

NEWSLETTER

News and events in the Gorbals community



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TIPS TO TACKLE CONDENSATION

As the weather continues to get colder, the likeliness of condensation and mould in your home increases.

If you've noticed condensation appearing on your windows and walls, there are a number of things you can do to help reduce and tackle this:

1. Wipe down windows each morning

and wring the damp cloth into the sink

2. Try not to dry clothes indoors

if you have to do this, you should dry clothes in one room (ideally your bathroom) with the door shut and window open to let moisture out

3. Keep lids on pots while cooking

to stop any steam escaping

4. Keep bathrooms and kitchens ventilated

by using extractor fans if you have them and open windows when cooking or bathing

5. Try to keep your house a consistent temperature

If you are worried about fuel costs, please speak to your Housing Officer to discuss any support that may be available to you

If you are concerned about mould or dampness please call us on [0141 429 3900](tel:01414293900)



TENANT PARTICIPATION OFFICER

As a community controlled Housing Association, we are committed to giving tenants the opportunity to have their say.

That's why we've recruited a Tenant Participation Officer, who will be increasing opportunities to get involved. You will hear more from our Tenant Participation Officer in the New Year.

NEW FACE IN RECEPTION

We have recently filled the vacant position of Administrator and hope you will join us in welcoming Natasha Docherty to the Association.

Natasha joined us in October; some of you may have noticed her new, friendly face in reception already.

MY GLASGOW APP

We recommend downloading the MyGlasgow app which can be used for a whole range of services, including reporting a number of issues from missed bins and potholes to dog fouling, fly tipping and graffiti. You can submit pictures with reports and view progress on any issues you've reported.

The "More Services" section also has handy links to useful information and services like school holiday info, and paying your council tax online.



KEEP PESTS AWAY

We have had reports of food waste being dumped around Gorbals streets and parks, which is attracting pests like seagulls, mice and rats. This can be hazardous and can create a public health problem, so we encourage all tenants to make use of on-street bins to dispose of waste to keep these pests away.

If you see overflowing bins or dumped rubbish, you can report this to the Council via the MyGlasgow App.



REPORT REPAIRS ONLINE

Did you know that you can report repairs online?



Simply scan the QR code to get started.

Fill out the form then look out for a call from us to investigate or arrange a visit.

In an emergency please don't report online. Use the emergency repairs line instead: **0800 783 7937**

92 NEW HOMES UNDERWAY

Two new developments are set to get underway this winter, which will see 92 new homes completed in the Gorbals.

Construction is set to commence this winter at both Pine Place and the Coliseum site in Laurieston. Once complete, this will bring 92 new homes for social rent, a mixture of flats and townhouses, to the Gorbals.



YOU SAID... WE DID

You told us you'd like to see the HEAT drop in advice service available in the evening as well as our 10am-2pm fortnightly Thursday sessions.

We arranged for HEAT to come along to two of our Community Meal events in September and November, between 5.30pm and 7.30pm and will continue to look for opportunities at future events.



LIGHT UP THE GORBALS 2023

Friday 1st December
4.30pm
Gorbals Piazza

music ● hot drinks ● sweet treats ● santa



AWESOME AUTUMN ACTIVITIES

The Association hosted another set of Awesome Autumn activities for children and families this October.

Our Children's Holiday Food Programme made it possible for 50 children aged 5-12 to benefit from two days of activities, events and food – including a trip to Xsite at Braehead.

We were also able to bring the Halloween Spook-tacular back to St Francis Centre this year, meaning we could welcome more families to join in the frightening fun. Over 250 people attended, taking part in dressing up and dancing whilst enjoying music, food and games. It was great to see everyone getting into the spooky spirit, with some un-boo-lievable brilliant costumes on the night.



GORBALS IDEAS FUND

In June, we announced that due to unforeseen circumstances, we had to put Gorbals Ideas Fund on hold. This meant that this year's Your Priorities process was also paused.

Whilst we are still not in a position to completely restart the programme, our Community Coordinator, Michael Fullerton, has been meeting with community advocates along with some of the recipients of last year's Your Priorities funding, to keep things up and running.

Although it's disappointing that we haven't been able to run the Your Priorities programme to the same degree as last year, we wanted to reassure tenants that Gorbals Ideas Fund has not been dismissed or closed, and we're doing all we can to ensure that Participatory Budgeting still has a meaningful place in Gorbals.

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COST OF LIVING SUPPORT

We know that as winter approaches, fuel bills will start to rise for tenants. We are committed to finding ways to help support our tenants struggling with the current cost of living.

We do this in a number of ways; from seeking funding to support our tenants with fuel vouchers, to hosting free community meal events, open to all. Here are a few things we are currently working on this winter:

COMMUNITY MEAL

St Francis Community Centre
Tuesdays 5.30-7.30pm

28th November
12th December

Warm packs
for LivingWell
tenants

fuel top-ups
for struggling
families

ENERGY ADVICE DROP IN

NGHA office
Thursdays 10am-2pm

23rd November
7th & 21st December

A full list of Cost of Living support, from the Association and externally, can be found on our website by scanning the QR code or visiting:

newgorbalsha.org.uk/about-us/cost-of-living-support

If you are struggling with food or fuel, please contact your Housing Officer on 0141 429 3900 who may be able to suggest support options available to you.



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.

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ALLOCATIONS

One of the main themes to come out of the Gorbals Tenant Gathering was our allocations policy and the difficulty of getting an offer of a home in the Gorbals. Many of those attending the gathering wanted to know more about our allocations process to understand why we let our properties the way we do.

The Gorbals is a very popular place to live, with over 4,000 people on our housing list. However, only around 100-200 properties become available to let each year. Our homes are allocated based on a points system, with a proportion of our homes allocated to homeless referrals from Glasgow City Council.

With such a low turnover, a limited number of people on our housing list will be successful renting a home from us. In fact, it may take a long time to receive an offer of housing, and in some situations it can take several years. If you have a low level of points, it is unlikely you will receive an offer of housing from us.

For more information on how we allocate homes, including details of the points we award, please scan the QR code to view our Allocations Policy.



This policy is up for review in 2024, and as such we will be consulting with tenants on this in the New Year. If you would like to express your interest in being involved in the consultation, please email gregor@newgorbalsha.org.uk

MANAGEMENT COMMITTEE MINUTES



Another point raised at the Tenant Gathering was how tenants could find out the content of Management Committee minutes and ensuring these are available for tenants to read.

Once they have been read and approved, our Management Committee minutes are always made available on the New Gorbals HA website at the following page:

newgorbalsha.org.uk/about-us/management-committee-minutes

Here you will find details of the last three years worth of meeting minutes.

OUR RESPONSIBILITY V GCC RESPONSIBILITY

As your Housing Association, we are responsible for a number of things surrounding your tenancy and area you live. However, our Housing Officers and Maintenance Officers have been getting an increasing amount of calls about matters which are the responsibility of Glasgow City Council (GCC).

Below we have outlined things which fall under our responsibility, and the things which you should contact GCC about:

OUR RESPONSIBILITY	GCC'S RESPONSIBILITY
Home repairs	Pest control
Common areas	Fly tipping
Landscaping areas owned or managed by NGHA	Landscaping areas owned or managed by GCC
Anti-social behaviour	Pot holes, pavements & roads
Close cleaning	Litter & street bins
Bulk uplift	Dog fouling

To report matters to GCC, you can visit their website or download the MyGlasgow App (see page 4 for more info) and report any issues there.

CALEDONIA ROAD REDEVELOPMENT CONSULTATION

The Association is currently in the process of public consultation on its redevelopment proposals for the site of the Caledonia Road Multi Storey Flats (305 and 341 Caledonia Road) which are due to be demolished in 2024.

We held our first open consultation drop in session on Wednesday 15th November 2023 and will be holding another session on:

Wednesday 13th December 2023 from 3pm to 6pm in St Francis Community Centre, 405 Cumberland Street.

Details of our proposals are available on the NGHA website here:

newgorbalsha.org.uk/our-news/caledonia-road-redevelopment-public-consultation

We welcome responses from all Gorbals tenants. Consultation responses can be sent to us at consultations@newgorbalsha.org.uk, in writing to Elder and Cannon Architects at 40 Berkeley Street, Glasgow G3 7DW or email at mail@elder-cannon.co.uk.

Please note, this public consultation does not relate to a planning application and comments should not be made to Glasgow City Council.

Any comments made to the prospective applicant are not representations to the planning authority. If a planning application is subsequently submitted to Glasgow City Council normal neighbour notification and publicity will be undertaken at that time and you will have the opportunity to make formal representations regarding the proposal at that time.



RENT INCREASE CONSULTATION

We will be sending out information on our rent increase proposal for the 2024/25 financial year in the next couple of weeks.

You will receive a pack through the post containing:

- a letter from our Director informing you of the proposed increase
- a newsletter with more detail on our rent costs and how we compare with other RSLs
- a questionnaire for your feedback on this year's rent proposal
- a pre-paid envelope for you to return your questionnaire



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

We will consult with tenants on the proposed increase from Monday 27th November to Friday 22nd December 2023. We would ask that you complete the questionnaire and return it to us in the pre-paid envelope by the end of the consultation period.

We will also be giving tenants the opportunity to submit your feedback online. We will do this by sharing a URL in the rent consultation newsletter, by sending SMS messages to you and by sharing details of the consultation on our website and social media.

Additionally, you can give us feedback by calling us on 0141 429 3900 or emailing consultations@newgorbalsha.org.uk

YOUR RENT PAYS FOR



repairs



landscaping



modernisation



close cleaning



bulk uplift

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 2023 and 30th September 2023, we recorded 32 complaints. 15 were upheld, 5 were partially upheld, 5 were not upheld, and 6 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:

- Arranged for additional training to be provided to Housing Officers on allocation of medical points. This training will form part of the planned Allocations Policy Review.
- Arranged for a survey of all common frames (of decorative glass panels) to be conducted in one of our factored developments to check their condition and assess for any damage prior to cyclical painter works.
- Arranged for the rollout of additional complaints training to front-facing staff.
- Arranged for Housing Officers to receive anti-social behaviour complaints training.



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

www.newgorbalsha.org.uk/about-us/complaints

New Gorbals Housing Association

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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.



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