

Winter 25/26

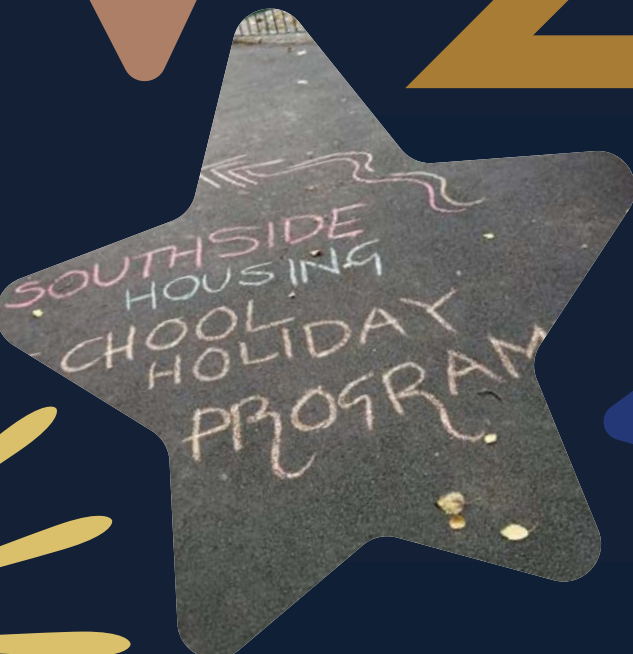
Southsider



SOUTHSIDE
housing association



2026



SHA Board Members



Ruth McCluskey
Chairperson



Alex Cameron
Co- Vice Chairperson



Lisa Peebles
Co-Vice Chairperson



Alison Devlin
Secretary



Jenna Monteith



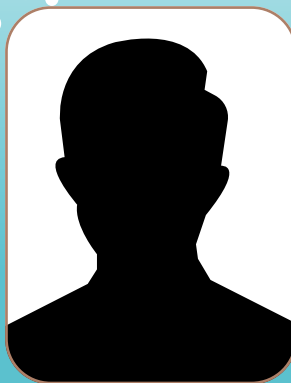
Munir Choudry



Lili Peters



Pamela McLevy



Eachann Gillies



SOUTHSIDE
housing association

Contact Us

Cardonald Office

135 Fifty Pitches Road
Glasgow, G51 4EB
0141 422 1112
csd@southside-ha.co.uk
Monday - Friday: 9am - 5pm

Shields Road Office

435 Shields Road
Pollokshields, G41 1NP
Monday, Thursday & Friday:
9am - 5pm

Telephone Line

Opening Hours

Monday - Thursday
9am - 5pm
Friday 9am - 4pm

For all out of hours
emergency repairs
call **0141 422 1112**

SouthsideHA

X Southside-HA

southside-ha.org

Scottish Housing Regulator No
(RSL186) Financial Conduct
Authority No 1694R(S) Scottish
Charity No SCO36009
VAT Registration No 886 7830 59

News in Summary



Breakfast Mornings, School Holiday Programmes, Exercise Classes to name a few.

Find out which Community Initiatives are running in your area on **Pages 5-7**



Our Welfare, Benefit, Money & Debt Advice Service is free, impartial, and confidential.

Read more on page 10



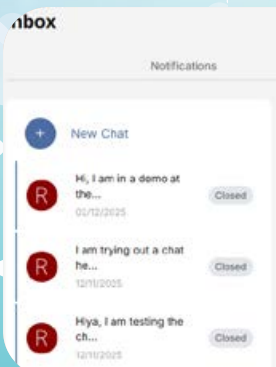
Read details of how we are investing in your homes and communities, from lift upgrades to window & kitchen replacements.

Pages 14-15



How to avoid additional repairs charges and who to call when things go wrong in your property.

Read more on page 16



As part of our work to improve customer services, at the end of February, we will be switching on our Customer Portal.

Read more on page 19



The Associations Domestic Abuse policy forms part of our approach to addressing and tackling domestic violence and other forms of abuse.

Read more on pages 20-21



Announcing the appointment of New Two, following a successful procurement process you will see their staff collecting bulk items across our stock.

Read more on page 23



Thank you to those who took time to participate in our Tenant Satisfaction Survey throughout December.

Read some of the headlines on pages 24-25



Glasgow's Southside boasts a rich history shaped by influential figures over the past two centuries.

Read more on pages 26-27



Every year the Association must submit its Annual Assurance Statement to the Scottish Housing Regulator, the body which regulates social landlords in Scotland.

Read more on page 28

Have your say!

You may have noticed a different look and feel to our newsletter this year! Please take a few moments to complete this short survey and give us your feedback. This will also allow us to include content you'd like to see in the future!

Access the survey here:
<https://forms.office.com/e/3CXxLbemTi>
Or scan the QR code:



WELCOMES

&

FAREWELLS

A Warm Welcome to Our New Team Members

Mike Edwin joins us as **Service Contracts and Compliance Officer**, bringing expertise to strengthen our service delivery.



David Stewart is the newest member of our **Finance Team as Finance Officer**, ready to keep the numbers in check.



We're thrilled to have them on board and look forward to the great contributions they will make!

Shaun O'Hara left his role as **Property Services Officer** in November. Shaun has been a valued member of the team, and we wish him every success in his next chapter.

Ronnie McGowan Retires - After 10 years as a valued member of our Mobile Estates team, Ronnie has retired. Ronnie had years of experience and took the time to share this with colleagues developing their careers. A number of years ago SHA employed trainees who were mentored and supported under Ronnie's guidance. Many of whom went on to develop their careers positively. We wish him all the very best in this next chapter of his life.



Community Initiatives Update

Breakfast Mornings

Our Community Initiatives Team volunteers run 3 breakfast mornings for the community in Cardonald and Pollokshields. Come and join us in Queensland Community Lounge, 15 Queensland Gardens, Cardonald on Wednesday mornings from 10 – 11:15am and in Berryknowes Community Flat, 150 Berryknowes Avenue, Cardonald on Friday mornings from 10 – 11:15am. In Pollokshields,

there is a breakfast morning in Herriet Court Resident's Lounge at 37 Herriet Street. Keep an eye on our social media for more updates on this soon. If you stay or take some food away, breakfast mornings are free of charge and catered by our wonderful volunteers. All our breakfast mornings are free of charge and catered by our wonderful volunteers.

Volunteer Training

Our amazing volunteers have attended some exciting training recently. Two volunteers have completed their REHIS Food Hygiene certification to assist with our breakfast mornings. 7 volunteers have received Compassionate Communication

training called NVC and will soon be taking part in Nutrition training and Tension Release Exercise (TRE) training. Our Community Initiatives Team is very passionate about both appreciating, supporting and celebrating our volunteer team.

Move Dance Go enjoy fancy dress for Halloween at Southside House

What joy to be able to host weekly Move, Dance and Go sessions within our Southside Housing Association offices. Here's a photo of everyone dressed up for Halloween. The singing and play lights up our offices every Wednesday.

Under 5's are welcome to join Move! Dance! Go! Sessions every Wednesday at 10am with their parent/carer at 135 Fifty Pitches Road, Cardonald, G51 4EB



VOLUNTEERS NEEDED

Make a difference to strengthen your community. Join our amazing team of volunteers in Cardonald and/or Pollokshields and be a part of something great! We have some fantastic, very flexible volunteering opportunities. Full training provided.



**WE'D LOVE TO HEAR FROM YOU EVEN
IF IT'S JUST FOR AN INFORMAL CHAT**



HERE'S HOW TO CONTACT US

☎ 0141 422 1112 / 07759129063
✉ csd@southside-ha.co.uk



<https://www.southside-ha.org/staff-volunteers/>

October Children's Holiday Programme

We had a brilliant time at our Children's Holiday Programme in October. We were in Halfway Community Park on Tuesday 14th October and we were joined by activity providers: Body Happy, Make do and Grow, Giggle and Grow and Storyteller Fiona Ferguson. On Thursday 16th October we returned to St Albert's Primary School in Pollokshields but this time inside the cosy gym hall with creative activities by Make do and Grow and indoor archery with TURF Community. For both events we enjoyed lentil dahl by Momentous Catering. It was lovely to have some live music again at both venues, so a huge thank you to musicians Lesley O'Brien and Jen Biddle. Thanks to everyone who joined us for some fun activities and delicious food!



Spring 2026 Holiday Programme

We are preparing for the Spring Holiday Programme which will take place on Tuesdays 7th and 14th April 2026 at Halfway Community Park, Cardonald and Thursdays 9th and 16th April 2026 in St Albert's Primary School, Pollokshields. We are excited to try some new food offerings and collaboration with other organisations which we hope everyone will enjoy. Keep an eye on our social media for more information soon! Or contact our Community Initiatives Team on 0141 422 1112 or email csd@southside-ha.co.uk nearer the time.

Easy exercise classes – Newark and Nithsdale Residents Lounge

We are thrilled to announce a pilot programme of chair based easy exercise classes that will run on Tuesdays 11am - 12pm, in the Resident's Lounge, 32 Newark Drive, Pollokshields, G41 4PZ. The sessions will run on:

Tuesday 13th January 2026
 Tuesday 27th January 2026
 Tuesday 10th February 2026
 Tuesday 24th of February 2026

These chair-based exercise classes are open to all and can be adjusted to suit your fitness levels. Come join the fun! To share feedback on this so we can learn if this is something you'd like to continue, you can contact our Community Initiatives Team on 0141 422 1112 or email csd@southside-ha.co.uk.

Berryknowes Chippy Lunch

On Thursday 4th December residents came together in the Berryknowes Community Flat to catch up, share stories and eat a delicious chippy lunch.



Community Chest Donations

As part of our contribution to develop and support our communities, we allocate a donations budget on an annual basis, for a range of projects and activities. Here are some of the organisations we have been supporting recently:

Formerly Giggle N Grow, Move! Dance! Grow! sessions, an array of rich language and imagination, has supported numerous families in Cardonald for many years. As funding is getting more difficult, Southside Housing Association donated £1000 to help keep these sessions going, to benefit children and families in the Cardonald community.

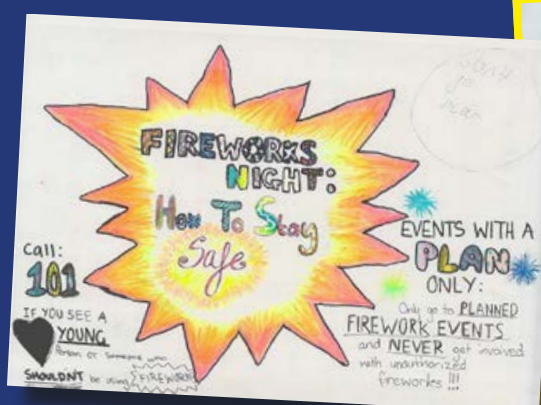


Police Scotland Donation - £500 towards their Primary School Firework Safety Poster Competition prizes

This year local schools, Police Scotland and the Fire Service worked together, towards the lead up to bonfire night, to help make the southside safer. Over 20 primary schools took part in the competition. Southside Housing Association donated £500 towards this work using our Community Chest Donation fund.

Campus police officers announced winners at local high schools and carried out a firework safety presentation at school assembly before the October 2025 school holidays.

This was a united effort in youth engagement as we tackle the problems that can arise annually on the lead up to fireworks night.



Share Scotland - Midlock Street Library Christmas Fayre

Share Scotland - Midlock Street Service, is a local charity supporting adults with learning disabilities and their families. Southside Housing Association contributed £750 to support their Midlock Street Library Christmas Fayre on Saturday 6th December 2025. They planned a day of joy and warmth to address issues of poverty in the area. Where every

child who attended went home with a free festive gift bag containing: a small packet of sweets, a colouring book and crayons, a children's book to support learning and a cosy hat and scarf to help keep them warm this winter. Southside Housing Association were pleased to be able to fund these gift bags and support such a valuable project.

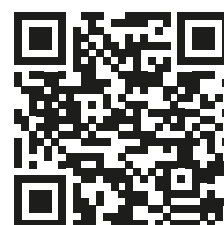
Do you know about an organisation that might be able to benefit from our Community Donations?

Our Donations Policy is available on our website, if your organisation meet the criteria please complete the simple application form using the code or link below. Our Leadership Team will review all requests for support.

Donations Policy can be found here,

https://southsideha.org/data/Donations_Policy_February_2023_2023_10_23_13_57_40_000.pdf?v=1698065860

Access the application form at
<https://southside-ha.org/community-donations-form-/>



Celebrating 30 Years of Inspiring Young Readers!



This year marks **30 incredible years** of Dolly Parton's Imagination Library—a global initiative that has gifted over **200 million books** since 1995, sparking a love of reading in millions of children around the world.

Southside Housing Association is proud to support this amazing initiative! Thanks to

Community
Benefits
contributions
from our
contractor
CRD Property
Ltd, we

continue to offer free monthly books to our tenants with children aged 0–5 through the Imagination Library.

Each month, a book will be delivered **straight to your door**—addressed to your child—so they can build their own home library and enjoy quality reading time with family.

If you're a Southside tenant and would like to sign up, simply scan the QR code below or give us a call on 0141 422 1112.

Please note: children must reside in the Southside Housing Association property used to register.

Let's celebrate **three decades** of imagination and literacy—and inspire the next generation of readers, one book at a time!



CARDONALD COMMUNITY SHOP

Flat 0/4, 12 Swinton Place, G52 2EA

NOW OPEN TUESDAYS 10:30am-13:30pm

Membership costs £1 per month, plus
the cost of your shopping

You don't need to be a resident of Swinton Place to
join, so please share with your friends and family.
The more the merrier!

The Cardonald Community Shop provides excellent
deals on a range of household products such as fruit
& veg, fresh meat and dairy, frozen produce, pet food,
hygiene, feminine items & many more.

A message from the staff...

*"Since becoming the coordinator for
the community shop 6 months ago
it's been fantastic to watch it grow
more popular within the community.
We are set up to support and help
anyone that's feeling the impact of
rising living costs, the more people
that shop with us, the stronger our
community shop becomes.*

*Come along and check us out, new
members are always welcome.."*

Elaine McGrath
Cardonald Community Shop Coordinator

For more information:



Cardonald Community Shop

Email: elaine@goodfoodscotland.org

Website: Goodfoodscotland.org

**CARD & CASH
PAYMENTS
ACCEPTED!**





Just like a supermarket but a fraction of the price!
Membership fee £1 per month, open to everyone.



Tuesdays 10:30am - 1:30pm

**12 Swinton Place 0/4,
Cardonald, Glasgow, G52 2EA**

£ We accept both cash and card payments

☒ For more info and volunteering opportunities contact Elaine, our Cardonald coordinator
elaine@goodfoodscotland.org
or find us on Instagram and Facebook

[cardonaldcommunityshop](https://www.instagram.com/cardonaldcommunityshop) [cardonaldcommunityshop](https://www.facebook.com/cardonaldcommunityshop)



We stock a great range of products including fresh fruit and veg, dairy, frozen foods, fresh meat, cleaning products, pet food and lots more.

www.goodfoodscotland.org
Good Food Scotland: Scottish Charity Number: SC048170

Welfare Rights & Advice Update

Energy Advice Service

Our service is designed to help manage energy usage, reduce bills, and offer support with any energy related concerns.



Ways we can help:

Reducing Energy Usage

We provide practical advice on how to **lower energy consumption**. We can walk clients through small, everyday changes that can lead to **lower bills** and a **more energy-efficient home**.

Fuel Debt Assistance

If Clients are struggling with **fuel debt**, we're here to offer **support and guidance** and explain what options are available.

Understanding Bills and Meters

Energy bills can sometimes be difficult to understand – all those charges, rates, and meter readings can be confusing. We can clarify bills, access the most suitable tariffs, check your meter and explain how it works and assist in **resolving disputes with suppliers**.

For an appointment or home visit please email energyenquiries@southside-ha.co.uk or call 0141 422 1112

Energy Advice Case Study: Supporting a Vulnerable Tenant to Access Energy Affordability Scheme and Avoid Legal Debt Action



Background

The tenant was referred to our service due to ongoing difficulties setting up a direct debit with British Gas. As a result of his disability, he struggled to communicate over the phone, and after his previous direct debit failed, he began receiving threatening letters from debt collection agencies and court action was being considered.

At the time of referral to our service, the tenant's account showed an outstanding balance of over £2000. He had maintained regular direct debit payments until April 2025, at which point the direct debit was cancelled as it had failed. He had since made cash payments, but this had not prevented escalation of the debt as there was no longer a payment plan in place.

Actions Taken

We conducted a home visit where the tenant was present with a friend, both of whom had been on the phone to British Gas for over an hour when we arrived. We joined the call and spoke with a case handler about the "We Pay, You Pay" scheme—a British Gas initiative that matches customer direct debit payments for a 6-month period to help reduce arrears.

We completed an income and expenditure assessment with the tenant and emailed this directly to the British Gas case handler during the call. A follow-up call was scheduled to finalise arrangements. At a second home visit, we successfully set up the "We Pay, You Pay" scheme. The tenant opted to pay £120 per month, scheduled

for the 10th of each month. Over the 6-month scheme, British Gas will contribute an additional £720 towards the debt, provided payments are made successfully each month.

We clearly explained that if any payment were to fail, the entire scheme would be cancelled, and British Gas would not provide the matched contributions. The tenant understood and committed to maintaining the payments.

We scheduled two follow-up actions:

- **1st August:** Check-in to confirm the first payment was successfully taken.
- **November:** Review if the **British Gas Energy Trust Hardship Fund** has reopened; if so, we will assist with an application.

Resolution

The tenant was supported to enrol in the "We Pay, You Pay" scheme, with monthly payments of £120 scheduled to begin on 10th July. If he keeps up with the payments, this will result in £720 in payments from British Gas. As the tenant also opted to pay £120 a month (which was more than his average usage), this will lead to a further reduction of the debt. Threatened court action and collection activity should now be paused, pending successful participation in the scheme. Ongoing support is in place to help the tenant sustain the arrangement and pursue additional hardship support where eligible.

Welfare Rights & Advice Update

Managed Migration to Universal Credit



Get Help from our Welfare Rights Service

If you are **under** State Pension age and still in receipt of Housing Benefit. You will shortly receive or have already received a letter from the DWP advising you need to make a claim for Universal Credit

This is because legacy benefits are being phased out and replaced by Universal Credit. The letter from the DWP should advise you of the date that you need to claim Universal Credit by, to ensure that you do not get less on Universal Credit than you did on your old benefits.

The following benefits are ending and are being replaced by Universal Credit:

- Working Tax Credit and Child Tax Credit
- Housing Benefit
- Income Support
- Income-based Jobseeker's Allowance (JSA)
- Income-related Employment and Support Allowance (ESA)

To continue getting financial support, you must claim Universal Credit by the deadline date in your letter.

Universal Credit Migration Case Study

We are currently assisting many tenants to move to Universal Credit (UC), this includes a full benefit check to ensure their current benefits are being paid at the correct rate, by doing this we maximise their current income on legacy benefits which can increase their transitional protection when they move to UC, this can ensure additional income for many years.



Welfare Rights Case Study

A tenant approached the service when he received his UC migration letter, we completed a benefit check on his current benefits which highlighted he had an entitlement to the Severe Disability premium on his Employment and Support Allowance (ESA) which was not in payment. We called the DWP and requested this be added to his ESA, we also backed this up in writing and requested this be backdated.

We contacted the UC migration helpline and requested his migration date be extended by one month to allow for the ESA to be reviewed. This ensured he was in receipt of the severe disability premium for at least one month before moving to UC, which qualified him for the Transitional Protection at the new increased level of ESA.

Outcome

His UC award was £359.23 per month higher than it would have been if he had applied without our intervention to review his ESA. His ESA award was increased by £82.90 per week and this was backdated, generating a payment of over £9000.



Our Welfare Rights Officers can:

- ✓ Check your current benefits are correct and calculate if you are entitled to any Transitional Protection (protection if your current benefits are more than you are entitled to under Universal Credit).
- ✓ Assist you to make a claim
- ✓ Provide guidance on using your Universal Credit account
- ✓ Check the award you receive is correct
- ✓ Provide ongoing support with your claim.

Contact us for an appointment:

Email: advice@southside-ha.co.uk Call: 0141 422 1112

Complete website form: <https://southside-ha.org/welfare-benefit-money-advice-service/>

Annual Rent Review

Your rent is reviewed and may increase each year, and we want to make sure it remains fair and affordable.

Why Do Rents Change?

Social landlords in Scotland are required by law to review rents annually. This process ensures:

- **Homes are maintained to a good standard** – covering repairs, safety compliance, and improvements.
- **Services remain sustainable** – including tenancy support and community investment.
- **Financial stability** – landlords must manage resources responsibly to keep homes affordable while meeting rising costs.

Rent is **not-for-profit** and is set only to cover the cost of providing and maintaining your home and related services. Every proposed increase is subject to **tenant consultation** and the results of this are then considered by our Board before any changes are made.

Recent Trends

- In 2024/25, the **average rent increase for social landlords in Scotland** was around **5-6%**, though this varied by landlord and location. Last year SHA implemented a 4.2% increase.
- These increases reflect **higher costs for repairs, energy efficiency upgrades, and inflation**.

Affordability and Your Rights

Research shows that many tenants value social housing because it offers **security and affordability compared to private renting**, where rents have risen far above inflation in recent years.

Social landlords must:

- Keep rents at a level tenants can afford.
- Provide clear information on how your rent is spent.
- Consult you before any increase and consider your feedback.

Looking Ahead

We understand that any increase can be difficult, especially during times of economic pressure. Our goal is to balance affordability with the need to maintain safe, warm, and well-managed homes. By investing in your home and community, we aim to deliver long-term value and security.

We will be consulting with tenants early in February 2026, so please look out for your letter in the post and our on-line consultation via our social media. Everyone who takes part in the survey will be entered into a prize draw to win a high street/supermarket voucher.

Development Update

Single Building Assessment Programme

We are pleased to share that the association has been awarded funding from the Scottish Government to take part in the **Single Building Assessment (SBA) programme**.

This programme is designed to provide a clear picture of building safety across Scotland, ensuring that homes meet the highest standards for residents. With the funding received, we will be carrying out **38 assessments across a range of our housing stock**.

The Scottish Government has set clear criteria for which buildings are included in the SBA programme. At present, this applies to multi-occupancy residential buildings over 11 metres in height.

What is a Single Building Assessment?

A Single Building Assessment (SBA) is a comprehensive, expert-led review of a building's safety. It looks at factors such as cladding, fire safety measures, and structural integrity, and produces one clear report instead of multiple separate inspections.

The Scottish Government introduced SBAs as part of the Cladding Remediation Programme, following

concerns raised after the Grenfell Tower fire. The objective is to:

- Safeguard residents by identifying and addressing any risks to life caused or worsened by cladding or other building safety issues.
- Provide clarity for owners and tenants by streamlining assessments into a single, authoritative report.
- Support remediation work by prioritising buildings most in need and directing funding where it will have the greatest impact.

The assessments will be carried out over the next 3-6 months, and residents may notice contractors on site from time to time as they carry out these surveys. No access will be required into individual homes, as the assessments will focus on the external fabric and shared common areas of our buildings.

The Association is proud to be part of this important initiative, working alongside the Scottish Government to ensure safe, secure, and sustainable homes for all our residents.

86 Craigie Street Update

Southside Housing Association is delighted to announce that it has received all necessary statutory consents to convert the former police station at 86 Craigie Street, Strathbungo into much-needed social housing.

The building was acquired from Police Scotland two years ago, and the Association has since been working to secure funding and planning approvals to repurpose the site.

The conversion will deliver three high-quality homes for social rent, helping to meet the growing demand for affordable housing in the area.

This exciting development has been made possible thanks to grant funding from Glasgow City Council, the Association's principal funding partner. Their support will contribute significantly

to the conversion costs and ensure the delivery of sustainable, community-focused housing.

The construction contract has been awarded to CCG (Scotland) Ltd, a leading Glasgow-based construction and manufacturing company with a strong track record in delivering affordable housing across the city.

Works commenced on 20th October 2025, with completion anticipated in early spring of 2026.



Former Police Station –
86 Craigie Street

ACTION REQUIRED

The Radio Teleswitching Service (RTS) is phasing out

Following on from our previous correspondence, we are writing to remind you that the Radio Teleswitch Service (RTS) signal has started to be phased out from 30 June 2025.

The RTS infrastructure is over 40 years old and at the end of its operational life. Many of the components required are no longer manufactured, therefore there is a need to replace all RTS meters as soon as possible to avoid a risk of failure.

Radio Teleswitch is the device electricity suppliers use to remotely switch large numbers of electricity meters between different tariff rates. RTS is used for some traditional multi-rate meters and was designed to support those who use electricity for their heating and hot water. This may include those who use electric storage systems, panel heaters or immersion heaters in water tanks – some of which typically charge up overnight.

If you have this set-up, your heating and hot water is likely controlled by a radio signal which tells your storage heaters when to charge and when your hot water heater should switch on.

The system that controls the Teleswitch signal began to be phased out from 30 June 2025. Your electricity supplier may have already been in touch asking you to change your meter. If not then, please contact your energy supplier to check if your meter needs replacing. Your electric storage heating and hot water could stop working if you do not have your radio Teleswitch meter replaced before the radio frequency is phased out.

Industry, Government (DESNZ) and the regulator, Ofgem, have now agreed the first stage of a carefully managed phase out, with the signal initially being switched off for small groups of meters at a time.

This gradual approach will enable suppliers to contact affected customers in advance as well as check that



the process runs smoothly before continuing further.

Because the signal will be switched off in phases, if a customer already has an appointment which is post 30 June 2025 or is offered one, they shouldn't worry. All affected customers will be contacted prior to their meter being switched off.

The best way to avoid disruption is to book a meter replacement as soon as possible. Customers are advised not to leave it too late, as there is increased demand for appointments.

There are now technical solutions for every home, so if a customer has previously been told a replacement is not possible, they should still get in touch as a matter of urgency.

If you are a Scottish Power Customer, you can email them on: smartservices@scottishpower.com

For more information you can also visit the following websites:

- Ofgem
- Citizens Advice
- Energy Networks Association

Please get in touch with your energy supplier immediately to find out if you have RTS equipment in your property.

Lift Upgrade Works

We're pleased to share that the lift upgrade works are steadily moving ahead. Phase 3 will kick off in the new year, bringing us even closer to a smoother and more dependable lift experience. Thank you for your understanding while these important improvements take place!

Please complete the survey previously sent advising SHA of any mobility issues you have, alternatively please scan the QR code opposite.

Thank you for your cooperation in advance.

SHA Planned Upgrade Of 11no.
Passenger Lifts At Common Blocks
At 20-220 Moss Heights Avenue



Cyclical Painter Works

Painter works have started to our common areas. The programme this year also includes communal painting to mixed tenure buildings. Please see some photos of properties that have had a fresh coat of paint! This work will help keep our buildings looking bright, welcoming, and well cared for.



Window Replacement Works

We're pleased to share that our recent window replacement project at March Street & Nithsdale Drive has been successfully completed. The new, energy-efficient windows not only enhance the appearance of the building but also improve comfort and reduce long-term maintenance. Thank you to everyone involved for helping make this project a smooth and impactful upgrade.

*"More than happy! Everything was done fantastic.
Thanking all who participated."*

*"Very impressed with the efficiency and cleanliness of
the job. Workmen were so polite. Thank you"*



Maintenance & Repairs Update

Rechargeable Repairs - Avoid Surprise Repair Charges - Here's How!

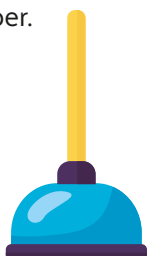
Sometimes, repair costs can be charged back to you. Here are the most common situations and how to avoid them:

Lost Keys or Lockouts



If you lose your keys or lock yourself out, and we need to force entry, you'll be charged for the call-out. Emergency visits often cost more, so keep a spare key with a friend or family member.

Blocked Toilets, Sinks & Showers



Blockages are usually preventable:

- Don't pour oil or fat down the sink.
- Clear hair from plug holes regularly.
- Avoid using over-the-rim toilet fresheners—they can cause problems.

Faulty Appliances



Appliances belong to you, and if they cause electrical issues, you'll need to fix them. Tip: If your power trips, unplug all appliances, reset the circuit breaker, then plug them back in one at a time. If we send an electrician and the fault is your appliance, you'll be charged.

General Neglect



Damage beyond normal wear and tear will be recharged. Examples include:

- Holes in doors
- Burns on worktops
- Removing fixtures without approval
- Ignoring small repairs until they become big problems

End of Tenancy



Before you leave:

- Return all keys
- Empty and clean the property
- Remove your fittings and reinstate ours
- Cap washing machine pipes safely

If we need to do this for you, costs will apply.

Gas Servicing & Compliance Checks



If we can't access your home for safety checks, we may have to force entry—and you'll be charged, even if a locksmith isn't needed.

Out of hours Emergency Repairs

The following is only for emergency repairs out with the office opening hours a routine repair should be reported to the office during office hours.

For all out of hours emergency repairs please call us on **0141 422 1112** and listen to the options and select the appropriate option.

You can also contact the contractors directly on the following numbers.

Heating repairs

If you live in Moss Heights Avenue, 177 Nithsdale Road or 9 Midlock Street, please contact Richard Irvin **0845 8902020**

For issues with air-source heating at St Andrews Crescent, St Andrews Drive, Swinton Place, or Invergyle Drive please contact James Frew **01294 468 113**

For Gas central heating contact City Building on **0800 595 595**

For Electric storage heating please contact Property One on **0330 090 5350**

All other emergency repairs

For all other emergency repairs please contact Property One on **0330 090 5350**



Stop Rats in Their Tracks!

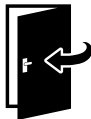


To help keep our communities clean and prevent rats, we're asking all tenants to follow these steps

Please do:



Put all rubbish inside the bins with lids on



Close the main doors securely when entering or leaving the building



Report rat sightings to Glasgow City Council app, visit www.glasgow.gov.uk or phone Pest Control on 0141 287 1059.

Please don't:



Leave rubbish outside of bins



Feed birds or other wildlife



Throw food out of windows

Scan here for google translate



Tenant Satisfaction Survey



We commissioned market research agency, Research Resource to carry out a large scale satisfaction survey with SHA tenants throughout November and early December.

Thank you to those who took the time to talk with Research Resource and for giving us your feedback which is valuable to us in shaping

our future plans, policies and procedures.

Everyone who participated and gave their consent will be entered into a prize draw to win one of five £50 shopping vouchers. The winners to be announced shortly on our social media and website.

How Are We Doing?

Below is an overview of satisfaction results from the survey, more details and our action plan to address your concerns will be published on our website soon.



Satisfaction with overall service

96.22%

2023: 84.18%
Scottish Average 86.85%



Satisfaction with keeping you informed about services and decisions

98.38%

2023: 93.25%
Scottish Average 89.98%



Opportunities to participate in our decision-making process

99.55%

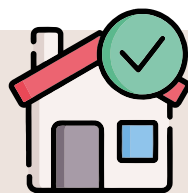
2023: 98.21%
Scottish Average 86.34%



Satisfaction with our Repairs Service

92.36%

2023: 70.99%
Scottish Average 86.75%



Satisfaction with the quality of your home

96.04%

2023: 77.00%
Scottish Average 84.75%



Does your rent represent value for money

89.64%

2023: 67.93%
Scottish Average 81.68%



Satisfaction with our contribution to the management of your neighbourhood

96.13%

2023: 92.51%
Scottish Average 84.23%



Bulk Uplifts: Introducing New Two



We're delighted to announce the appointment of New Two, following a successful procurement process. You will see their staff collecting bulk items across our stock.

New Two is part of the Total Homes Co-operative, a Glasgow-based social enterprise that helps create

local jobs and reduce waste through furniture reuse and recycling.

Find out more about their fantastic work here: [Total Homes Co-operative – About Us link - \(https://www.total-homes.com/shopfront/About-Total-Homes/\)](https://www.total-homes.com/shopfront/About-Total-Homes/)

How to Request a Bulk Uplift

To arrange a bulk uplift, simply:

Call us: **0141 422 1112** and a member of our team will take the details.

Or scan the QR code to access the form quickly from your phone or tablet.



What Tenants Need to Know

There are no changes to how the service operates for tenants:

- Call to request your uplift
- Provide a list of items
- Leave them in your bin store area
- The 10-day service level still applies

Mid-Market Rent & Factored Owners

For Mid-Market Rent (MMR) tenants and Factored Owners, there will now be a small charge for bulk uplift requests:

- 0-5 items: £30
- 5-10 items: £60
- 11-15 items: £90

MMR tenants and Factored Owners will also receive a letter confirming these changes.

We're pleased to be working with New Two and the Total Homes Co-operative to continue delivering a reliable, sustainable, and community-focused bulk uplift service for all our residents.

Access our services 24/7

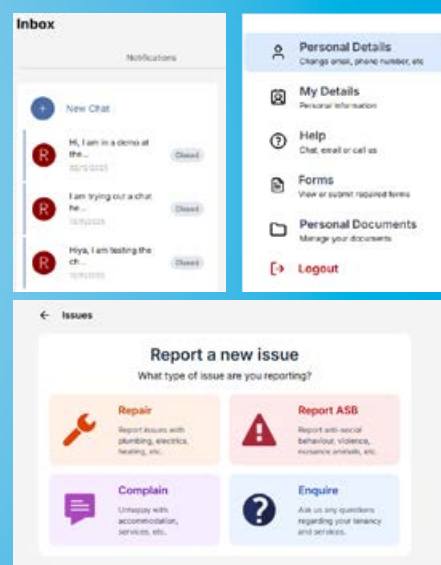
As part of our work to improve customer services, we are launching a new way to contact and request services from us, even out with office hours

In the middle of March, we will be switching on our Customer Portal. The portal is your gateway to reporting a non-emergency repair, making a complaint, viewing letters we have sent and documents you have sent us. You can also make a payment to your account and view your balance.

The best way to find out how to get onto the portal is to view our new webpage on the portal which

is full of information and advice on how to use the portal. We will have YouTube videos giving you instructions on registering and using functions in the portal. Also, watch for social media posts, updating you on what the portal can do.

We already have users on our portal because all housing applications are done online. This has been successfully operating since 1st July 2025. And if you are a tenant and want to apply for a house you can do this once you have registered or register now using the link on the front page of our website.



At this point as the newsletter is going to print, we do not have a date for the launch, so watch out for it in social media, and on our website.

DOMESTIC ABUSE

As part of our organisational approach to addressing domestic abuse, we supported Sixteen Days of Activism against Gender Based Violence, a global campaign which ran from 25 November to 10 December to highlight speaking out and acting against all forms of gender-based violence.

The Association launched its Domestic Abuse policy to coincide with this campaign. The policy forms part of our approach to addressing and tackling domestic abuse.

The launch of the policy also reflects the recent Housing (Scotland) Act 2025 which was passed into law by the Scottish Parliament, and the commitment from the Cabinet Secretary for Housing to implement the strengthened tenancy provisions of the Domestic Abuse (Protection) (Scotland) Act 2021 by the end of 2025.

We have already shown our commitment to challenge domestic abuse by signing up to the Chartered Institute of Housing's (CIH) Make a Stand pledge which commits social landlords to take action to support victims and to challenge domestic abuse.

The launch of this policy was also marked by the delivery of a series of training sessions for staff during November in partnership with domestic abuse training specialists Addressing Domestic Abuse, with further focused training with partners Amina Muslim Women's Resource Centre to be delivered in the new year.

Pauline Fletcher, Director of Housing and Communities at Southside, and Southside's senior domestic abuse champion said "Domestic abuse has a debilitating effect on victims, families and communities and we want to be clear in our message that all forms of domestic abuse and



gender based violence are unacceptable, and as a landlord we will use every resource at our disposal to ensure that everyone feels safe and secure in their tenancies and within our neighbourhoods".

Pauline added "We are committed to addressing domestic abuse and to supporting victims of domestic abuse and gender based violence, and we want to empower our staff at Southside through training and support to have the tools and resources to respond effectively to incidences of domestic abuse".

Domestic abuse is the most common form of violence against women and girls — and it is also one of the leading causes of homelessness for women and children in Scotland. The Scottish Government now recognises domestic abuse as a form of **gender-based violence**.

Domestic Abuse: A Housing and Community Issue

- **Over 63,000 incidents** of domestic abuse were recorded in Scotland last year.
- Across the UK, a **domestic abuse-related call is made every 30 seconds**.
- **81%** of cases involve a **male perpetrator** and a **female victim/survivor**.
- **1 in 5 children** experience domestic abuse in their home.
- Domestic abuse is one of the **leading causes of homelessness for women**.
- Abuse can be **physical, emotional, financial, sexual, or digital**, and it affects people of all ages, backgrounds, and identities.
- **At Southside Housing Association, we are committed to ensuring that no one should live in fear where they live.**

Our Commitment to You

At Southside Housing, we are committed to:

- Listening, believing and supporting victims
- Holding perpetrators to account
- Providing safe, secure housing options
- Working closely with specialised organisations to protect families
- Keeping our services accessible, safe, and confidential

Together, we can challenge domestic violence in every space.

Support and Help

If you or someone you know is experiencing abuse, **you are not alone**. Support is available:

| Service | What They Offer | Contact Info / Links |
|--|---|---|
| Scottish Domestic Abuse & Forced Marriage Helpline | 24/7 confidential support, advice, safety planning | 0800 027 1234 |
| Women's Aid | Local domestic violence services and resources | https://www.womensaid.org.uk/ |
| SafeLives | National domestic abuse information, survivor support, and professional resources | https://safelives.org.uk/ |
| Scottish Women's Rights Centre | Legal advice and information services for survivors | 08088 010 789 |
| SAY Women | Support and accommodation for young women aged 16-25 who have experienced abuse | https://www.say-women.co.uk/ |
| Respect Men's Advice Line | Confidential, non-judgemental support for men experiencing domestic abuse | 0808 8010 327 (Mon-Fri, 10am-8pm) Webchat available Wed 10-11.30am & 2-4pm |

Tips if you are supporting someone: believe them, listen without judgment, help them make their own decisions, and support them in accessing professional help

What Can You Do?

Report it.

As someone living or working in our communities, If something doesn't feel right — a worry, a concern, a gut feeling — **come and speak to us**.

Speaking up isn't always easy, but Southside

Housing Association is a safe place where we will respond **sensitively, safely, and confidentially**.

We all have a role.

We all have responsibility.

Let's look out for one another.

Keeping Cosy This Winter — Fun Budget Recipes

Cheesy Pizza Toasties (Winter Warmer Edition)

A fun twist on classic cheese on toast — tastes like a mini pizza, costs pennies, and warms you right up.

INGREDIENTS (SERVES 2):

- 4 slices of bread
- 4 tbsp passata or tomato puree
- 1 tsp mixed herbs
- Grated cheese (any kind)
- Optional toppings: chopped pepper, sweetcorn, ham, mushrooms (use what's already in the fridge!)

HOW TO MAKE:

- Toast the bread lightly first (this stops it going soggy).
- Spread each slice with tomato puree and sprinkle mixed herbs.
- Add toppings + a generous handful of cheese.
- Grill for 3-5 minutes until bubbling and golden.
- Slice into strips or triangles for "pizza fingers."

Something for both kids AND adults to enjoy and costs less than £2 for two portions.

One-Pot Creamy Smoky Sausage Pasta

A cosy, hearty bowl using cheap ingredients and only one pot — less energy, less mess, maximum warmth.

INGREDIENTS:

- 6 sausages (or a pack of sausage pieces)
- 1 onion, chopped
- 2 cloves garlic (or 1 tsp garlic powder)
- 250g pasta
- 1 tin chopped tomatoes
- 1 tsp paprika
- 300ml water
- Splash of milk or spoon of soft cheese to make it creamy
- Salt & pepper

HOW TO MAKE:

- Fry the sausages until browned, then slice.
- Add onion + garlic and cook for 2 minutes.
- Pour in chopped tomatoes, paprika, pasta, and water.
- Simmer for 10-12 minutes until pasta is cooked.
- Stir in a splash of milk or spoon of soft cheese to make it creamy.

Tastes like comfort in a bowl — smoky, creamy, warming — and costs under £5 to feed 4.

Mug Apple Crumble (5-Minute Winter Treat)

Warm, cosy, and super cheap — perfect for nights when you want something sweet without turning on the oven.

INGREDIENTS:

- 1 apple, chopped small
- 1 tsp sugar
- 1 tsp cinnamon (optional but cosy!)
- 1 tbsp butter
- 2 tbsp flour
- 1 tbsp oats (optional)
- 1 tbsp brown or white sugar

HOW TO MAKE:

- In a microwave-safe mug, mix the chopped apple with 1 tsp sugar + cinnamon.
- Microwave for 1 minute to soften.
- In a bowl, rub butter into flour + oats + sugar until it looks like breadcrumbs.
- Sprinkle on top of the apples.
- Microwave for 1½-2 minutes until the top is cooked.

It's a mini crumble in a mug — cheap, warm, comforting, and feels like a treat on a cold night.

Factoring Update

It's important that we are able to contact you should we need to discuss your factoring service. For example, our contractors may need access to carry out repairs, we may have new services of benefit to you or simply to ensure your quarterly invoice arrives promptly. Please ensure your contact details are up to date including your current mobile number and email address. Call us on **0141 422 1112 option 5** to check the details we have for you or drop us an email factoring@southside-ha.co.uk

Communal Building Insurance

Under the terms of our communal building insurance policy with AXA, there are certain rules which apply when a property is classified as unoccupied. AXA defines a building as unoccupied if it remains vacant for more than 30 consecutive days.

Full compliance details regarding the communal building insurance have been issued to all property owners under separate correspondence. If you require a duplicate copy of this document, we would be happy to provide one upon request.

Alternatively, if your property is currently unoccupied and you wish to discuss this in more detail, you may contact our insurance broker directly at **0131 553 9331**



Arrears

We understand that this time of year can bring additional financial pressures. However, it remains essential that all factoring invoices are paid in full and on time to ensure your account remains up to date and to avoid any potential legal action to recover outstanding debts.

If you are experiencing financial difficulties, please contact us, a member of our team will be happy to discuss your situation and offer assistance where possible.



SHA Factoring Portal

There has been a fantastic uptake for our Factoring Portal and Mobile App, this gives owners on the go access which suits their lifestyle.

For customers who have not yet explored our online portal, a helpful guide is available to walk you through the setup and features. The portal offers a range of convenient tools for property owners, including:

- Online payments
- Viewing invoices and account statements
- Accessing contractor invoices for completed repairs

Getting started is simple: just search “SHA Factoring” in your app store to download the portal. A member of our team will be happy to provide your username and account number to help you log in.

Please note that paper invoices will continue to be available for customers who prefer this traditional method.



Owners Satisfaction Survey

We have commissioned an independent owner satisfaction survey in partnership with Resource Research. As part of this initiative, representatives will be reaching out to a selection of owners to gather feedback on the services you receive from us.

Your input is incredibly valuable. It helps us:

- Continuously improve our policies and procedures
- Identify areas where we can enhance our service
- Celebrate the positive feedback and successes

Additional correspondence will be issued to all owners soon, coinciding with the launch of the owner satisfaction survey. This communication will provide further details on how you may be contacted by our appointed surveyors.

We appreciate your engagement and look forward to hearing your valuable feedback.



Valuing your feedback

We want to deliver all of our housing and repair services, as well as all of the other things that we do to the highest standards that we possibly can. Occasionally however things don't go as expected or you may be dissatisfied with an aspect of the service that we or our contractors on our behalf have delivered.

We really welcome your complaints and feedback about our services, and we take them seriously as an opportunity to learn from what we have done, and to improve how we do things in the future.

Here is a quick rundown of our complaints performance in numbers for our Q2 period from 1 July to 30 September 2025.



What SHA services you complained about



What we are pleased about



We managed to resolve our Stage 1 complaints on average within 5 working days.



Complaints about our Property Factoring service reduced by 60% on the previous Q1 period.

One of the main reasons why we are really keen to get your feedback on what we do, including when you aren't satisfied with the service we have provided, is that we

Where we will focus on improving our performance



Increased recording of our 'one and done' complaints through our new customer management system



Closing more complaints within our target timescales

can use that information to learn and to change how we do things. Here is a few examples of changes that we have made as a result of your feedback:

What you have told us

| Your Complaints | What we have changed |
|--|---|
| Homeowner reported water ingress originating from the SHA flat above. Initial contractor attended multiple times to repair piping adjacent to WC, but the issue persisted. Homeowner expressed dissatisfaction with the quality and effectiveness of the repairs. | <p>Improve service quality and communication from initial contractors.</p> <p>Develop better records on pre-1919 tenement upgrades, especially regarding lead piping.</p> <p>Consider a project to identify and replace remaining lead pipes in all SHA properties.</p> |
| Tenant in a top-floor flat reported noise disruption from telecoms mast installation, affecting sleep due to night shifts. Tenant requested compensation. The association apologized for the inconvenience but confirmed that discretionary payments are not policy for works in communal areas. | Review and improve our procedures for notifying residents about upcoming works and ensuring better tenant consultation in the future. |
| Tenant slipped on wet stairs after lift works required stair use; complained about poor cleaning standards and lack of wet floor signage. Association apologised and instructed concierge team leader to address cleaning practices with staff. | Appropriate caution signage to be used during cleaning. |

How Are We Doing?

We asked: What's important to you in terms of the services we provide and how effective are we at providing them?

You said: A good repairs service, ensuring properties aren't left empty longer than necessary and keeping rent arrears low so services can be appropriately funded.

Here is a snapshot of our performance during the Quarter 2 period:



Average time to complete emergency repairs -

2.83 hours

Average time to complete non-emergency repairs -

5.6 days

Emergency repairs completed within target (4 hours) -

98.1%



Average days to re-let our homes -

13.5 days

Percentage of tenancy offers refused -

8.8%



Current tenant rent arrears as % of gross rent due -

3.62%

Rent lost through homes being empty -

0.2%

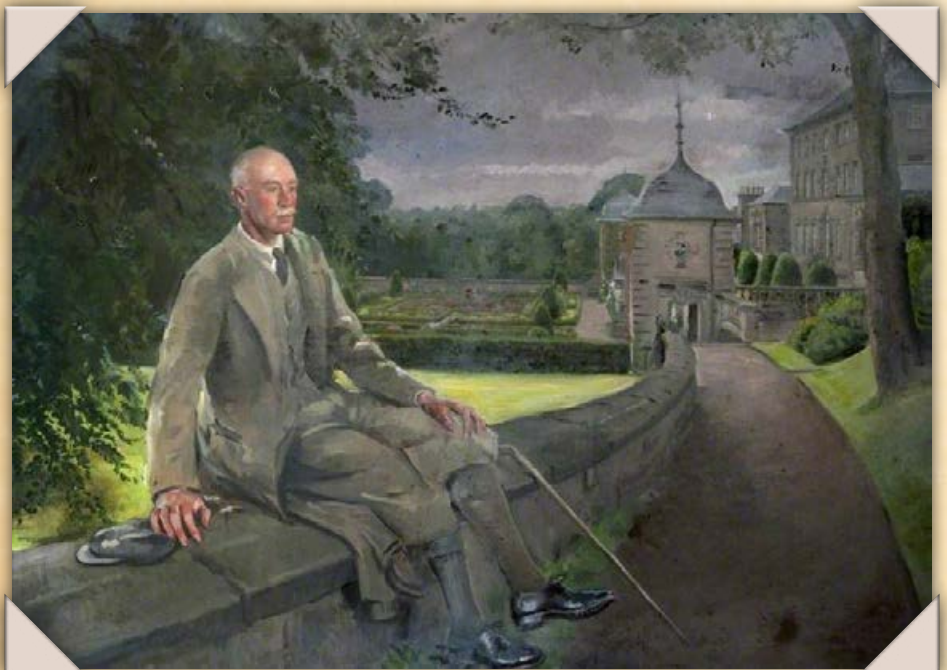
GLASGOW'S SOUTHSIDE: PEOPLE WHO SHAPED ITS HERITAGE

Glasgow's Southside boasts a rich history shaped by influential figures over the past two centuries. The South Glasgow Heritage and Environment Trust (SGHET) offers extensive resources on this heritage, that will include walking tours of iconic Art Deco buildings in 2026. Among the most notable contributors are the Maxwell family, Stan Laurel, and Mary Barbour.

THE MAXWELL FAMILY AND POLLOK ESTATE

The Maxwell family owned Pollok Park, Pollok House, and surrounding lands from the early 1200s until the 1960s. Sir John Stirling Maxwell (SJSM), a prominent figure in the family, championed public access to green spaces. In 1911, he opened Pollok Estate to the people of Glasgow and donated land for allotments, Pollokshaws Burgh Hall, and Sir John Stirling Maxwell School. He also played a role in finding a home for Sir William Burrell's art collection, which later became the Burrell Collection.

After SJSM's death, his daughter Dame Anne Maxwell Macdonald inherited the estate. In 1966, she gifted Pollok House, its internationally renowned art collection, and 361 acres of parkland to Glasgow City Council. The house opened as a museum in 1967 and came under the care of



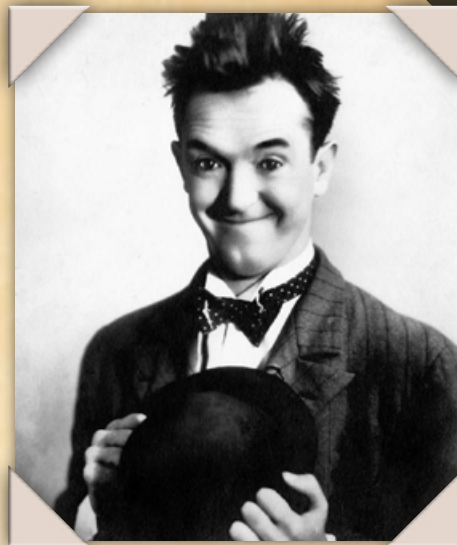
the National Trust for Scotland in 1998. Dame Anne became the only Glaswegian woman (apart from the Queen Mother) to receive the Freedom of the City in 1969.

However, much of the Maxwell family's wealth in the 18th and 19th

centuries came from slavery and plantations. Today, the **Southside Slavery Legacy Project** explores this history and its impact on Glasgow's growth. More information is available at Southside Slavery Legacies.

STAN LAUREL: COMEDY ROOTS IN GLASGOW

Stan Laurel, one half of the legendary comedy duo Laurel and Hardy, lived in Glasgow's Southside from 1905 until around 1917. Originally from northern England, Laurel moved with his family and attended Queen's Park School—though he often skipped classes to watch vaudeville shows. His first stage appearance was at the Britannia Music Hall (now the Panopticon), wearing his father's clothes and top hat, without permission. This marked the beginning of a career that would take him to Los Angeles and global fame in the early film industry.



**HISTORY
CORNER:**
Southsiders from across the centuries

MARY BARBOUR: SOCIAL JUSTICE PIONEER

Mary Barbour, born in 1875 in Renfrewshire, became one of Glasgow's most influential activists. After marrying David Barbour and moving to Govan, she joined progressive movements such as the Kinning Park Co-operative Guild, the Socialist Sunday Movement, and the Independent Labour Party.

During World War I, a housing crisis emerged as workers flocked to Glasgow's shipyards and munitions factories. Landlords raised rents, prompting Barbour to lead the South Govan branch of the Glasgow Women's Housing Association. She organized resistance against evictions, with women using bells to warn of bailiffs and chasing them off with flour bags.

The struggle peaked in November

1915 when 20,000 demonstrators—"Mrs. Barbour's Army"—marched to Glasgow Sheriff Court to protest prosecutions of rent strikers. Their efforts led to government intervention and the **Rent Restrictions Act of 1915**, freezing rents at pre-war levels. Historian James Smyth called this "the most successful example of direct action ever undertaken by the Scottish working class."

Barbour later became one of Glasgow's first female Labour councillors in 1920, advocating for public washhouses, child welfare centres, free school milk, pensions for mothers, and municipal banks. She broke barriers as Glasgow's first woman Bailie in 1924 and helped establish the city's first family planning clinic in 1925. Even after retiring in 1931, she remained active in housing and welfare

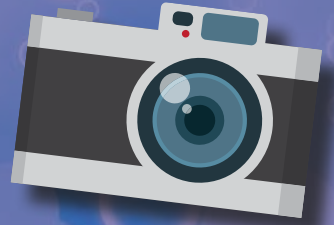


causes until her death in 1958.

Her legacy endures through books, plays, and a statue unveiled on International Women's Day 2018 outside Govan subway station, depicting her leading the rent strike movement.

Glasgow's Southside history reflects resilience, creativity, and social progress—thanks to figures like the Maxwells, Stan Laurel, and Mary Barbour, whose contributions continue to shape the city's identity.

Southside's Annual Photo Competition



We were sorry that no-one entered our competition this year. We acknowledge that the theme might not have been anyone's favourite, so we will be back in the summer with a new theme. Hopefully, this will encourage some entries. We know there are good and budding photographers out there and we look forward to seeing your work in the 2026 competition.



Annual Assurance Statement

Every year the Association must submit its Annual Assurance Statement to the Scottish Housing Regulator, the body which regulates social landlords in Scotland. Submission of our Annual Assurance Statement is the end point of an on-going annual process of evidencing that we comply with all the Regulatory Standards and Requirements that the SHR state that all social landlords in Scotland must meet, including our landlord obligations with regard to tenant and resident safety.

Our Statement sets out that the Association complies with:

- All relevant Regulatory Requirements
- All relevant Standards and Outcomes of the Scottish Social Housing Charter
- All relevant legislative duties, and;
- The SHR's Standards of Governance and Financial Management

Our Annual Assurance Statement is a key document which provides assurance to our tenants, our board and to stakeholder and partners such as our lenders that the Association is well run and financially viable.



You can read our full Statement [here](https://southside-ha.org/data/SHA_Annual_Assurance_Statement_2025_2025_10_30_11_32_45_063.pdf) (hyperlink https://southside-ha.org/data/SHA_Annual_Assurance_Statement_2025_2025_10_30_11_32_45_063.pdf)