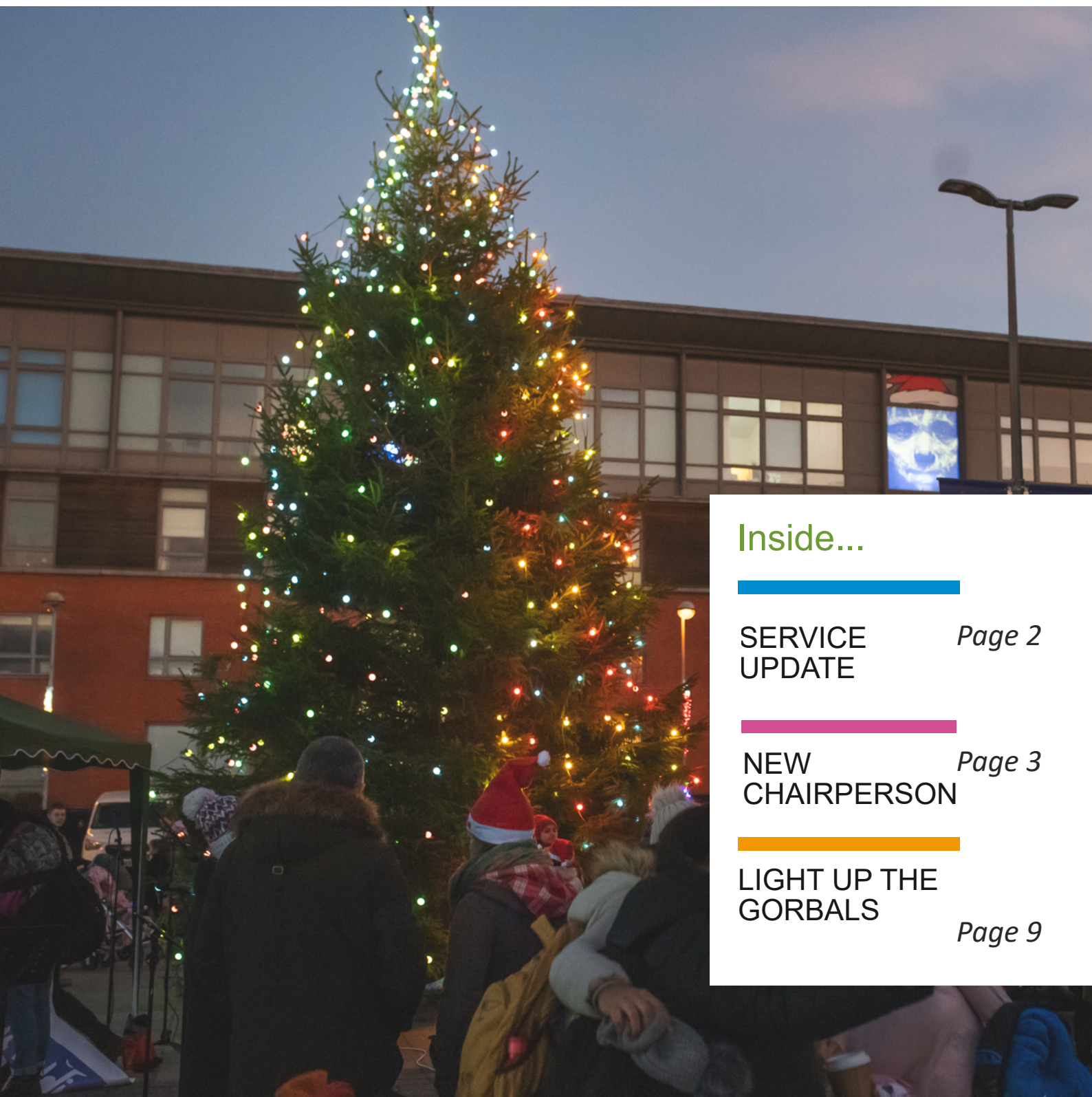


newsletter

News and events in the Gorbals community



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UPDATE ON OUR SERVICES



We are keeping safety in mind as we begin to bring back more services.

While many aspects of life are beginning to feel more normal, it is important for all of us to remember that the pandemic is ongoing, and infections remain high.

Many people remain at risk even if double vaccinated, and we want to protect the health of our customers and staff members. With this in mind, we are taking a cautious approach to the services we have on offer.

Our reception will remain closed to the public for now, but we have installed protective screens and ventilation that will allow us to see a small number of customers by appointment. This will help us meet the needs of our customers who require to speak with us face to face about certain issues. We will continue to

help customers over the phone and by email unless we need to see you in person.

More of our staff members have returned to office working, although we are still maximising homeworking in line with the current government guidance. This means that we have been able to restart our estate management visits, and close and backcourt inspections. Our colleagues can also meet with groups indoors if requested, and if this can be done safely. Outdoor events are also back on the agenda, with our Christmas light switch on set to take place on the 7th December.

We plan to review our current service level for the start of the new year, at which point we hope to reintroduce further services. At the moment we will only visit homes to carry out repairs or inspections, and we are not running indoor events or meetings without social distancing in place.

We are still following protective measures such as mask wearing, distancing and good ventilation, and these will all be important to our approach as we move forward.

Most of our core services are running as or close to normal, including repairs and allocations, but if you are unsure of any measures in place please just give us a call on 0141 429 3900 or email us at admin@newgorbalsha.org.uk

OUR NEW CHAIRPERSON

We have a new Chairperson of the Association following our Annual General Meeting in September.

Jean Miller has been a member of our Management Committee since 1998, serving as Secretary for the last 14 years. We are thrilled to announce Jean will be bringing this experience with her into her new role as Chairperson.



We are a community-controlled housing association. This means that we are governed by a committee of local people, who volunteer their time and skills to guide the association on key decisions. Our Management Committee members stand for election each year at our AGM, with members voting in their preferred candidates to be appointed.

Linda Malone, our Chairperson since 2016, has stepped down from the role but remains a valued member of our Management Committee.

Jean said:

“On behalf of our management committee and staff members, I would just like to say how incredibly grateful we all are to Linda for leading us over the past five years. Linda steered us through pivotal moments including our office move, several new housing developments, and the coronavirus pandemic. As for me, I’m looking forward to continuing to work on behalf of local residents in this new role.”

If you would like to know more about how you can become a member of the association, please email us at admin@newgorbalsha.org.uk, give us a call on 0141 429 3900, or visit our website www.newgorbalsha.org.uk.

Booking essential

COMMUNITY
Grub and Gab

Join our communities team for some good food and a chat. 4th and 6th December.
Call 0141 429 3900 or email communities@newgorbalsha.org.uk

FREE

NEW HOMES ON CROWN STREET

Our new North Gate development on Crown Street is set to welcome its first tenants in January 2022.

Our latest addition boasts 31 homes, which are a mix of 1 and 2 bedroom flats, plus a common room space for residents. These properties have already been allocated to tenants moving out of our multi-storey blocks at Caledonia Road, with a focus on people who receive additional support through our LivingWell service.



We expect a further four properties at the association's former office building to be ready for tenants in early 2022. These are also located on Crown Street, and will be offered to people currently living at 305 or 341 Caledonia Road as part of our rehousing project.

WINTER FUEL PAYMENT



You might be entitled to extra support to heat your home this winter.

If you were born on or before 26th September 1955 you could get between £100 and £300 to help pay your heating bills. This is known as a 'Winter Fuel Payment'.

If you receive the State Pension or some other social security benefits, or if you have received a Winter Fuel Payment before, this will normally be paid to you automatically. If not, you may need to make a claim, which you can do up until 31st March 2022.

This payment will not affect any other benefits you receive; it is an additional payment to help heat your home during the colder season.

You can get more information, or download a claim form, at www.gov.uk/winter-fuel-payment. You can also call on 0800 731 0160.

MYGLASGOW APP

Quickly report common issues such as missed bins, dog fouling and fly tipping to Glasgow City Council.

You can download the MyGlasgow App to your smartphone or tablet. There are several different options for how you can use this, from reporting a broken street light to arranging a bulky waste collection. You can pinpoint the exact location of a problem so that council staff can find it quickly, and even upload photographs to supply more information.



The app is available for both android and apple devices, and is easy to use. Glasgow City Council use reports to identify hot spots for certain activities, such as common dog fouling areas, and can take action such as sending dog wardens to monitor the area.

Download the MyGlasgow App today, or visit www.glasgow.gov.uk/stgo for more information.

RENT CONSULTATION

We want to know what you think about the proposed rent increase.

We are consulting on a proposed rent increase of 3.8% for the 2022/23 financial year.

If you are a tenant of the association, you should have received a copy of the Your Rent newsletter during November. The consultation newsletter gives in depth information about the proposed increase and how we compare to other associations. It also includes a questionnaire for you to fill in with a pre-paid return envelope.

Housing Officers will be making calls to ask people what they think about the proposed increase. These calls will, in the first instance, focus on speaking with tenants who do not receive any government support to pay their rents. You can also give us feedback by calling us on 0141 429 3900 or emailing consultations@newgorbalsa.org.uk.

Please note that residents of 305 and 341 Caledonia Road and some 1 apartment properties at Riverside will be contacted separately.

WORKING TOWARDS NET ZERO CO2

We're planning for life after gas central heating.

The way we heat our homes is changing. From 2024, new houses won't be built with gas central heating, as building legislation moves us away from systems that emit carbon dioxide (CO₂). We are excited to meet this new challenge, and have already started to design homes around alternative heating systems like heat pumps.



Heat pumps work by taking heat from the ground, water or air outside a home, concentrating it, and moving it inside through a heat exchanger.

Although heat pumps mean there is no need for gas, they do use electricity. The electricity is not used to generate heat but to power the system. Heat pumps are more efficient than gas boilers but, as electricity is more expensive, these alone will not reduce tenants' heating costs. To do that, we will increase the insulation within new homes.

As well as adding more insulation materials, we will also look at making properties draft free. Air tight homes need less heating but, as they have increased risk of condensation, they also need good ventilation systems. We are exploring options for extractor fans and heat recovery ventilation.

We also need to look at installing some of these systems in existing properties, working towards all our tenants' homes producing less CO₂.

AT HOME IN THE GORBALS

We secured £40k towards our pilot project to support new tenants.

We have launched our At Home In The Gorbals programme thanks to funding from Homeless Network Scotland. This £40,000 grant will help us support some of our most vulnerable tenants through their first month of living in a new home.

We aim to provide extra support to people who have come to us through council homeless referrals. Support will also be available to applicants on our general waiting list who are currently staying with family or friends on a temporary basis.

We will support each of these households with heating costs and food vouchers for the first month of their tenancy. There is also £25,000 set aside that we can spend on essential household items to help people get settled in their new home.

SMOKE AND HEAT ALARMS

Do your smoke and heat alarms meet the new legal standard?

New requirements for these alarms have now been put in place, and the deadline for meeting the new standard is February 2022. These apply to all homes in Scotland.



The standard requires:

- One smoke alarm installed in the room most frequently used during the day, usually your living room.
- One smoke alarm in every circulation space on each storey, such as hallways and landings.
- One heat alarm installed in every kitchen.
- Carbon monoxide detectors to be fitted where there is a carbon-fuelled appliance (such as boilers, heaters and stoves) or a flue.

If you are a tenant of ours, we are responsible for updating your alarms. We have already completed the switch in 2154 homes, with 446 properties to get to over the next three months. We will carry out many of these upgrades at the same time as planned gas and electrical safety checks, but please get in touch with us if you would like to arrange a visit. We can also offer weekend access for this work if required.

If you are a homeowner, this legislation also applies to you. You will need to take steps to ensure that your heat and smoke alarms meet the new standard. Unfortunately the association cannot carry out this work on your behalf.

For more information on these changes, check www.gov.scot. You can also contact us on 0141 429 3900 or email repairs@newgorbals.org.uk.

Get in touch to arrange your appointment, and we'll enter you into our prize draw for a £100 voucher!

GORBALS IDEAS FUND

New volunteers wanted!

Gorbals Ideas Fund is run by a panel of local residents who believe that people should get more of a say on decisions that affect their lives and their neighbourhoods.

The panel design, develop and deliver community voting events that give people a say on how funding is spent in the area.



ARE YOU STRUGGLING WITH RENT PAYMENTS?

If you are having difficulties paying your rent, we're here to help.

It is important you contact us as soon as you know there is a problem.

Our housing team can work with you to establish an affordable repayment plan which takes into account your individual circumstances. They will support you to make realistic and affordable arrangements, and will connect 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. Due to Coronavirus restrictions we are unable to offer routine face to face interviews, but you can arrange a telephone appointment with a member of the housing team or one of the Welfare Rights Officers by contacting us on 0141 429 3900 or emailing admin@newgorbalsha.org.uk.

Our Welfare Rights Officers provide confidential, free and impartial advice on:

- **Benefit Checks/Income Maximisation**
- **Sanctions**
- **Appeals and Representation**
- **Welfare Reform**
- **Advice for all types of government benefits**
- **Energy advice**

We can also arrange access to interpreters or provide information in different formats. Please let us know what you need.

There are several ways that you can pay your rent:

- **By direct debit – please contact us for a form to be sent out**
- **By using your Allpay card at any Post Office or shop where you see the pay point sign**
- **By calling us on 0141 429 3900**
- **Online with your Allpay reference at www.allpay.net**

PREFER PAPERLESS?

Receive this newsletter by email.

Going paperless is better for our planet and helps us to keep costs down. We want to make sure that we are providing you with the best value for money.

Email natalie@newgorbalsha.org.uk to make the switch today.

A CHRISTMAS CAROL

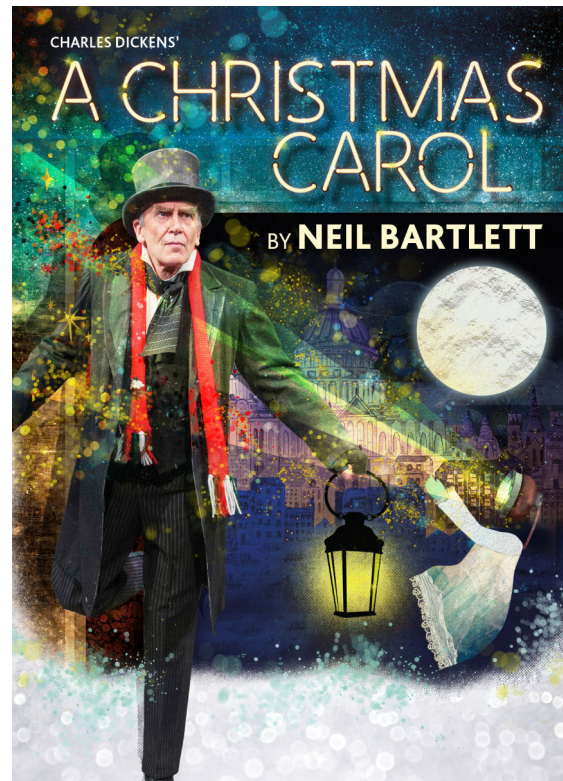
Book a festive theatre trip today!

The Citz has been a proud member of the Gorbals for over 75 years, and for many Glaswegians the Citizens Christmas show is a cherished family tradition. This year you can once again enjoy a festive theatre trip as they bring audience favourite **A Christmas Carol** back to Tramway from 3-24 December.

Full of inventive storytelling, **this ★★★★★** production captures the original heart of Dickens' famous story and will enchant adults and children aged 6+. With beautiful puppetry, atmospheric music and a multi-talented ensemble cast, A Christmas Carol is sure to add some theatrical magic to your Christmas celebrations.

As a G5 resident you can see the Citizens Christmas show for just £5 (max 4 tickets). Gorbals Card tickets can be booked by calling the Box Office on **0141 429 0022** (open 10am - 2pm, Tues - Sat). There are a limited number of reduced-price tickets available so early booking is advised.

While the Citizens' transformative building redevelopment continues, A Christmas Carol will be staged at **Tramway** (25 Albert Drive, G41 2PE).



Tuesday 7th December

Light Up The Gorbals

Gorbals Piazza | 3.30pm
More details at
www.newgorbals.org.uk

HALLOWEEN HIJINKS

Frightful fun was had at this year's online event!

We invited Gorbals families to take part in two crafty competitions showcasing their devilish décor and ghoulish disguises. Photos of the fantastic entries were shared on Facebook at Gorbals Events Group, an online group dedicated to local events and activities.

The results absolutely wowed us! The talent on display was incredible, Thanks so much to everyone who took part in the event, you made it a very special Halloween!

For more information on local events, or to see more photos of our winners, follow the Gorbals Events Group Facebook page or check our website www.newgorbalsha.org.uk.



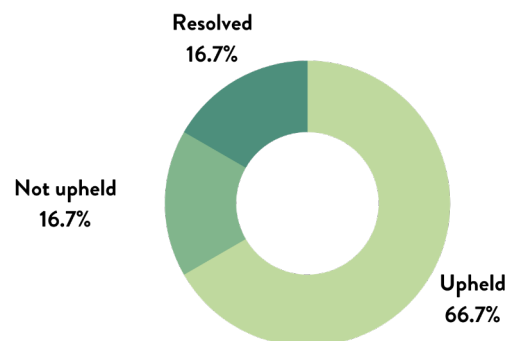
WE VALUE YOUR COMPLAINTS

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

In the six months between 1st April 2021 and 30th September 2021 we received 46 complaints. Of these, 35 were straight forward complaints that we could answer quickly and 11 were more complicated or serious so needed further investigation. We answered 47 complaints (one was carried over from the previous 6 month period). 21 complaints were upheld, 8 were not upheld, and 15 were resolved to the person's satisfaction without the need to make a decision on whether the complaint was upheld or not. Being able to resolve complaints in a way that solves the problem as quickly as possible for our customers is what we aim to do.

On average it took us under 3 days to answer the more straight forward complaints at Stage 1 of our Complaints Handling Process, and just over 17 days to answer the more complex complaints at Stage 2 of the process.

You can read the full 6 month complaints report on our website at www.newgorbalsha.org.uk/about-us/our-performance



NEW PRIMARY SCHOOL PROPOSED

Have your say by taking part in the consultation.

Glasgow City Council is currently consulting on a proposed new non-denominational (ND) primary school to serve Laurieston and the city centre. Their preferred option is to create a primary school in the current Adelphi Centre in Hutchesontown, Gorbals.

You can find full details of the proposal at www.glasgow.gov.uk/schoolconsultations

New Gorbals Housing Association believes that the key features of the proposals that affect the Gorbals include:

- The proposal is “to provide a local school for children living in Laurieston”, but almost all of the housing in Laurieston is closer to Blackfriars than the proposed new Adelphi school.
- Pupils attending the new proposed school at the Adelphi would be in the Bellahouston Academy catchment area.
- There is no suitable site for a new primary school in Laurieston.
- The overcrowding at Blackfriars Primary is moderate (projected to exceed capacity by around 40 pupils, 15% of capacity). Accommodating this on a permanent basis would not reduce play space significantly.
- The proposal does not address the significant overcrowding at St Francis Primary (projected to exceed capacity by around 150 pupils, 40% of capacity).

From a citywide perspective, the proposals also address the issue of significant overcrowding at Shawlands Academy and the need to provide a primary school for the city centre.

We believe that there is great value in a single non-denominational primary school (and a single Roman Catholic primary school) serving all of the Gorbals. We believe that both of these schools being improved and extended to better serve Gorbals children should be given much more serious consideration.

Glasgow City Council have listened closely to our views and we are grateful for that. They are seeking to get as many responses from the Gorbals as they possibly can. So, **no matter what your view is**, we would encourage all interested Gorbals residents, particularly in Laurieston, to participate in the consultation by visiting www.smartsurvey.co.uk/s/Z6JCT5/.

Please note that the consultation closes on 5th January 2022. You can also share your views with your local elected representatives.



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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Register of Friendly Societies No.2309 RS
Scottish Housing Regulator No. HAL 211