
NEWSLETTER

News and events in the Gorbals community



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EVENTS AND ACTIVITIES

The Association runs a number of regular, free community events and activities each month. Below are the upcoming dates for our community meals and daytime disco. To find out more about any of the events contact Michael on 0141 429 3900 or email michaelfullerton@newgorbalsha.org.uk

Big Gorbals Dinner

Runs fortnightly in St Francis Hall from 5.30pm to 7.30pm. Summer dates for your diary:

9th July	23rd July
6th August	20th August
3rd September	17th September

Community Breakfast

Takes place weekly in Gorbals Youth Cafe, Waddell Court from 9am - 11am:

1st July	8th July
15th July	3rd September
17th September	24th September

Daytime Disco

Runs monthly in St Francis Hall from 11am - 1pm and includes lunch:

26th July
30th August
20th September

COMMUNITY LITTER PICK

Residents told us they wanted to get involved, so NGHA has partnered with Keep Scotland beautiful and Glasgow City Council to become a litter picking hub.

We held our first tenant-led community litter pick on Friday 15th March and have been hosting regular monthly litter-picking events since then.

As a Litter Picking Hub, the Association can also lend out our litter picking equipment to local groups or individuals. Whether you want to join in our pre-arranged picks, or fancy getting your own group together, you can really help make a difference.

If you'd like to find out more, or to book out the litter picking equipment, please contact Susan: susan@newgorbalsha.org.uk or phone 0141 429 3900.

“Living in the high flats you see things in a different way from just walking around.”

“The amount of rubbish blowing into our river is getting worse. So instead of just moaning about it I decided to see if it was bothering other people too.

Aye it does!

After a first litter pick with Keep Scotland Beautiful, we now have our own group in the Gorbals.”



Veronica

CHANGES TO BULK UPLIFT SERVICE

We recently reviewed our bulk uplift service and have updated our routes.

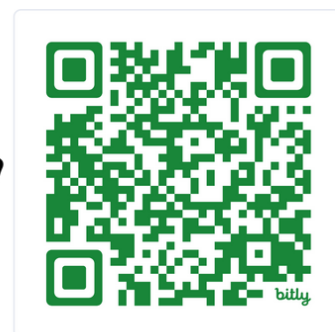
We still collect bulk waste items once a week from a collection point outside your property and the service is included in your rent payments. This means you won't have to pay extra to use it. Simply leave household items that you would like to dispose of at the collection point the night before your dedicated pick up day.

We collect standard items that do not fit into a normal household waste bin, such as household furniture. We don't collect things like rubble, builders materials or supermarket trolleys. A full list is available on our website.

Please do not leave items in the back court or other communal areas, as these will not be collected.

To find out which day we will be collecting bulk waste for your property, please scan the QR code or visit:

www.newgorbalsha.org.uk/my-ngha-home/bulk-service



Scan me

UPSTREAM BATTLE

Because of our position next to the Clyde, we are also part of Keep Scotland Beautiful's Upstream Battle campaign.

Upstream Battle focuses on changing littering behaviour in Scotland, to stop litter entering the rivers and ending up in the sea. . Partners are working along rivers and their tributaries, to raise awareness, gather evidence and inspire action.

For us, this will involve taking part in an occasional litter survey along the Clyde. Our next survey will be in August. If you would like to take part, please get in touch with Susan on 0141 429 3900 or email susan@newgorbalsha.org.uk

PREFER PAPERLESS?

Did you know you can receive this newsletter by email?

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

Email Kim at kimmurray@newgorbalsha.org.uk to make the switch today.



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COLISEUM CONSTRUCTION TO BEGIN

Challenges with planning and location have meant that building work on the Coliseum site hasn't started yet. . However, works are expected to start from Summer 2024.

There will be 64 new homes as part of the Coliseum development. These will mostly be one and two bedroom flats, with one four bedroom maisonette house. There will also be a brand new community room and garden for residents to enjoy as part of the development.

Construction is expected to last around 24 months. We expect the development to be ready in Summer 2026. Look out for more updates in future newsletters.



Artist's impression of the six storey Coliseum development

NEW BUILDS PLANNED FOR CALEDONIA ROAD

Since we held a Public Consultation in November/December 2023, the plans for new housing at Caledonia Road have developed, with three main design changes:

- the walkway through the housing has been closed off to give more private space over to residents
- four more townhouses have been added, providing more much-needed large family homes for the Gorbals
- parking has been moved to the edge of Caledonia Road

NORTH GATE WINS PRESTIGIOUS RIAS AWARD

The Association's North Gate development has been named as a winner of the Royal Incorporation of Architects in Scotland (RIAS) Awards 2024.

The RIAS awards are the highest level in Scottish architecture and North Gate is the only building, out of the 11 that won an award, to come from a social housing provider.

The judges said: "The jury was impressed by the architects' commitment to provide convivial, attractive and robustly-detailed homes clearly adored by residents and making for a new part of the city."

Fraser Stewart, Director of the Association said: "We are delighted that North Gate has been recognised in the RIAS Awards 2024, especially as the only social housing design to win an award.

"As the Gorbals is an area which suffered from poor housing design in the past, the Association prides itself on the provision of high-quality social housing for our tenants, which fundamentally starts with excellent design standards."

The RIAS award is the latest win for North Gate, which has also won a Saltire Housing Design Award and a Gold Scottish Design Award for Architecture.



The image (right) shows how the updated design might look.

Designs will soon be submitted to Glasgow City Council Planning for approval. Within the planning stage, you will have another opportunity to make comment on the proposal.



SUN SHINES ON GORBALS FAIR 2024

The Gorbals Fair was once again a huge success, bringing together the whole community for a day of fun and festivity.

A special thanks to all those involved in making the day such a spectacular event, from organisers and volunteers, to the on-stage performers and all those who brought their brolly to take part in the Big Gorbals Parade.



We are always looking to make the fair even better each year, and to help us do that we need your feedback.

Please scan the QR code or follow the link below to fill out a short survey about the fair. You'll also have the chance to enter a prize draw to win a £50 Amazon voucher for taking part. Good luck!

www.surveymonkey.com/r/TheBigGorbalsFair2024



VOLUNTEERS WEEK 2024

National Volunteers Week took place from 3rd to 9th June 2024 and we were delighted to get involved by celebrating all those who volunteer with the Association.

The Association hosted a special Volunteer's Lunch on Thursday 6th June in recognition of all those who give up their time and effort to benefit the Gorbals community, from litter-picking to feeding the community and much more besides.



Community Co-ordinator, Michael Fullerton said:

“We wanted to use the opportunity of Volunteers Week to give thanks to all those who give up their time, knowledge, and expertise to make the Gorbals a better place. We are fortunate to have a local community who care passionately about the area and are keen to participate.

“Each person makes a vital contribution to the Association and the area more widely.”

Interested in volunteering?

Contact Susan Burn:

0141 429 3900

susan@newgorbalsha.org.uk

We always welcome tenants and residents to get involved with the work of the Association in whatever capacity you can. Opportunities range from sharing views online and in surveys, to a bigger commitment like a role within the Tenants Panel or Management Committee.

VOLUNTEER WITH CROSSROADS

If you like the idea of working outdoors in the fresh air but don't want the responsibility of having your own growing space, why not volunteer with Crossroads Youth and Community Association?

Volunteers help maintain the allotment space and brand new wildflower meadow and orchard, all for the benefit of the local community. There's a variety of tasks to be done - from planting seeds to harvesting crops, cutting grass and onsite maintenance - so no two days are ever the same.

Sessions run throughout the day and are led by an experienced community gardener who will help you and guide you. The gardener will allocate tasks according to your interests and ability. There's also plenty of time for enjoying a laugh and a chat with fellow volunteers.



If this sounds like something you would be interested in, contact Kenny McCubbin on 0141 429 3254 or email kenneth@cyca.org.uk

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YOU SAID, WE DID

We appreciate all feedback we receive, and where possible we try to make changes to address any issues. Here are some of the things we have taken on board in the last few months:

We would like access to the vegetable planters at Riverside for local residents

This space is currently being renovated and will be handed over to local gardening volunteers once complete. Please get in touch if interested.

We need access to bike storage spaces

We are looking at a bike amnesty and clear out to be able to offer spaces which can be used for bikes.

We would like a choice of colours for the close painting programme

We will arrange an open day in Oatlands Community Hub for Caledonia Road and Braehead Street (who are next on the programme) to select colours.

We need work done on the roads and parks in our estate

We organised walkrounds for tenants with Glasgow City Council to look at potholes, issues with parking and play park. Tenants followed this up directly with Glasgow City Council

We would like monthly drop-ins with Housing for coffee and chat at Living Well Service at Devon Street, Crown Street and Silverfir Court

Drop-ins have been arranged, starting in May 2024.

SHOWER HEAD REPLACEMENT

Please don't replace the shower head on your existing electric shower.

If you do, it might cause problems like reducing the flow of water, lowering the water pressure and stopping the shower from working altogether. Fixing this usually means we need to buy expensive parts.

This is because not all shower heads are compatible with your existing electric shower.



STOCK CONDITION SURVEY

We are currently carrying out a survey of all of our tenanted properties to understand the condition of properties and to help plan for future maintenance.

The survey only takes about 20 to 40 minutes depending on the size and type of home you're in, and involves a surveyor from the Association attending your home to assess things like kitchens, bathrooms, windows, doors and boilers.

The survey results will allow us to create a replacement programme for the next 30 years. If we have not yet visited you to carry out our assessment, please contact us to book a survey at a time that is suitable by emailing our dedicated Stock Condition Survey Appointments address: SCS@newgorbalsha.org.uk or call 0141 429 3900

MEDICAL OXYGEN

Please tell our Housing Management Team if you, or a member of your household, needs to use oxygen at home for medical purposes, as there are some risks with using and storing oxygen at home.

For example, having medical oxygen in your home could increase the intensity of a fire if one starts.

When you tell us you have medical oxygen at your home, we will carry out a risk assessment of the property to make sure you know how to use and store your equipment as safely as possible.

You should also arrange a Home Fire Safety Visit from Scottish Fire and Rescue (details below) and contact your home insurance provider to ensure any claims are valid.

ARRANGE A FREE HOME FIRE SAFETY VISIT

To arrange a free visit conducted by Scottish Fire & Rescue:



0800 0731 999



Text FIRE to 80800 on your mobile



Complete the Online Form at <https://firescotland.gov.uk/>

HAVE YOUR SAY

Since our Tenant Participation Officer, Susan Burn, joined us in December, the Association has been working hard to re-establish the Tenant's Panel and other groups within the Gorbals.

There are now a number of ways you can get involved and have your say, from joining a group to taking part in the Your Views list from your home. The regular in-person groups are outlined below, however we're also tying out online evening meetings too.

If you would like to take part in one of the groups or find out more, please contact Susan on 0141 429 3900 or email susan@newgorbalsha.org.uk

Riverside Tenants and Residents

Gorbals Youth Cafe
or online

Oatlands Tenants and Residents

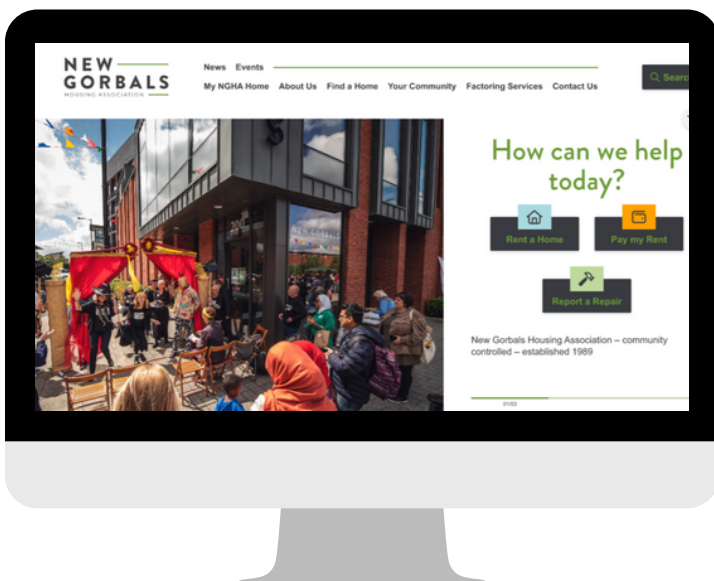
Oatlands Community Hub
or online

Hutchesontown Tenants and Residents

St Francis Centre
or online

Tenants Panel

St Francis Centre



NEW WEBSITE AND TENANT PORTAL

A new website for the Association is currently under development and will be live online this summer.

The new site will make it much easier for you to find information about our services, find out what's going on in Gorbals, or contact us with any questions or problems you might have.

We will also be launching a Tenant Portal which you will

be able to access from our new website. This will allow you to manage your tenancy online by viewing your rent account statements, requesting and keeping track of repairs, accessing important documents and more.

We will be in touch when the website and portal launch to give you more information on how to use these new digital tools to benefit you.

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TENANT SATISFACTION SURVEY 2024

Every three years, we ask tenants to take part in a satisfaction survey to gather your views on the services we provide. The survey is anonymous and is carried out by Research Resource – an independent research company.

The last survey took place in 2021, so we will be looking to hear your updated views this summer. Research Resource will carry out the survey over the phone and face to face in July and August 2024.

We use the information we get back from the surveys to report to the Scottish Housing Regulator, identify key improvements and to shape how we will deliver our services in the future. When we get the survey results we will let you know what we have learned and what our next steps will be.

When carrying out door to door research, the Research Resource Team will carry identification at all times. Please ask to see a copy of this. The interviews will be face to face and over the phone, lasting no longer than 15 minutes. To speak to as many people as possible, Research Resource will knock doors and make phone calls during the day, early evening and at weekends. If they do not manage to speak to you on your doorstep they might phone you.



ENGAGEMENT PLAN

As a registered social housing landlord, we are regulated by the Scottish Housing Regulator (SHR). Every year the SHR publishes an Engagement Plan which describes how they will work with us.

Every year we provide the SHR with an Assurance Statement letting them know we are complying with regulatory standards. These documents are available to view on the Policies and Key Documents section of our website: www.newgorbalsha.org.uk/about-us/our-policies-key-documents

PINE PLACE

Work has started building new homes in Pine Place, on the former site of Gorbals Health Centre.

The development will be mostly one and two bedroom flats with some four and five bedroom townhouses. There will be 28 new homes in total.

We expect the new homes to be completed in Summer 2025.

WE VALUE YOUR COMPLAINTS

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. Here is a snippet of our complaints performance over the past year:

STAGE 1



Complaints received

60



Average days to complete

3.7

STAGE 2



Complaints received

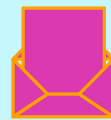
17



Average days to complete

18.1

As a result of the complaints we answered across the year we have made the following changes to what we do, or how we do it:



We have changed the language in our letters informing tenants we may need to force access to their home for essential safety checks



We have changed the way we record Anti Social Behaviour Complaints



We delivered additional staff training on Allocations Policy & Anti Social Behaviour Management

We answered 86.84% of complaints within the agreed timescale



We upheld or resolved 57% of complaints



For more information, you can read our quarterly and annual complaints summaries on our website at:

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

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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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