

NEWSLETTER

News and events in the Gorbals community



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COST OF LIVING

Support for tenants during the Cost of Living Crisis

As the cold weather creeps in and the days get shorter, we all find ourselves using more fuel to light and heat our homes. With the cost of living increasing, we know that this can put pressure on our tenants.

We understand that a number of our tenants are feeling worried when it comes to money and bills because of this. That's why we're committed to supporting our tenants through the Cost of Living Crisis.



Our dedicated Welfare Rights team can help you maximise the money you receive each month. From benefit checks to applications, they can help ensure you get the money and support you are entitled to.

To make an appointment with one of the team, please call our office on 0141 429 3900.

On our website, we have put together a list of ways we can support tenants when it comes to things like food and heating. It contains lots of information on the benefits, funds, support and advice available. It's updated regularly and includes links to other useful websites, like Citizen's Advice and Ofgem, the energy regulator.

Visit this page for more information: www.newgorbalsha.org.uk/about-us/cost-of-living-support



COMMUNITY MEALS

The Association has continued to invest in community meals, with our Community Breakfast at Waddell Court in Riverside on a Monday from 9-11am, open to all Gorbals residents.

We have also introduced The Big Gorbals Dinner, which takes place fortnightly in St Francis Hall. The capacity of this venue is limited, so if you would like to attend, please call the office on: 0141 429 3900 or fill out the following form to register your interest:

<https://www.surveymonkey.co.uk/r/GorbalsDinner>

NEW TEXT MESSAGE SERVICE

In October, we upgraded our IT systems to make things more efficient for our staff, tenants and residents. This means we are now able to send out text messages with important information and updates.

We sent out our first text message on 14th October to let you know about this service.

We will only ever send out messages which are important to our tenants. This includes information about your rent account, important updates from the Association and support or services which may benefit you, such as Winter Fuel Payment information.

If you do not want to receive texts from us, you can opt out by replying STOP to any of our messages, by calling our office on 0141 429 3900 or by emailing: kimmurray@newgorbalsha.org.uk

If you want to get text message updates, but have not yet received anything from us, please call or email us, or pop into our office, so that we can update your details.

Our messages come from this number:
07943115085



We will send texts about:

- your rent account
- important association updates
- support and services which may benefit you

Reply **STOP** at any time to opt out of our messages

You can call our office if you think you have received a suspicious or spam message

Contact us to register your mobile number and receive text messages from us.



PREFER PAPERLESS?

Did you know you can 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 kimmurray@newgorbalsha.org.uk to make the switch today.

newsletter

PROPOSED RENT INCREASE

We want to know what you think about the proposed rent increase of 7% for the 2023/24 financial year



If you are a tenant of the association, you should have received a copy of the Your Rent newsletter during November, which gives in depth detail about the proposed increase and how we compare to other associations. The pack also included a questionnaire for you to fill in. Due to a print oversight, the pre-paid envelope to return your survey was not included, however you can send us your feedback in the envelope enclosed with this newsletter (with or without your equalities form).

You can also submit feedback online by filling out our survey here: www.surveymonkey.co.uk/r/3KMNBBT

Housing Officers will be making calls to ask people what they think about the proposed increase. You can also give us feedback by calling us on 0141 429 3900 or emailing consultations@newgorbalsha.org.uk. The proposed rent increase is subject to the government's rent freeze ending on 31st March 2023.

AT HOME IN THE GORBALS - ONE YEAR ON

Thanks to the £40k funding we received in 2021 from Homeless Network Scotland, we have been able to support some of our most vulnerable tenants through their first month of living in a new home through our At Home in the Gorbals project.

We are pleased to report that At Home in the Gorbals has helped 35 people in its first year. These households have been supported with heating costs and food vouchers for the first month of their tenancy, as well as receiving essential household items to get settled in their new home.

At Home in the Gorbals provides extra support to people who have come to us through council homeless referrals, as well as applicants on our general waiting list who are currently staying with family or friends on a temporary basis.

FREE ENGLISH CLASSES



In September, we started a new free English class in the Gorbals. In partnership with TASK Childcare and The WEA, we welcome adults interested in improving their English speaking, reading, listening and writing skills.

The beginners' class takes place on Wednesdays at 9.30am with a crèche provided for those needing childcare, plus lunch after the class.

If you know someone who might benefit from the class, please contact Ailsa on 0141 429 3900 or email ailsa@newgorbalsha.org.uk

COULD YOU BENEFIT FROM A SMALLER HOME?



We're offering tenants £1,250 cash to move from a larger property to one more suited to their needs. If you're looking to downsize, the Association can offer this cash incentive or assist with removal or decorating costs for your new home.

If you live in a larger home and no longer require the number of bedrooms or amount of space, you could save money by moving to a smaller property.

If you currently live in a larger home and think you would benefit from downsizing, get in touch with us on 0141 429 3900.

JOIN OUR TENANTS PANEL

Would you like to be more involved in the decisions we make?

You can help shape the Association by joining our Tenants Panel, who are involved in policy reviews, discussing rent increases, tenant participation and other key matters. The panel is made up of a group of the Association's tenants who meet every couple of months to give their opinions on what we do.

If you would like to be part of the panel, or would like more information on how you can become involved, please contact us on 0141 429 3900, email or visit our office at 200 Crown Street.



WALK THIS WAY

Work to create a new walkway from Hutchesontown to Laurieston has begun at Cleland Lane.

We are opening up Arch 12 to create a walk-through link between Gorbals Street and Laurieston Road. The walkway will be open for use from Winter 2022.

AWESOME AUTUMN ACTIVITIES

We were delighted to host another set of Awesome Autumn activities this October.

Our Holiday Programme saw 65 children benefit from activities and events, in both St Francis Hall and on trips to Xsite at Braehead.

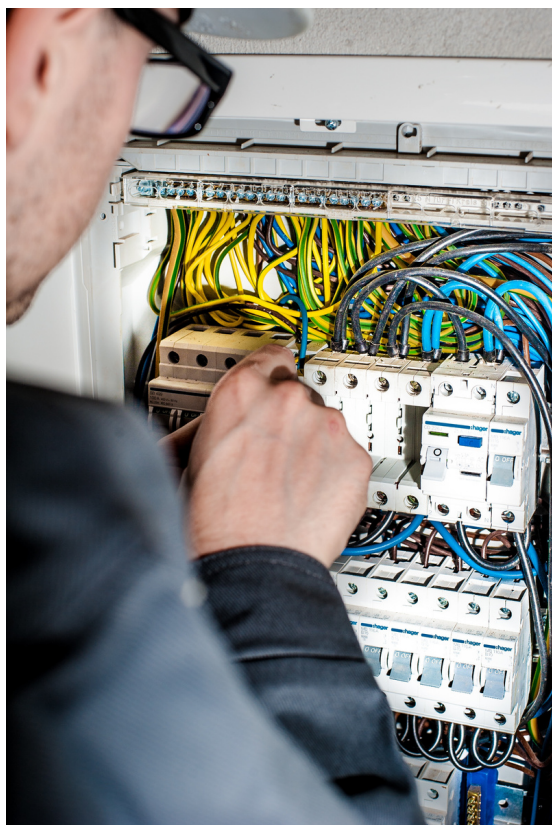
Due to the continued closure of St Francis Community Centre, the Gorbals Halloween Disco was held in St Francis Community Centre this year. With limited space, we were able to give 160 Gorbals families the chance to come along and enjoy dressing up, dancing, music and food. It was great to see all the kids dressed up in person once more, with some cracking costumes on display. Now the St Francis Centre is due to open again we hope that we will not need to limit our community celebrations again, However, if we do, we will make sure that they are not only available online.



CHANGES TO EVENT BOOKING

We have been overwhelmed at the demand for our community events and services. As a result, while full community celebrations like Light up the Gorbals and Gorbals Fair will be open to all, we will be changing how people apply for services or activities which have specific funding criteria, like our school holiday programmes.

We will be asking anyone looking to attend these events to register their interest online, by phone or in person. Event places will be prioritised for those who meet the funding criteria before we allocate places to others on the list and we will try to accommodate as many people as we can within the space and funding criteria we have.



ARE YOUR ELECTRICS SAFE?

By law, the Association is required to carry out electrical safety inspections every five years. Inspections involve a qualified electrician entering your home to review and test the electrical installation. It usually takes a couple of hours and is important because we need to be sure the electrics in your home are safe.

We're currently working our way round all Association properties in Gorbals and will be in touch when we'll be in your area. We'll ask you to make an appointment on a date and time that suits you and would really appreciate your cooperation on this.

If you think we have missed you when we were in your area, please call the office on 0141 429 3900 to arrange an appointment.

NEW HOMES IN LAURIESTON

This year we managed to secure funding for another 27 homes on Bedford Street, which we agreed to purchase from Urban Union. These two and three bedroom homes are wrapped around the old tenement at 166 Gorbals Street.

The flats are due to be completed this winter, with tenants expected to move in from January 2023. The majority of tenants moving to these properties will be from our Caledonia Road rehousing project.

These flats are in addition to the 63 flats already acquired from Urban Union. Along with the 33 flats in our Northgate project this has been a major contribution to rehousing the tenants from Caledonia Road.



We also hope to start work on our developments at the Coliseum theatre site in Laurieston and at Pine Place in Hutchesontown in early 2023.

EQUALITY MONITORING SURVEY

We have included an Equality Monitoring Survey with this newsletter. We are asking for this information to help us to better plan and deliver effective services, and also to meet our legal and regulatory obligations.

It's completely optional to fill this form out, and any information you provide will be anonymous so will not be linked back to you.

Why should I fill out this survey?

From your answers in this survey, we will be able to gather a better picture of our tenants and how we can best focus our resources and services to suit your needs. It will help us identify and eliminate any form of discrimination and will help us to promote your rights and interests.

By answering as many questions as possible you will help us meet your needs better. We provide options throughout this form to allow you to share only the information you want to. You can complete some questions and not others or you can complete parts of questions.

The form also has space for you to tell us more about your needs if you want.

Please use the prepaid envelope included with this newsletter to return your survey, along with your rent consultation survey if you have not already returned this to us.



Light up the Gorbals

Friday 2nd December

From 4.30pm

Gorbals Piazza

Gorbals Parish Church

Join us for music, lights and merriment!

The poster has a black background with white starburst patterns. In the center is a stylized yellow Christmas tree. The text is in white and yellow.

HELP US KEEP YOUR NEIGHBOURHOOD TIDY

Our team runs a programme of bulk waste uplift for tenants each week, visiting different locations on Mondays, Wednesdays and Fridays. To check which day we will be in your area, please see the table below.

We kindly ask that you keep your bulky waste items within your home until the night before the collection day in your area. 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.

Monday	Wednesday	Friday
Caledonia Road (215-341, 460-482)	Alexander Crescent (33)	Ballater Place (120-158)
Cumberland Street (374-514)	Cumberland Street (5-99, 154-197)	Cumberland Street (235-407)
Cumberland Place (5-17)	Benny Lynch Court (7-17)	Mathieson Terrace (4-18)
Gilmour Place (4-18)	Crown Street (150-235)	Jane Place (1-8)
Hallside Place (21)	Ballater Street (238-258, 521-554)	Queen Elizabeth Gardens (4-26)
Hutchesontown Court (11-85)	Errol Gardens (18-64)	Sandyfauld Street (60)
McNeil Street (193-199)	McNeil Street (2-131)	Waddell Street (140-152)
Old Rutherglen Road (440-540)	Old Rutherglen Road (130-167, 309)	Old Rutherglen Road (254-287)
Oregon Place (5-19)	Pine Place (6-24)	Braehead Street (42)
Oregon Street (1-19)	Southside Crescent 18	Commercial Court (12, 26-85)
Silverfir Court (3-8)	Benthall Street (2-36)	Commercial Road (27-85)
Silverfir Street (16-46)	Hayfield Street (3-5)	Waddell Court (6-83)
Snowdon Place (3-15)	Hayfield Court (6-20)	
Waterside Street (42-75)	McNeil Gardens (2-25)	
Bosco Terrace (2-8)	Moffat Street (151-258)	
Braehead Street (40-86)	Snowdon Street (2-9)	
Kilbride Terrace (17-31)	Turnlaw Street (2-33)	
Lipton Gardens (1-19)	Waddell Street (141-175)	
Bedford Street (15-19)	Waterside Street (10-36)	
Ballater Place (135-155)	Abbotsford Place (40-127)	
	Apsley Place (16-29)	
	Bedford Street (2-4)	
	Bridge Street 65	
	Coburg Street (40)	
	Cavendish Court (12-40)	
	Cavendish Place (1-57)	
	Devon Street (2-30)	
	Eglinton Court (3-32)	
	Eglinton Street (201-235)	
	Gorbals Street (156-188)	
	Margaret Street (1-23)	
	Norfolk Court (26-32)	
	Norfolk Street (148)	
	Pollokshaws Road (34-50)	
	Portugal Street (101-113)	
	Stirlingfauld Place (1-34)	
	Surrey Street (50-72)	
	Wellcroft Place (2-10)	

GORBALS IDEAS FUND

BECAUSE COMMUNITIES KNOW

On Saturday 29th October 2022, seven great ideas that came from people living in our community won a share of £60,000 in our latest Community Vote.

The Community Vote was the grand finale of a 10 month long process designed to give local people more control than ever over how funding is used to support local activity.

We started in January by asking people to share ideas on our Your Priorities platform, using the platform to support ideas they thought would have the biggest impact on our community.

Almost 40 ideas were posted and the most popular, as decided by local people, went on to be further developed and costed, before going to a Community Vote on 1st October. Votes were gathered online and from paper ballots, giving everyone aged 8+ who lives in the Gorbals the chance to have their say and decide how £60,000 would be used.

You can find out more about what we do, and why we do it on our website: www.gorbalsideas.org.uk/whatwedo.



The money will now be used to develop the following exciting projects and activities that we hope will launch in the next few months:

- Gorbals Community Pantry
- Community Cinema
- Wellbeing Hub
- Repair Café
- Sanctuary Garden & Growing Spaces
- Community Football
- Gorbals Arts Group

If you would like to get involved in any of these projects drop us an email at info@gorbalsideas.org.uk or call Jo on 0141 429 3900.



ON YER BIKE

Following concerns from our tenants and residents about available bicycle storage in Gorbals, in October and November we consulted with you on this. We were keen to understand the demand for storage so we can determine the best places to locate bicycle stores.

We are currently reviewing the responses and will share the results and plan for bike stores soon.

DON'T LOSE OUT

You could protect your valuables from just £1.90 per month

As your landlord, we are responsible for insuring the properties we own. However, this only applies to the building, not the contents that you have inside the property. You are responsible for replacing your damaged belongings, so it's important that you arrange contents insurance to cover these. Contents insurance covers the belongings inside your home, such as:

- Furniture
- TVs and other electronics
- Decoration
- Floor coverings, such as carpets or laminate flooring
- Clothing

As our customer, you have the option of insuring your contents at an affordable rate through Your Place Property Management. We strongly recommend that you take out contents insurance on your home, as your possessions could be very expensive to replace if damaged.

You can insure contents from as little as £1.90 a month for standard cover, or £1.18 a month for over 60s.

For full details about payment plans and different types of cover, you can pick up the Home Contents Insurance Application Pack from our office on Crown Street, or we can arrange to have this posted out to you. Call 0141 429 3900, or email admin@newgorbalsha.org.uk for more information.

Please note there are other companies who provide contents insurance and you have the option to shop around to find cover that suits you best.



Peace of mind at an affordable cost

YourPlace home contents insurance

A special service for tenants and factored homeowners

 clothing	 electrical	 furniture	 fire
 vandalism	 carpets	 theft	 water



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 2022 and 30th September 2022, we recorded 28 complaints. 15 were upheld, 6 were partially upheld, 5 were not upheld, and 2 were resolved quickly, to complainants' satisfaction without the need for a lengthy investigation.

LISTENING TO OUR TENANTS

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. As a result of complaints in the last six months, we have:

- Made changes to our policy on disposing of tenants' personal belongings left in common areas. Among the changes is that items cleared will now be stored and tenants given 14 days to claim them.
- Changed the way we give out lunches to children at our holiday programmes to make sure children always get the lunch that suits their dietary requirements
- Increased the frequency of close inspections to monitor the standard of cleaning
- Included an article in this newsletter with more information about insuring personal belongings, including floor coverings



You can read the full 6 month complaints report on our website at:

www.newgorbalsha.org.uk/about-us/our-performance

New Gorbals Housing Association

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admin@newgorbalsha.org.uk

New Gorbals Housing Association is registered with the Scottish Housing Regulator (No. HAL 211), as a charity in Scotland (SC041164) and is a registered society under the Co-operative and Community Benefit Societies Act 2014 (No 2309 RS). In the Property Factors Register under section 6 of the Property Factors (Scotland) Act 2011, registration number PF000338.



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