

NEWSLETTER

News and events in the Gorbals community



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£45K COST OF LIVING BOOST FOR TENANTS

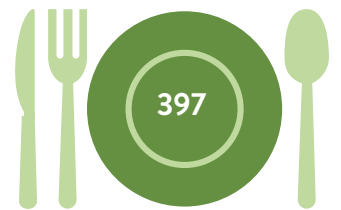
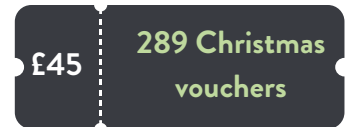
The Association has been granted £45,000 to help our most vulnerable tenants through the Cost of Living crisis.

The money has been awarded through a number of grant schemes which has already allowed us to provide vital cost of living assistance over winter.

EVH's Cost of Living Grant awarded the Association £5,000 in winter 2022 to help us support families at Christmas. Thanks to this award, alongside Cash for Kids, 289 Gorbals children received a £45 voucher before Christmas.

The Association has also been granted £15,000 from the Scottish Federation of Housing Associations' Winter Hardship Fund. The fund had a focus on food, which meant we could provide a £50 food voucher to 300 households in the Gorbals this year to help combat food poverty.

£25,000 from the National Lottery Community Anchor Fund was awarded in January 2023 and will allow us to issue warm home packs and fuel vouchers to those in need. It also means we can continue running our Big Gorbals Dinner community meal every fortnight.



Big Gorbals Dinners served



2023 DATES

We are pleased to share that the free, fortnightly Big Gorbals Dinner will continue throughout 2023 on the following dates:

13th June

27th June

11th July

25th July

8th August

22nd August

5th September

19th September

3rd October

There's no need to book – just drop in on the day. Please do get in touch with us in advance if you have any dietary requirements by contacting the

Communities Team on 0141 429 3900

CHANGES TO HOUSING SERVICES

As part of a review of our Housing Services, we have made a move away from specialist teams within our Housing department. The changes took effect from Monday 3rd April 2023.

Previously, teams within Housing Services were split between Arrears Recovery and Allocations & Estates. We have now moved to having two teams of generic Housing Officers, each led by a Housing Operations Manager, John Edmiston and Julie O'Rourke.

Generic Housing Officers are responsible for all aspects of your tenancy, including things like arrears, allocations, anti-social behaviour and estate management, but in a smaller patch. This change may mean that you have a new Housing Officer.

We expect that by having Housing Officers operating on a smaller patch, providing a one-stop shop to tenants, we will be better placed to meet the needs of you, the tenant, whilst improving our customer service. This should also improve working between departments in the Association, which makes for a more efficient and value for money service for tenants too.

The association will still have the same number of Housing Officers, with a team of Housing Assistants to support them.

There will be no change to our Welfare Rights Team, whose role is to maximise tenants' income through entitlement checks and assistance with things like application forms and referrals to food bank, community grocery and more.

See pages 4 and 5 to check who your Housing Officer is.



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.

MEET YOUR HOUSING OFFICER

Your Housing Officer is your main point of contact for your tenancy, including arrears, allocations and anti-social behaviour. Each Housing Officer covers certain streets and neighbourhoods. Find out your Housing Officer below:

East Team - Area Manager John Edmiston

**Lee
Craigon**



215-285 Caledonia Road, 471-479 Cumberland Street, 5-17 Cumberland Place, 4-18 Gilmour Place, 21 Hallside Place, 11-85 Hutchesontown Court, 460, 470-540 Old Rutherglen Road, 5-19 Oregon Place, 1-19 Oregon Street,

**Carolanne
Rafferty**



2, 8, 36 Benthall Street, 3-5 Hayfield Street, 4-20 Hayfield Court, 4-18 Mathieson Terrace, 100 McNeil Street, 204-258 Moffatt Street, 279-287, 309 Old Rutherglen Road, 60 Sandyfaulds Street, 140-175 Waddell Street, 10 Waterside Place, 20-36 Waterside Street

**Margaret
Fitzpatrick**



2-8 Bosco Terrace, 40-86 Braehead Street, 460-482 Caledonia Road, 17-31 Kilbride Terrace, 1-19 Lipton Gardens, 3, 5, 8 Silverfir Court (multi-storey)

**Debbie
Lee**



150 Crown Street, 235-301, 407 Cumberland Street, 193-199 McNeil Street, 254-260, 465-469 Old Rutherglen Road, 4-26 Queen Elizabeth Gardens, 16-46 Silverfir Street, 3-15 Snowdon Place, 42-75 Waterside Street

**Bill
Lanigan**



521-554 Ballater Street, 3, 11-35 Benthall Street, 135, 145, 155 Ballater Place, 2-25 McNeil Gardens, 2-73, 131 McNeil Street, 2-33 Turnlaw Street

West Team - Housing Operations Manager - Julie O'Rourke

**Collette
Amato**



125-127 Abbotsford Place, 5-9 Cumberland Street, 12-40 Cavendish Court, 1-11 Cavendish Place, 6-57 Cavendish Street, 2-30 Devon Street, 3-32 Eglinton Court, 201-535 Eglinton Street, 34-50 Pollokshaws Road, 50-72 Surrey Street

**Catherine
Athmani**



120-134, 136-144, 146-154, 156-158 Ballater Place, 37-85 Commercial Road, 6-10, 12-36, 47-73 Waddell Court, 11 & 83 Waddell Court (multi-storey)

**Darren
Clark**



16-29 Apsley Place, 1-19 Bedford Street, 305 & 341 Caledonia Road (multi-storeys), 91-99 Cumberland Street, 156-170 Gorbals Street, 1-10 Margaret Street, 2-9 Snowdon Street, 1-15 Stirlingfauld Place, 2-10 Wellcroft Place

**Michelle
O'Donoghue**



33 Alexander Crescent, 238-258 Ballater Street, 7-17 Benny Lynch Court, 191-235 Crown Street, 154-197 Cumberland Street, 18-64 Errol Gardens, 147-167 Old Rutherglen Road, 6-24 Pine Place, 18 Southside Crescent

**Morag
Thomson**



374-404, 416-470, 486-514 Cumberland Street, 172-188 Gorbals Street, 1-8 Jane Place, 11-23 Margaret Street, 26-32 Norfolk Court, 101-113 Portugal Street, 16-34 Stirlingfauld Place,

**Julie
Macfarlan**



12 Commercial Court (multi-storey), 26-85 Commercial Court, 39 Waddell Court (multi-storey)

SENSATIONAL SPRING EVENTS

We were delighted to host a number of fun and fab events for the people of Gorbals throughout Spring.

This year our International Women's Day event extended to a week of celebrations, with gathering, mindfulness, food and wellbeing at the heart of activities for Gorbals women.

Spring meant the return of the Easter Eggstravaganza, held in the Gorbals Piazza on Saturday 1st April. With music, food and a visit from a furry Easter friend, there was plenty of fun on offer for all the family.

Over Easter we also held our School Holiday Food Programme which saw 75 kids take part in four fun-filled days of activity, including a trip to Gravity trampoline park at Braehead.



SUMMER HOLIDAY PROGRAMME

Our Summer Holiday Programme will return this year in a similar format to 2022. If you are looking to register a place for your child please contact Ailsa in the Communities Team on 0141 429 3900

Due to the overwhelming demand for this service, we anticipate our Summer Holiday Programme will become fully booked very quickly. Whilst we are unable to accommodate everyone, we will prioritise spaces for New Gorbals HA tenants who meet the funding criteria before we allocate places to others on the list. We will try to accommodate as many people as we can within the space and funding criteria we have.

FACING ABUSE ISN'T REASONABLE

Following a survey carried out in April-May 2023, 76% of customer-facing NGHA staff said they had faced unacceptable behaviour whilst carrying out their roles in the past year. 73% also said that they believed they had faced abusive behaviour whilst carrying out their roles in the last 12 months.

We understand that during the current Cost of Living crisis, our tenants may be feeling under more pressure than usual, however at New Gorbals Housing Association, we do not tolerate abusive or unacceptable behaviour. We ask that you treat staff fairly, and we expect staff to treat you fairly too – as Facing Abuse Isn't Reasonable.

If you treat staff in an unacceptable or abusive way, we will make you aware of this and we may place some restrictions on your contact with us.

Examples of unacceptable behaviour include:

- Swearing and aggressive language
- Making threats in person, on the phone or via letter or email
- Violence and aggression
- Making unreasonable demands, such as asking us to complete a task in an unreasonable timescale and sending excessive emails, letters or calls about this
- Unreasonable persistence, such as relentlessly contacting the office and refusing to accept a decision

Action we may take if your behaviour is unacceptable:

- Terminate the phone call
- Call the police
- Limited contact, such as providing a single person to contact or email-only contact
- Contact through a third party such as NGHA solicitors or relevant mediator

FACING

ABUSE

ISN'T

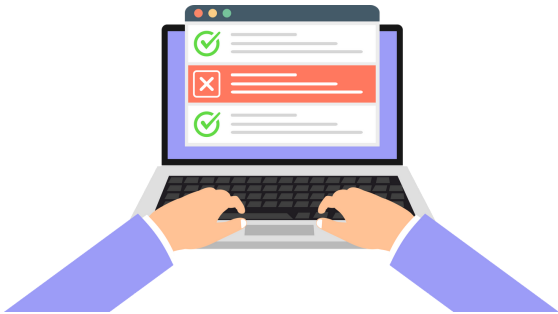
REASONABLE



In all cases of unacceptable behaviour, we will contact you to explain what actions we consider unacceptable and why. We will ask you to amend your behaviour and explain what actions we may take if you do not.

Where we must act, we will tell you in writing what action we are taking and why. We may also offer to meet you at our office to discuss the unacceptable actions and agree a way forward.

REPORT YOUR REPAIRS ONLINE



Did you know that you can report routine or non-emergency repairs on the New Gorbals Housing Association website?

You can fill in our Report A Repair form on the website here:

www.newgorbalsha.org.uk/my-ngha-home/repairs

Please note that this form should NOT be used in an emergency. If you have an emergency repair, and the office is closed, please call:

0800 783 7937

Repairs can be reported via the form at any time, but will only be picked up and logged during office hours (Monday-Friday, 9am-5pm) so please bear this in mind if reporting an issue on an evening or weekend.

FAIR FUN IN JUNE

The Big Gorbals Fair is back and it's set to be bigger and better than ever!

Head to Gorbals Piazza, Gorbals Rose Garden and Blackfriars Primary School between 12pm and 4pm. for music, food, performances, sports, kids activities, rides and much more.

The full programme will be published in June.

newsletter

FREE ENGLISH CLASSES



Our free English classes, in partnership with TASK Childcare and The WEA, will continue until the end of June 2023.

The beginners' class takes place on Wednesdays at 9.30am within TASK Childcare on Caledonia Road. A crèche is available for those needing childcare, plus lunch is provided after the class.

We welcome adults interested in improving their English speaking, reading, listening and writing skills. If you know someone who might benefit from the class, please contact Ailsa on 0141 429 3900 or email ailsa@newgorbalsha.org.uk



WORKINGRITE EMPLOYMENT PROGRAMME CONTINUES UNTIL AT LEAST 2026

We are delighted to share that the youth employability programme, delivered by Workingrite, has been granted funding for a further three years to support people in the Gorbals.

Funding of £80,000 per year for the next three years was approved at the South Sector Community Planning Partnership in January 2023. This additional funding means that youth employment charity Workingrite will be able to support around 200 young people into work over the next three years.

Workingrite gives young people aged 16 to 24 the skills, experience and opportunity to secure jobs, apprenticeships or further training. This is done through an initial 10 week programme which prepares a person for work through a mentored work placement or on-the-job training with a local firm.

The programme is delivered in partnership with Glenoaks and Southside Housing Associations, and it is expected that over half of the 200 expected to benefit from the programme will come from Gorbals.

Workingrite has already helped 77 young Gorbals people take a step towards training and employment since November 2017, including Reece Mullin, who came along to the programme with low self-esteem and no idea how he was going to progress from high school into an apprenticeship without relevant qualifications. Thanks to Workingrite, he is overcoming his barriers to work and is now in the process of completing a 12 week work placement in Joinery, with reputable buildings construction company, Liliun Homes.



Reece Mullin with his site supervisor Tony

Workingrite are now recruiting for their next intake, aiming to start a new group of young people in early June to support them into work.

The programme is open to those in the G5 area aged 16-24, who are currently not in education, training or employment. Paid work experience is offered once in placement. If you are interested in the programme please contact Michael Fullerton

on:

0141 429 3900 or

michaelfullerton@newgorbals.org.uk

GORBALS IDEAS FUND

Gorbals Ideas Fund has launched the Your Priorities initiative for 2023, with £60,000 available to support the ideas of local people, and £20,000 available to support local groups and organisations. Gorbals locals have already had the opportunity to submit ideas for what could improve the community, with this phase closing on 15th May 2023.



The next stage will see the whole community given the opportunity to vote for their top 10 ideas. These will then be developed and costed over the summer, in partnership with local people, before being taken back to the community for a final vote in August 2023.

You can find out more about Your Priorities, including this year's proposed ideas and progress on each stage of the process here: www.gorbalsideas.org.uk

NEW WALKWAY CONNECTING COMMUNITIES



Following extensive refurbishment works, a new walkway at Cleland Lane Arches is set to open this summer, linking the neighbourhoods of Hutchesontown and Laurieston.

Thanks to funding from the Scottish Government's Regeneration Capital Grant Fund, a railway arch has been opened up to connect the two areas, improving access to our office, the health centre and Gorbals Piazza.

Improvements to the walkway through the arch at Cleland Lane include resurfacing and installation of lighting.

Refurbishment of the railway arch is the first phase in the project which will see a see toucan crossing on Laurieston Road. Widened pedestrian access at the health centre is planned for future phases, with the full programme of works still to be confirmed.

FREE ENERGY ADVICE SESSIONS

As part of our efforts to help tenants through the Cost of Living Crisis we have arranged fortnightly, free energy advice sessions in our office at 200 Crown Street.

Sessions are confidential and hosted by our appointed HEAT adviser. If you are worried about energy bills or are struggling with payments, please call the office to attend an upcoming advice session:

0141 429 3900

Upcoming Energy Advice Sessions:

Thursday 25th May

Thursday 8th June

Thursday 22nd June

Thursday 6th July

Thursday 20th July

LAURIESTON NEW BUILD SURVEYS

As an Association, we always want to make sure we're providing a high-quality service for tenants. This includes the quality of new homes we provide, and so we ask tenants of new build properties to complete a satisfaction survey once they have settled in.

The survey asks for views on things like the property size, layout, likes and dislikes. This helps us to inform the design and development of future developments.

Currently, we are seeking a sample of responses from those in Laurieston. If you have received a survey, please complete and return in the pre-paid envelope as soon as possible. Or if you would rather do this over the phone, please call the office on:

0141 429 3900



New build on Gorbals Street

WE VALUE YOUR COMPLAINTS

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

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:

- Updated our site rules and carried out training to remind all NGHAs operatives of their health and safety responsibilities whilst working in the community.
- Changed our procedure for recording communication preferences.
- Included an article in the Maintenance Newsletter about pest control services provided by Glasgow City Council and what NGHAs' pest control responsibilities are.
- Strengthened our procedures for reviewing applicants' points before contact is made about potential rehousing.
- Introduced a procedure to fit a steel skirting board behind newly installed kitchens as standard.



**For more information, you can read our full quarterly complaints report on our website at:
www.newgorbalsha.org.uk/about-us/our-performance**

New Gorbals Housing Association

200 Crown Street
 Glasgow
 G5 9AY



0141 429 3900



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.

