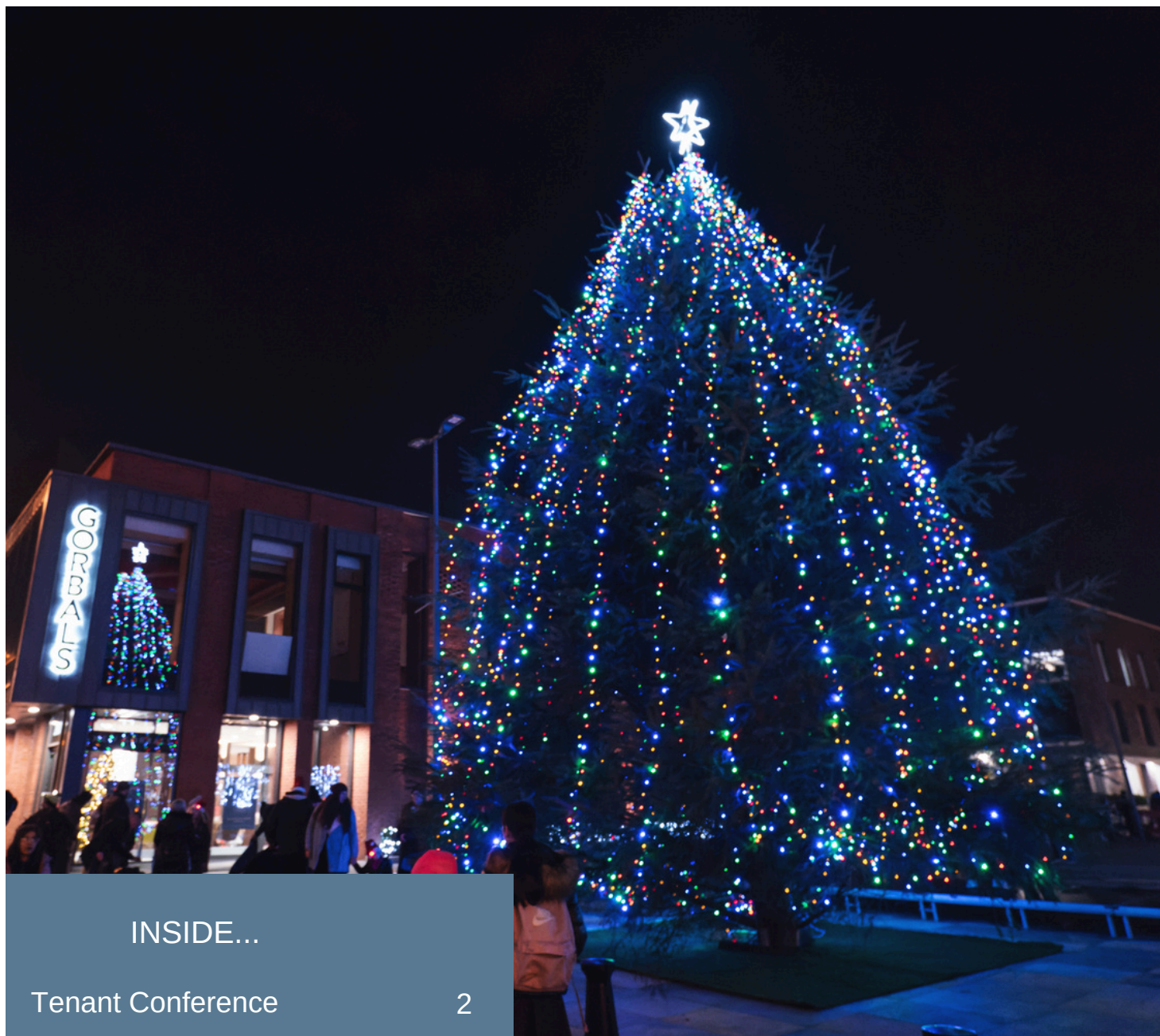


NEWSLETTER

News and events in the Gorbals community



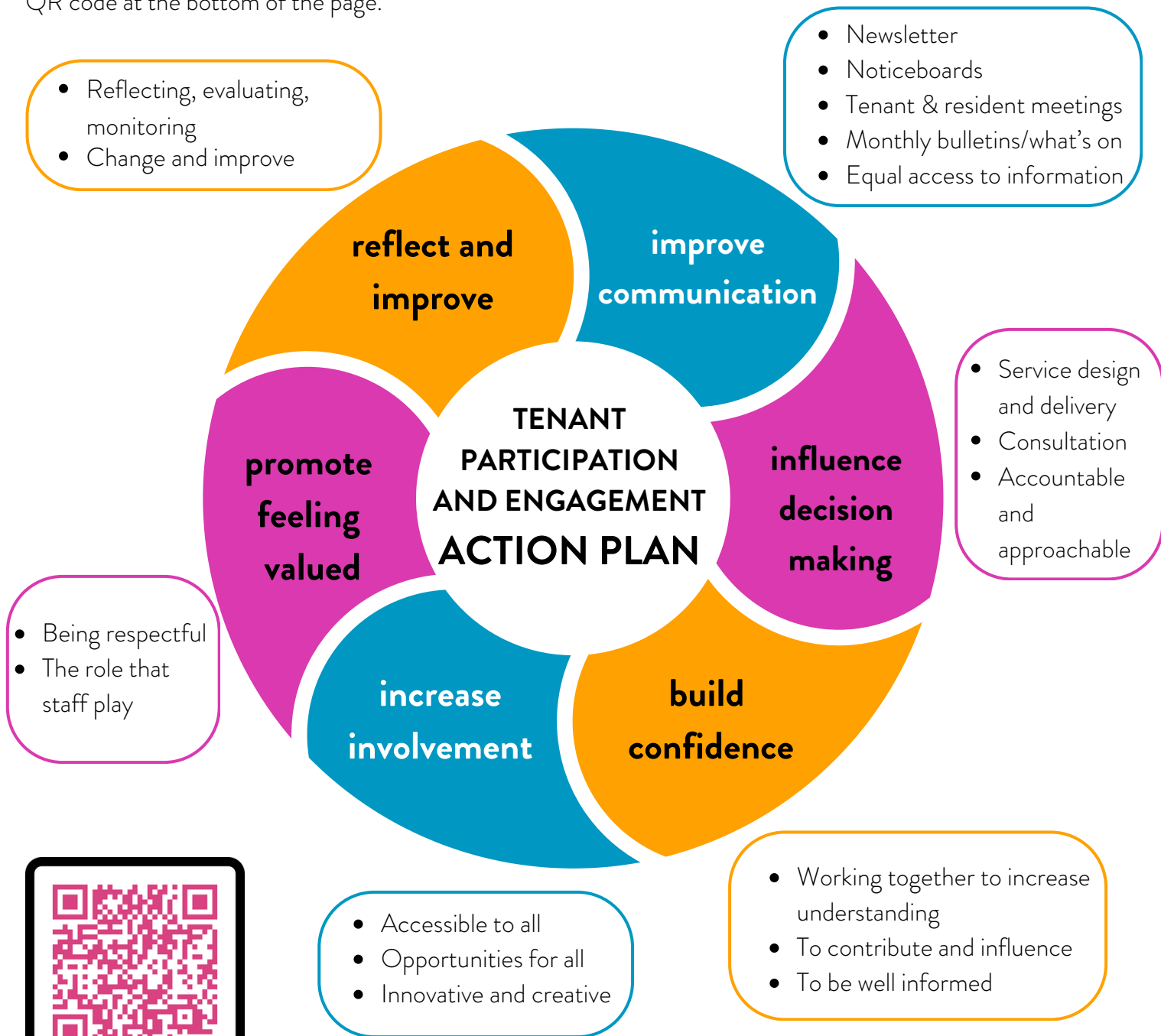
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TENANT PARTICIPATION AND ENGAGEMENT ACTION PLAN

To help us to achieve the aims of the strategy, we have created an action plan, which has been guided by our tenants.

The Action Plan focuses on 6 key areas and is available to read in our 9 community languages, by scanning the QR code at the bottom of the page.



SCAN ME to in read Arabic, Bengali, French, Farsi, Hindi, Polish, Punjabi, Ukrainian and Urdu.

newsletter

CHANGES TO UNIVERSAL CREDIT

Universal Credit is replacing six older forms of benefits and tax credits.

If you are in receipt of Working Tax Credit, Child Tax Credit, income-based Jobseekers allowance, Income Support or Housing Benefit, look out for a letter called a Universal Credit Migration Notice from the DWP. You'll need to claim Universal Credit by the deadline stated in the letter.

You won't be automatically moved to Universal Credit, so it's essential to act quickly and follow the instructions in the letter, otherwise your benefits will stop.

For support with this, please contact our Welfare Rights Team on 0141 429 3900.

ASSURANCE STATEMENT

Each year we submit an Assurance Statement to the Scottish Housing Regulator.

We submit this statement to show that we have checked we are complying with the Scottish Housing Regulator's standards and that we are meeting our commitment to good quality service delivery. This supports transparency, accountability and trust.

You can see our Assurance Statement on our website:

www.newgorbalsha.org.uk/about-us/our-policies-key-documents

WARM HOME DISCOUNT

The Warm Home Discount Scheme could take £150 off your winter electricity bill.



discounts will be applied by 31 March 2025

Contact your electricity supplier to apply. You'll need to check with them even if you were eligible for a discount last year.

The number of discounts suppliers can give is limited so it's best to contact them as early as possible.

newsletter

ARE YOU ENTITLED TO PENSION CREDIT?

This year, the only way to claim the Winter Fuel Payment is to be in receipt of Pension Credit.

If you're not sure if you could be entitled to this, please contact our Welfare Rights service on 0141 429 3900.

In order to receive Winter Fuel Payment this year, you must be in receipt of Pension Credit by mid-December 2024.

Scan the QR code (right) from gov.uk to find out more.



COMMUNITY PANTRY

The Community Pantry which will be located at 12 Commercial Court, is a project led by local volunteers through an idea submitted to the Gorbals Ideas Fund in 2022.

At present, works are ongoing to fit out the premises and we hope to be in a position to open the pantry in spring 2025.



ON-STREET BIN HUBS

On-street bins are currently being piloted in areas across Glasgow, such as Pollokshields and Haghill.

In these areas, Glasgow City Council (GCC) have replaced the bins that would usually be found in bin stores and back courts with on-street waste and recycling bins.

Right now, there are no on-street hubs in Gorbals, and we do not know if they will be rolled out in the area. We will continue to liaise with colleagues in GCC as well as local councillors and will advise residents of any news we hear.

More information can be found on the GCC website: www.glasgow.gov.uk/article/5254/

ENERGY REDRESS SERVICE

In August 2024, we began offering an Energy Redress service in partnership with Southside Housing Association. This means we now have a dedicated Energy Advisor, who is focussed on energy referrals and appointments for our tenants.

The advisor is based at our Crown Street office each Tuesday to meet tenants by appointment. The appointment can be held at our office or in your home if this is more suitable.

If you think you could benefit from Energy Redress support, please call the office for a referral: 0141 429 3900.

This service is available thanks to a successful joint funding bid between New Gorbals, Southside, Cathcart & District and Craigdale Housing Associations. Together, the bid totalled £150,000 and means we will be able to provide this service for two years.

MORE HAPPY HOLIDAYS AND HALLOWEEN

The Communities Team provided another awesome Autumn of events, including our regular community meal – The Big Gorbals Dinner – and of course our Halloween Spooktacular, both open to all.

Thanks to a successful funding bid, the Association has been able to continue offering school holiday activities and food for children in the Gorbals for the school year 2024/25.

After a packed summer programme with over 70 children taking part, we were delighted to welcome 58 children aged 5-12 to take part in activities and events during the October week. Thanks to Glasgow City Council, we also look forward to offering the programme in the Easter 2025 school holiday.



GORBALS IDEAS FUND RETURNS!

After a period of vacancy, the Association appointed a Community Budgeting Officer in September, meaning that Gorbals Ideas Fund activity can restart.

Gorbals Ideas Fund is led by local volunteers and is based on participatory budgeting, which means local people vote on ideas to improve the area using local funds.

Join us as we relaunch Gorbals Ideas Fund on Thursday 5th December. We'll talk about the fund over some hearty soup and sandwiches, before hearing from groups and organisations who have benefitted from the money. Come along to find out how you can turn your ideas into something positive for the Gorbals!

newsletter



RELAUNCH



**Thursday 5th
December**



6-8pm



St Francis Centre

TENANT SATISFACTION SURVEY 2024

In our last newsletter, we explained that our 2024 Tenant Satisfaction Survey was underway, with an independent company surveying tenants to find out your views.

We are pleased to report that we have received hugely positive results from the survey. Here are some of the key highlights:

95%

of tenants are satisfied with the overall service provided by New Gorbals

97.8%

believe New Gorbals is good at keeping tenants informed about our services and decisions

99%

of tenants are satisfied with the opportunities to participate in our decision-making process

91%

of tenants are satisfied with the repairs service

94%

of tenants think that their rent represents good value for money

In each result noted above, the figures are an improvement on our 2021 survey results.

You can read the full report on our website here:

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



NEW MANAGEMENT COMMITTEE 2024/25

Following the Association's 35th AGM on Monday 9th September 2024, three new members were elected to the Management Committee: Andrew Donat, Maureen McEnroe and Przemek Pikula.



As a community-controlled housing association, New Gorbals is run by local people in the form of our Management Committee. Those on the Management Committee take key decisions in how the Association operates, including how we spend your rent.

Our new Committee members fill previously vacant positions, with all of our 2023/24 Management Committee continuing to serve this year. You can see a full list of Management Committee members and details of Office Bearers on our website:

www.newgorbals.org.uk/about-us/our-management-committee

WE NEED YOU!

We have some great opportunities for local people to volunteer with us and get involved in community activity. Anyone aged 16+ can volunteer with us. You don't have to be a tenant but you do have to be a Gorbals resident.

As a volunteer you'll be involved in helping to design, develop and deliver the activities you are part of, so you will have the opportunity to really influence what happens in your community. A member of our Communities Team will work with you to make sure you are getting the most out of volunteering.

In 2025 we will need support with various projects and that includes:

- Community Food Work
- Community Events
- Gorbals Ideas Fund
- Community Pantry
- Gorbals Grows Project



For more information on volunteering please call the Communities Team on 0141 429 3900 or email communities@newgorbals.org.uk

ESTATE RESPONSIBILITIES

Issue	Tenant	NGHA	Glasgow City Council (GCC)	Additional info
Dog fouling	✓		✓	Pets should be kept under proper control and not causing a nuisance, this includes fouling. You can report dog fouling to GCC Environmental Team by calling 0141 287 1058 or via MyGlasgow App.
Close cleaning	✓	✓		NGHA will regularly clean all stairs we own or factor. Tenants are expected to take care of and maintain the stair area in between cleans.
Communal grass and shrubs		✓		NGHA will regularly cut common areas removing all grass, cut communal hedges, remove cuttings and maintain all shrub beds.
Fly tipping			✓	GCC Environmental Team are responsible for fly tipping. Issues can be reported anonymously on 0141 287 1058 or via MyGlasgow App.
Graffiti		✓	✓	We regularly inspect our estates for graffiti and will charge those responsible for the cost of removing it. You can also report to GCC who will remove it within 20 working days. Offensive graffiti will be removed within 2 working days.
Vandalism		✓		We regularly inspect our estates for vandalism. If you witness vandalism, please report it to your Housing Officer for investigation. We will charge those responsible for repairing the damage they caused.
Hedges and gardens	✓	✓		Tenants are responsible for ensuring their garden is clean, tidy and not causing a nuisance. NGHA provides a grass cutting service during the growing season and this is included in your rent.
Bins			✓	GCC is responsible for bin collection. This includes if your bin is missed during collection.
Bin areas	✓			Tenants are expected to ensure bin areas are well maintained and refuse is properly disposed of. This includes ensuring chutes and bin stores are free from obstruction.
Bulk uplift	✓	✓		NGHA collects bulk waste items once a week. Please leave bulk items outside on the kerb the night before collection and not in bin stores or landings. You can find your collection date and location on our website.

A NOTE FROM HUTCHESONTOWN COMMUNITY COUNCIL

Hutchesontown Community Council is an elected, representative body, made up of residents from the central Gorbals area.

We work with our councillors, representatives from Glasgow City Council, New Gorbals Housing Association and the Southside Area Partnership (among others!) to help improve the local area.

We deal with many day-to-day concerns of local residents including rubbish and waste collection, parking and statutory consultations on licencing, local planning and community engagement. We also feed into national consultations and government schemes.

Community councils are the bedrock of local democracy and can make a real difference in how our local area is governed. Everyone is welcome to come to any of our meetings, which are always held on the third Tuesday of every month at 7.00pm in the St Francis Centre. Or why not become a member yourself!

Join the Facebook page: @HutchesontownCommunityCouncil

Get in touch: h_cc@hotmail.co.uk

NORTH GATE AWARD NOMINATIONS

In addition to winning a Royal Incorporation of Architects in Scotland (RIAS) award and Royal Institute of British Architects (RIBA) award in June and July this year, North Gate has been shortlisted for a further award:

RIAS Andrew Doolan Best Building In Scotland Award

North Gate is up against some stiff competition, with the winner announced on 22nd November.

CLOSE MOPPING IN WINTER

Please note that in winter, when temperatures drop below 0 degrees, closes will not be mopped. This is for health and safety, to avoid slips and falls in icy weather.



HANDYPERSON SERVICE

Are you struggling to complete small repairs in your home? If you are over 65 or have a disability irrespective of age, you can access the free Handyman Service.

The service is provided by two Handypersons who carry out small practical tasks. Payment is only required for any materials provided by the Handyperson.


Works the Handyperson can carry out:

- ✓ Change light bulbs / toilet seats
- ✓ Install wireless door bells / new smoke detectors or change batteries
- ✓ Fit shelves, bannisters, towel rails, grab & hand rails
- ✓ Prepare the home for works such as central heating or medical equipment being delivered
- ✓ Fit thresholds and secure loose flooring to prevent trips and falls
- ✓ Move your bulk waste items to the collection point

They are NOT able to:

- ✗ Gas, plumbing or electrical work
- ✗ Cleaning/gardening
- ✗ Painting or decorating

Need a repair?

 0141 433 2749

 careandrepair@southside-ha.co.uk

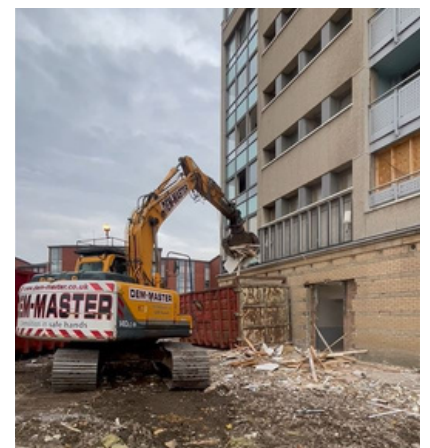
DEM-MASTER: CALEDONIA ROAD UPDATE

Dem-Master Demolition is making good progress at 305 & 341 Caledonia Road.

We are continuing with the internal soft strip and outer cladding removal. We have also successfully deconstructed the concierge building and have begun installing the temporary site hoarding.

We're excited to share that we've achieved a zero-landfill outcome for this project to date and will continue to do so. This translates to 200 tonnes of materials which have been recycled and diverted from landfill so far!

We'll continue to share progress updates as the project moves forward.



newsletter

CONDENSATION AND MOULD

Condensation is caused by too much moisture in your home, usually from cooking, bathing and drying clothes. It can also be caused by the temperature in your home being too low.

To prevent this, we recommend you keep your home warm and well ventilated. This is important, as you are responsible for controlling condensation levels in your household.

There are a number of tips to reduce condensation on our website:

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

If you are concerned about mould or condensation please call us on 0141 429 3900



EQUALITY, DIVERSITY AND INCLUSION POLICY

The Association's updated Equality, Diversity and Inclusion Policy was approved by the Management Committee in August this year.

The policy is an expansion on the previous Equality Policy, to include information on diversity, inclusion and discrimination and how the Association seeks to be as accessible and inclusive as possible.

You can read the full policy on our website here:

www.newgorbalsha.org.uk/about-us/our-policies-key-documents

SHOWER HEAD REPLACEMENT

Please don't be tempted to change the shower head we have supplied as this can be an inconvenient and costly mistake.

This can cause problems like reducing the flow of water, lowering water pressure and stopping the shower from working altogether.

Our plumbers are having to replace showers as a result, which can cost up to £300. Sadly, this may be recharged to tenants. If your shower head needs replaced due to wear and tear, call us to book a repair on 0141 429 3900.

New Gorbals Housing Association

200 Crown Street
Glasgow
G5 9AY

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.

newsletter



0141 429 3900



admin@newgorbalsha.org.uk

