project for the area, which includes plans by Network Rail that will see seven of the arches developed for commercial use.



Our chairperson Linda Malone said:

“We are excited for work to begin on this project, as redeveloping these railway arches will have such a positive impact for local residents and for Gorbals Street. The overall intention of this project is to connect the neighbourhoods of Laurieston and Hutchesontown. We plan to do this by transforming the railway viaduct, currently a barrier, into a focal point of activity for these communities.”

Work is expected to start on site this summer at Arch 12, with the walkway lining up with the health centre, housing office and Gorbals Piazza.

PREFER PAPERLESS?

Receive this newsletter by email.

Going paperless not only saves trees, but also helps us to keep costs down. We want to make sure that we are providing you with the best value for money. To join your neighbours in making the switch, please email natalie@newgorbalsha.org.uk.

SMOKE ALARM UPGRADES

Our upgrade programme has no restarted.

Still waiting to have your new alarms installed? Once you receive your letter, call us to make an appointment and we will enter you into a £100 prize draw.

Contact repairs@newgorbalsha.org.uk for more details.

BULKY WASTE

Glasgow City Council have restarted their bulky waste collections, but this will now be a request-only service.

You can make a request for bulky waste collection through the MyGlasgow App, which is available from the app store. For alternative ways to request an uplift, check www.glasgow.gov.uk/bulkywaste.

You can also dispose of bulky waste items at Glasgow's Household Waste Recycling Centres. The closest centre to Gorbals is Polmadie, which is open 7 days a week between 8am-4pm.

Please do not leave bulky waste items in the bin stores, back courts, or kerbside. This is a safety hazard and is considered fly-tipping, which may result in a fixed penalty notice. Keep items within your home until you have arranged for Glasgow City Council to uplift, or until you dispose of them yourself.

Please make use of the council service wherever you can to help keep us your neighbourhood tidy.



LOCAL ADVICE CENTRE RE-OPENS

Gorbals Law & Money Advice Centre is reopening its doors after running a restricted services throughout the pandemic. Thanks to easing restrictions, they are now ready to welcome you back to their office at St Ninian Terrace.

Their trained advisors can help you with problems including:

- Debts such as rent or mortgage arrears, credit card debt, and bank or payday loans.
- Benefits and tax credits, including Universal Credit and Personal Independence Payments (PIP)
- Housing advice, including support through eviction processes at court.
- Employment advice, including support at employment tribunals.

This is a free advice service to support residents in South East Glasgow. If you would like to speak with a member of their team, you can call them on 0141 418 1010 or email mail@gorbalslawcentre.co.uk.

ARE YOU STRUGGLING WITH RENT PAYMENTS?

If you are having difficulties paying your rent, we're here to help. It is important you contact our housing team as soon as you know there's a problem.

We can work with you to establish an affordable repayment plan, taking into account your individual circumstances. They will support you to make realistic and affordable arrangements, as well as connecting you with further support if needed.

We also have experienced Welfare Rights Officers, Linda Foy and Ryan Beattie, who can complete benefit checks and maximise your income.

We are here to support our tenants during this time of uncertainty and financial hardship. Call 0141 429 3900 or emailing admin@newgorbalsha.org.uk to arrange a telephone appointment.

HANDYPERSON SERVICE RETURNS



If you are struggling to complete small repairs in your home, the handyperson service may be able to help.

This free service is available to you if everyone in your home is aged 65 or over, or if you are a disabled person of any age. You do need to cover the cost of materials. New Gorbals Housing Association tenants, homeowners, and those privately renting can all make use of this service.

What can they do to help?

- Change light bulbs/toilet seats.
- Install wireless door bells/new smoke detectors or change batteries.
- Fit shelves, bannisters, towel rails, grab and hand rails.
- Prepare your home for works such as central heating or medical equipment being delivered.
- Other small jobs, feel free to get in touch to ask.

They can't help with things like gas heating, plumbing, electrical work or painting, and they also don't do gardening or cleaning jobs.

The Handyperson staff and volunteers undergo Disclosure Scotland security checks. They will also follow extra coronavirus safety measures when visiting your home. This includes wearing protective equipment, asking you to wear a face mask and wait in another room while they work, and requesting you open windows.

Call 0141 433 2749 or email careandrepair@southside-ha.org.uk to arrange a repair.

HAVE YOUR SAY ON £30K

Gorbals Ideas Fund are excited to launch their first Community Vote of 2021 on **Saturday 3rd July**.

You'll have a week to cast your vote either online at vote.gorbalsideas.org.uk or by postal vote.

By voting, you will be helping to decide how to use £30,000 to support new and exciting projects that aim to bring our community together.

With local people, groups and projects bringing great ideas that tackle social isolation, income inequality, and health and wellbeing, there will be lots of things for you to choose from.

Everyone who lives in the Gorbals and is aged 8 or older can vote for the ideas they think will make the biggest difference to them, their families and the community.

Stay up to date with the Gorbals Ideas Fund on Facebook and Twitter @GorbalsIdeas, or if you'd like to register for a postal vote contact Jo on 0141 429 3900.



WE VALUE YOUR COMPLAINTS

Your complaints help us to identify when something has gone wrong with our service, or where we could improve.

We responded to 29 complaints in total between the 1st October and the 31st March 2021. Of these, 22 were straightforward complaints that we could resolve quickly, so were logged at stage 1 of our Complaints Handling Procedure. We received 7 complaints that were more complicated or serious, and required a full investigation. We responded to these complaints at stage 2 of our Complaints Handling Procedure.

We are committed to learning from what you tell us through complaints. Over the course of the year, we review what changes we could make to stop similar complaints in the future.

Reports on our complaints and changes we make are available on our website www.newgorbalsha.org.uk.

ALL THE FUN OF THE FAIR

A look back at Gorbals Fair days past while we wait to come together again.

Gorbals Fair is usually the largest event of the year in our area, with hundreds of people joining in to celebrate the day. Last year we went fully online due to the pandemic, with a dedicated Facebook group for the event entertaining hundreds of community members with a packed schedule of entertainment and activities to enjoy at home.

Coronavirus restrictions have eased since last June, which left organisations wondering how to bring the Fair to local people again this year. After over a year of meeting our loved ones online, we knew that many people were keen to step back from their screens and get back out to the places that have reopened.

We hope to work with our partners to bring a celebration to the area later in the year. Join us at Gorbals Events Group on Facebook for the latest updates.

For now, we've dipped into the archives to take a look at the Gorbals Fairs of years passed. We hope you enjoy these as much as we did!



This document can be produced in different formats, including in larger print and audio-format; or in specific languages, as appropriate. Please contact the office to request this document in other formats and languages. Call 0141 429 3900 or email admin@newgorbalsha.org.uk.



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