

Autumn 2025

# Southsider NEWSLETTER



SOUTHSIDE  
housing association

## Southside in the Community



### Also featuring in this edition...

[Successful AGM 2024/25](#)

[Investment News](#)

[Share your feedback](#)

[Advice & Support](#)



[SOUTHSIDE-HA.ORG](https://southside-ha.org)

# Committee 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

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# Welcome to our Autumn Newsletter

I am pleased to introduce our Autumn Newsletter which includes our Landlord Report on the Housing Charter for 2024-25.

You'll find this edition packed with information and details about what's going on both internally at Southside and also out in the community.



Our work always has been supported by volunteers – whether that is our Board Members, our Holiday Programmes or our Breakfast Clubs – we cannot function without the efforts from members of the community helping and supporting us in any way they can. In return, they get support from our staff and learn new skills while sharing their own knowledge and experience. We are always looking for more volunteers and people are encouraged to contact us as referred to in the Newsletter.

On the subject of communities – we manage to get community benefits from our contractors and this is detailed in the following pages. This provides great opportunities and I am delighted that our Painting Contractor, JS McColl is recruiting a local apprentice through our partnership with them – and members of our community are encouraged to apply – see that article later.

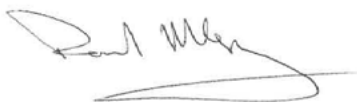
I know that many tenants are delighted with improvements we have been making and none more so than in tenants homes – with new kitchens and heating particularly being installed. We are committed to investing in our homes and will continue with this year on year as we identify areas for improvement and replacement of components such as windows, heating, kitchens, bathrooms etc. We are pleased that the lift replacements at Moss Heights are going well but do recognise the disruption this causes to residents and thank everyone for their patience.

As I mentioned in the last newsletter we witnessed the closure of our Glasgow Care & Repair and Handyperson Service in the Summer. This was a highly successful and valued service and Southside managed the team for over 30 years. Hopefully other support agencies will assist in the future to meet the demand from some of the most vulnerable households in the city.

Our operational performance as outlined in our "Report Card" demonstrates continual improvements year on year which we are pleased about. We know we can improve further and as a Board and Staff team we are committed to making that happen.

Our AGM went well this year and despite losing some valuable Board Members we are in the process of recruiting suitable replacements in the months ahead. Our Chairperson Alex Cameron stepped down as Chair after the AGM to support Lisa Peebles as co-vice chair and Ruth McCluskey stepped into the Chairperson role. Together we are focussed on delivering the ambitions set out in our Corporate Plan and ensuring that your landlord is meeting or surpassing expectations with our service delivery.

Enjoy the read and as always – thanks for your support and for being a key part of Southside Housing Association.

A handwritten signature in black ink, which appears to read 'Paul McVey'. The signature is fluid and cursive, with a long horizontal stroke at the end.

Paul McVey, CEO



# News in Summary

## Summer Holiday Programme



Our Summer Holiday Programme ran from 1st July to 7th August across Cardonald and Pollokshields. We applied for and received funding for this programme from Glasgow City Council. We are grateful to our funders and contractors who make this project possible.



Our **Welfare Rights and Advice Team** have assisted with **1819** benefit claims throughout this financial year.

Our **Money Advice Service** completed **125** cases, negotiating over **£190,000** of unaffordable debt to be written off.

Our **Energy Advice Service** assisted **555** households, producing over **£58,000** in financial gains and savings for tenants.

Call them on **0141 422 1112** to see how they can help you.

Our Social Housing Charter Report 2024/25 was published taking a look at how we have performed over the past 12 months over a range of performance indicators. As well as providing a 'state of the nation' report on the Association, it also shows how well we are meeting the outcomes and standards that are set out in the Scottish Social Housing Charter.

**WE ARE  
PROUD TO  
PLEDGE TO**



SHA's commitment to the Chartered Institute of Housing's Make a Stand campaign.

Great investment news including lift upgrades at Moss Heights, cyclical painting work at Admiral Path, Baker Street and Pollokshaws Road as well as kitchen replacement works throughout Chirnside, Hartlaw and St Andrews Drive & Crescent .



We are supporting National Hate Crime Awareness week 2025 and we are proud to celebrate the real diversity among our Southside neighbourhoods. We are a designated Third-Party Reporting Centre for Hate Crime which means if you are a victim of a hate crime but don't feel comfortable reporting this directly to Police Scotland, you can report this to us.



We launch our new customer management system, **Rubixx Housing**, which includes an online portal making the application process quicker and easier.



On September 11th we welcomed up to 50 Share Members and staff to our 54th AGM to hear a review of the Associations business throughout 2024/25.

**Join our Customer Participation Register to support our Community Involvement and Engagement Strategy Action Plan. Let us know if you would like to get involved in helping to shape our services.**

# Community Initiatives News

Our Summer Holiday Programme ran from the 1st July to 7th August across Cardonald and Pollokshields. Southside Housing Association applies and successfully received funding for this programme through Glasgow City Council. We are grateful to our funders and contractors who help make this work possible each year.

In Pollokshields, we were excited to return to St Alberts Primary School so our community can enjoy a woodland and large pitch to run around and explore. We now also have the option of an indoor space during the next sessions we plan for October! In Cardonald, the revamped football pitch at Halfway Park proved to be a delight for children and their families.

Over the course of 6 weeks, we welcomed over 700 children and their families, and members of the community to take part in a fantastic mix of activities designed to inspire creativity, build confidence and come together as a community over a delicious and nutritious meal!

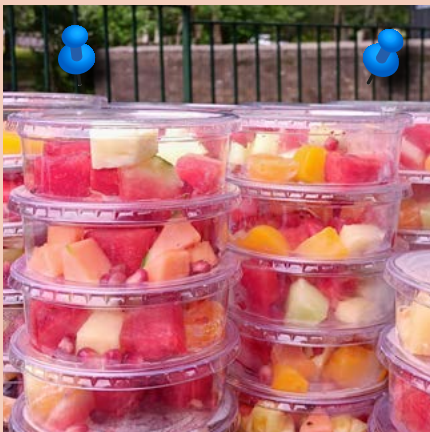
We would like to thank our amazing activity providers (Boomerang, Green Aspirations, EcoDrama, Matthew Donnelly, Biodanza, Story Wagon, Urban Roots, Make Do and Grow, Mobile Print Studio, Village Storytellers and Nemo Arts) and caterers (Momentous, MILK, Celino's and Totnosh) for filling our tummies! We would also like to say thank you to the Scottish Fire and Rescue Service and Police Scotland who made the session more fun with their fire engine and police vans.

We loved seeing so many happy faces and are working hard just now to keep developing the sessions so our community can enjoy more and more entertainment in October 2025 and Spring 2026! We will be in Halfway Park, Cardonald on Tuesday 14th and St Albert's Primary, Pollokshields on Thursday 16th October. Keep an eye on our social media and website for more information coming soon.

We worked hard to gather feedback from both community members and staff at the sessions and so have lots of ideas for future programmes. To keep improving the holiday programmes we need more support. Please contact us if you are keen to give a little back to your community by volunteering with us. You can contact us on **[communityteam@southside-ha.co.uk](mailto:communityteam@southside-ha.co.uk)** or by calling us on **0141 422 1112** and asking to speak to someone from the Community Initiatives Team.









# Involving and Engaging our Communities

Earlier in the year we asked our customers to help us shape our Community Involvement and Engagement Strategy and Action Plan. Our Board approved this in June and we will now start to implement our Action Plan. Our first step is to develop a Customer Participation Register. This will tell us who within our communities would like to get involved in helping to shape our services. Scan the QR code below to register your interest.

We will also be developing our Toolkit for Engagement over the coming months that will help us to communicate all the different ways that you can get involved. Watch this space!







**AFFORDABLE FOOD ON YOUR DOORSTEP**

## Cardonald Community Shop

 **Tuesdays – 10am until 1pm**  
**Thursdays – 3pm until 6pm**

 **12 Swinton Place,  
Cardonald, G52 2EA**

 We accept both cash and card payments, and kindly ask that you bring your own bag.

 If you have any questions or would like to consider volunteering with us contact our coordinator Caitlin at [caitlin@goodfoodscotland.org](mailto:caitlin@goodfoodscotland.org) or find us on Instagram and Facebook.



**Just like a supermarket but at a fraction of the price!**  
Membership is just £1 per month plus the cost of your shopping.

 [goodfoodscotland.org](http://goodfoodscotland.org)  [CardonaldCommunityShop](https://www.facebook.com/CardonaldCommunityShop)  [CardonaldCommunityShop](https://www.instagram.com/CardonaldCommunityShop)



**AFFORDABLE FOOD**

Cardonald Community Shop is an affordable food space, created to help tackle food insecurity in the G52 area of Glasgow, and to provide a friendly neighbourhood shopping experience to our members. Our shops operate on a membership basis, so our members pay £1 a month to help keep our stores open. To join, members can visit the shops during our opening hours, and provide a few personal details (no ID required). Everyone is welcome, and there are no restrictions to joining; so please spread the word, we want to help as many people as possible!

**WIDE RANGE**

We stock a range of items: including fresh fruit and vegetables, frozen food, fresh meat, ready meals, ambient items, pet food, cleaning products, halal produce and Free From products. We source food from a range of suppliers, including major retailers, wholesalers, cash and carries, and local fruit and veg providers. This approach allows us to offer a varied selection of items to our members at affordable prices. Our members benefit from a discount of 10-30 percent on items, which are individually priced. The number of items per member is not limited.

**WHERE TO FIND OUR OTHER LARDERS**

<b>Threehills Community Supermarket</b> 409 Nitshill Road, G53 7BN	<b>Sandyhills Larder</b> 20 Balbeggie Street, G52 9HQ
<b>Kennishead Larder</b> 60 Kennishead Avenue, G46 8RN	<b>Toryglen Community Shop</b> Cornerstone Community Centre, Toryglen, G42 0DL
<b>Cardonald Community Shop</b> 12 Swinton Place, G52 2EA	<b>The Base Larder</b> Toryglen Community Base, Toryglen, G42 0LA
<b>Linthouse Community Shop</b> 1121 Govan Road, G51 4RX	

[goodfoodscotland.org/where-to-find-us/](http://goodfoodscotland.org/where-to-find-us/)

 [goodfoodscotland.org](http://goodfoodscotland.org)  [CardonaldCommunityShop](https://www.facebook.com/CardonaldCommunityShop)  [CardonaldCommunityShop](https://www.instagram.com/CardonaldCommunityShop)

Good Food Scotland, Scottish Charity number SC042670





# Community Benefits

As part of our contractor donations we continue to support a range of projects and activities with the help of their funds throughout the year. Recently we have seen some improvements to our community hub at 423 Shields Road from our contractor CRD Property. The hub has had a make over with some improved heating, painting and a general refresh of the space. The space is regularly enjoyed by the Glendale Womens Café and is available to book by contacting the Association. Meanwhile our contractor MP Group has supported our food and activity programme over the summer holidays for children and their families in Cardonald and Pollokshields.



# Hate Crime Awareness Week

## Southside Is No Place For Hate

Everybody should be able to live their lives being comfortable, being their real selves and no-one should have to suffer harassment, victimisation, physical or mental damage on account of who they are, or as a result of another person's hatred. Acts of hostility or violence against a person or a group of people because of who they are is called a Hate Crime. Acts motivated by hate can have a debilitating and long-lasting negative effect on people who are on the receiving end of a crime which is motivated by hate.

Hate crime is also any criminal incident which is targeted at a person or group because of hostility or prejudice towards them on account of their:

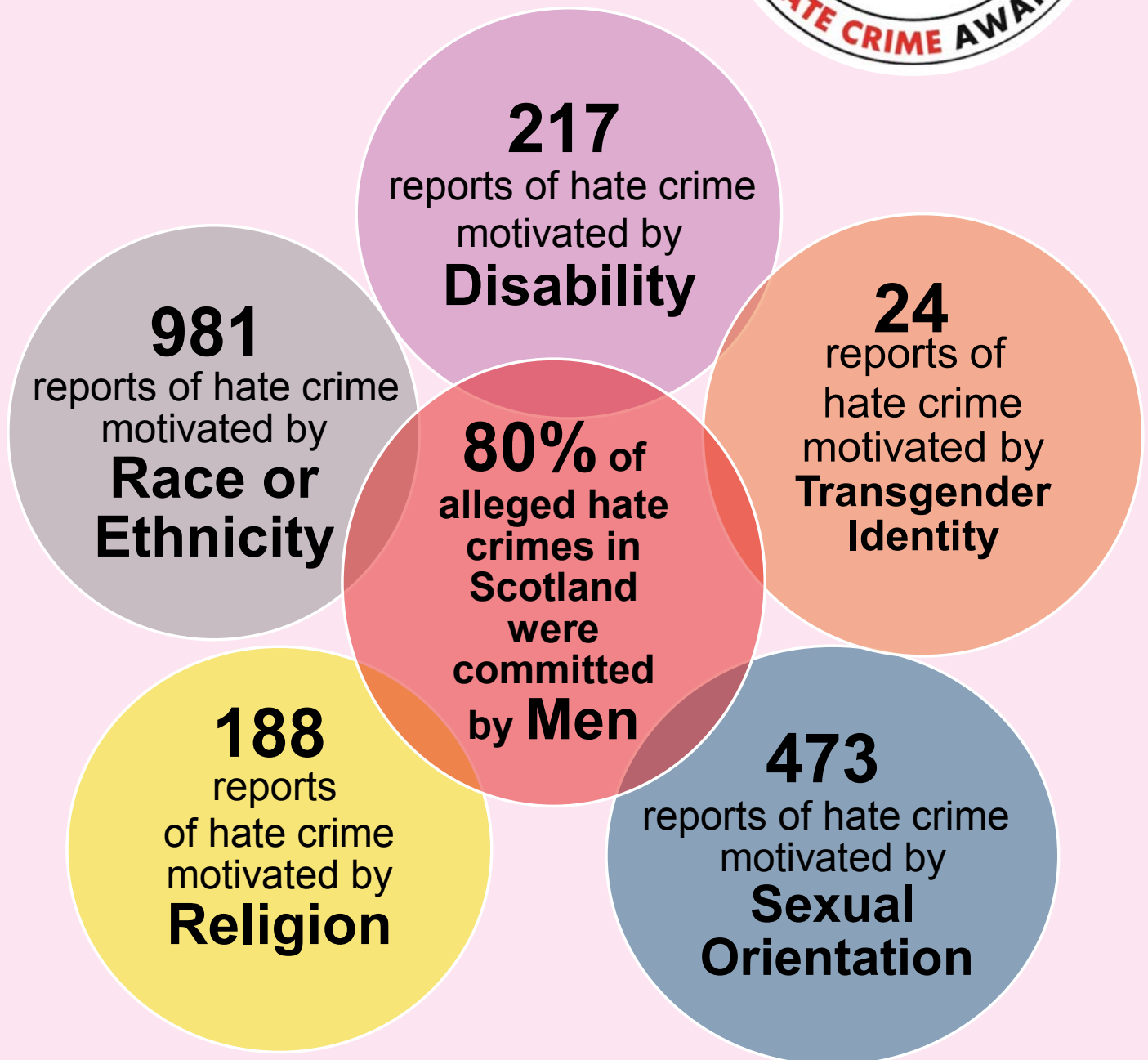
- **Disability**
- **Race, ethnicity, and/or nationality**
- **Religion or belief**
- **Sexual orientation**
- **Transgender identity**

National Hate Crime Awareness Week 2025 runs from 11 – 18 October and aims to address hate crime by highlighting the damaging and corrosive effects it has on individuals and, collectively within our communities, promoting good relations and showing solidarity with and signposting help and assistance for people who are the recipients of a hate crime.

At Southside Housing Association we're supporting National Hate Crime Awareness Week 2025 and we are proud to celebrate the real diversity among our Southside neighbourhoods. We are a designated Third-Party Reporting Centre for Hate Crime, this means that if you are the victim of a hate crime but you don't feel comfortable or confident in reporting this directly to Police Scotland, you can report this to us and as a third-party reporting centre we can report a hate crime which you tell us about. We are also rolling out Hate Crime awareness training in conjunction with Police Scotland to SHA staff during October.



## Annual Glasgow Hate Crime Statistics



Data represents Hate Crimes reported in Glasgow and submitted for charge by Police Scotland to the Procurator Fiscal

Crown Office and Procurator Fiscal Service – Hate Crime in Scotland 2024-25 (June 2025)

# Opportunity to join the Board of Management at SHA

Would you be interested in becoming a Board Member and helping us impact and improve people's lives in a positive way?



Southside Housing Association has operated as a social landlord on the south side of Glasgow for over fifty years and currently own and manage approximately 2,300 houses for social rent, provide a factoring service for a further 800 owners and through our subsidiary company, Southside Lettings, have a further 200 properties for Mid-Market Rent. We also have an extensive development programme to build new homes.

Are you looking for an opportunity to make a positive impact on peoples' lives and community?

Southside Housing Association has an excellent opportunity for the right individual to join the Association's Board of Management where you will assist in shaping the future for our tenants, other residents and stakeholders.

## What you will bring

We're inviting applications from individuals with a broad range of skills and backgrounds, and would particularly welcome those with experience in one or more of the following areas, although by no means a requirement:

- Finance
- Governance
- Community Regeneration

There is no requirement to have had any previous Board experience - what is important is a desire to make a difference and being prepared to contribute to discussions and decision-making on strategy, performance management and risk that will shape Southside's future.

## Interested in learning more?

For more information please see our recruitment pack or contact [recruitment@southside-ha.co.uk](mailto:recruitment@southside-ha.co.uk)

Complete our online application here

<https://forms.cloud.microsoft/e/LwZWTMJXch>

Closing date for applications - Friday 17th October 2025 at 12 noon.






As part of the partnering agreement between Southside Housing Association and JS McColl (Painting Contractors) Ltd, the opportunity has arisen for an apprentice painter to be appointed.

JS McColl's have successfully employed apprentices from many areas throughout Glasgow and many are now fully qualified painters/decorators employed by the company.

The successful applicant will receive training through the Construction Industry Training Board as well as working on site with the contractor. This is a fantastic opportunity for an enthusiastic school leaver.

If you are interested in this position and want more information contact JS McColl on.

 **07795183265**

## Dolly Parton's Imagination Library

### 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, offering 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** 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!



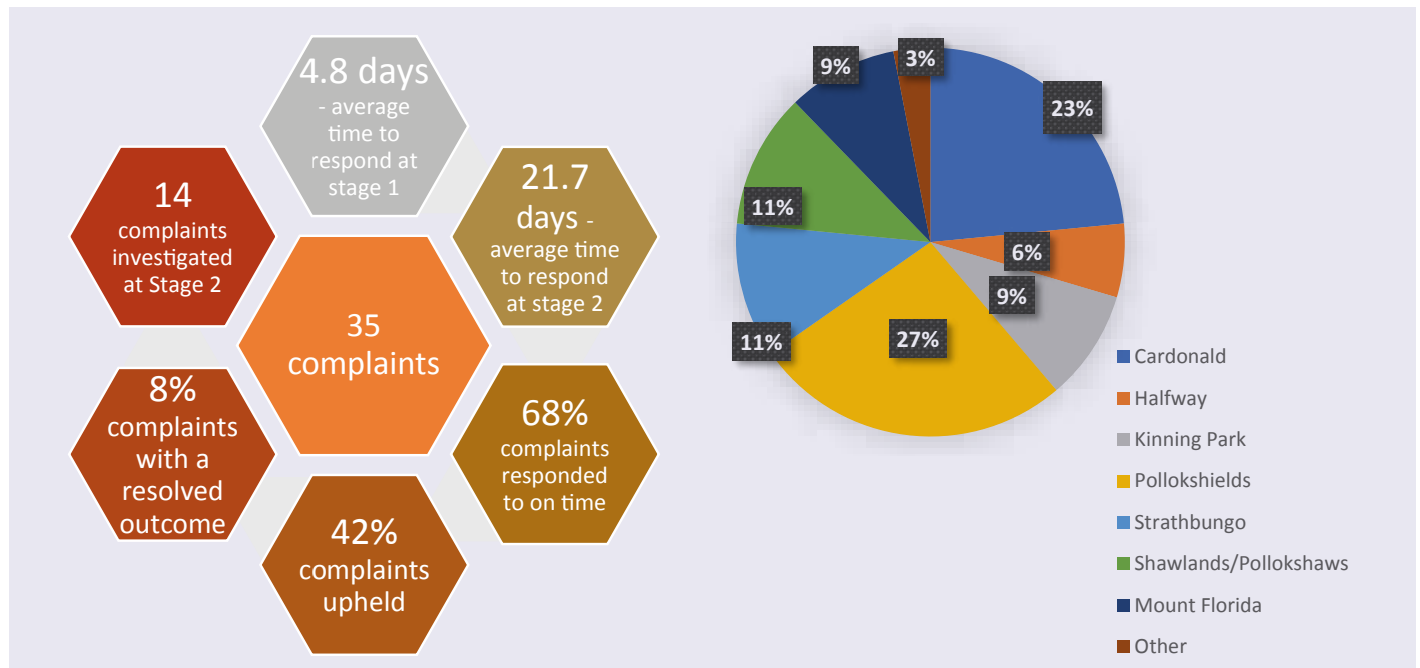
# Why your complaints are important to us.

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.

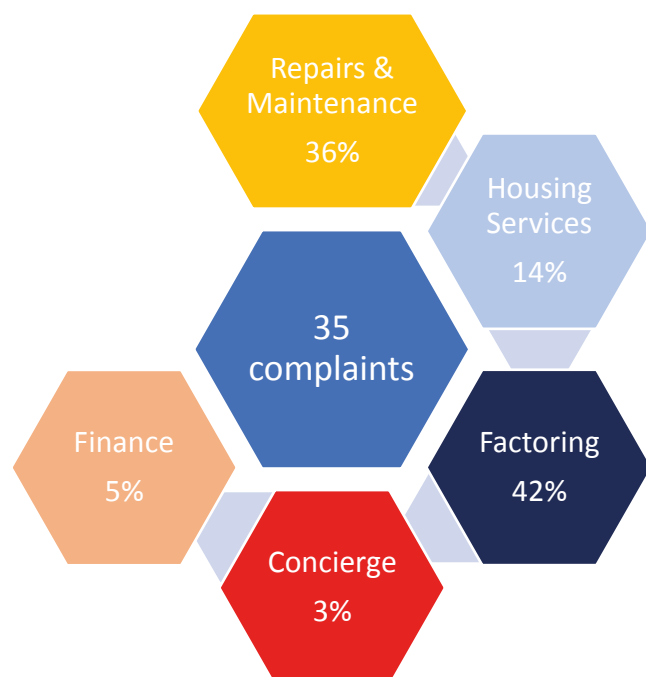
We really welcome your complaints and feedback about our services. We take them seriously as an opportunity to learn from what we have done and to improve how we do things in the future.

Here is a quick rundown of our complaints performance in numbers for our Q1 period from 1 April to 30 June 2025.

## The services you complained about



## 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.



Our new customer management system, Rubixx Housing, should improve our recording, analysis and reporting of complaints



No complaints were received during Quarter 4 about our subsidiary, Southside Lettings (Scotland) Ltd. mid-market rent homes

## Where we will focus on improving our performance



Reducing the time it takes us to resolve complex Stage 2 complaints



Closing more complaints within our target timescales

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 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

What you have told us	What we have changed
A SHA tenant complained about the lack of maintenance carried out at her son's home over the length of his tenancy.	Our Repairs and Maintenance Team investigated and discovered gaps in maintenance works. They have now carried out a full review of the planned and cyclical maintenance process. This will ensure all properties are included where programmes of works are required.

# 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 how our performance was during the Quarter 2 April - June 2025

Average time to complete emergency repairs

**2.36 hours**

Emergency repairs completed within target (4 hours)

**98.9%**

Average time to complete non-emergency repairs

**4.5 days**

Average days to re-let our homes

**15 days**

Percentage of tenancy offers refused

**19.35%**

Current tenant rent arrears as % of gross rent due

**3.97%**

Rent lost through homes being empty

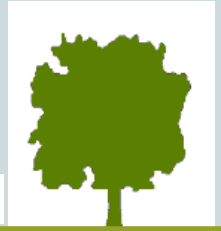
**0.25%**



# Nan McKay Community Hall

End of St John's Road, Adjacent to 29 St Andrews Drive  
Pollokshields, Glasgow, G41 5SR

Charity No: SC050140 Tel: 0141 429 5370 E-mail [admin@nanmckay.scot](mailto:admin@nanmckay.scot)



## English for Speakers of Second or Other Languages Beginners Starting soon

In partnership with Clyde College at

**Nan McKay Community Hall  
Behind 29 St Andrews Drive**

Our Class will prepare you for further study or employment. It will increase your confidence in everyday life and will help you communicate in the home, with your family, in social situations and at work. Call for a place.



Glasgow  
Council  
for the  
Voluntary  
Sector



# Welfare Rights & Advice Services News

In 2024/2025 the Welfare Rights, Money & Energy Advice team completed 2853 cases which created over £4,700,000 in financial gains for tenants in benefit awards, grants and debt write off's.

Our experienced Welfare Rights staff can provide advice and assistance with all benefits provided by the Department for Works & Pensions (DWP), Local Authorities and Scottish Social Security.

**In 2024/2025 the team assisted with 1819 benefit claims.**

Our Money Advice service is regulated by the FCA and registered with the Debt Arrangement Scheme (DAS). In 2024/2025 - 125 cases were completed and our Adviser negotiated over £190,000 of unaffordable debt to be written off.

## Energy Advice Service

Our Energy Advice Service funded by the Energy Redress Scheme launched in June 2024 and in 2024/2025 **assisted 555 households producing over £58,000 in financial gains and savings for tenants.** They have provided **over 300 home visits, 1400 telephone calls and 190 office appointments.**

### They can help with: Reducing Energy Usage

With practical advice on how to lower energy consumption. Advisers can walk tenants through small, everyday changes that can lead to lower bills and a more energy-efficient home.



## Fuel Debt Assistance

If tenants are struggling with **fuel debt**, advisers can offer **support and guidance** and explain what options are available,

- Help set up payment plans to make the debt more manageable
- Assess eligibility for any grants or schemes that can help relieve fuel debts
- PAYGO – access to vouchers for support for people who are in danger of going off supply.

## Understanding Bills and Meters

Energy bills can sometimes be difficult to understand – all those charges, rates and meter readings can be confusing. Advisers can assist to:

- **Clarify bills** – If you think something looks wrong on your bill or just want someone to explain what you are being charged for and why, they can check everything looks okay and help explain the prices.
- **Tariff** – check if you are on the cheapest tariff or the tariff that right for you.
- **Check meters** – If you think something is wrong with your meter, advisers can check to make sure it's the right type of meter and its running in the right way. Advisers can also explain the different types of meters and see which one is the best fit for you and your lifestyle.
- **Explain how the meter works.** Whether it's about reading the meter properly or understanding how the energy provider charges.
- **Resolve Disputes with suppliers.** The Energy Advisers can provide help to resolve meter and bill disputes. They can provide advocacy and assist you to navigate complaint procedures and to take your case to the Ombudsman.

Our Energy Team has a new recruit. Alison Todd joined the team in August and is working alongside Sorcha Bowles to ensure tenants get the best value for their money and have access to support with all energy related issues.





## **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.

### **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](mailto:advice@southside-ha.co.uk)

### **Complete the form on our website:**

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

**Call:** 0141 422 1112



# Winter Benefits 2025

Most pensioners living in Scotland will qualify for Pension Age Winter Heating Payment (PAWHP). The allowance was previously paid by the DWP but will be paid this year by Social Security Scotland.

**Payments** – between £101.70 and £305.10 but how much you are paid will depend on:

- Age
- The age of anyone living with you who is eligible
- If you receive certain benefits from the DWP as a joint award
- If you live in residential care

Most people will receive their payment automatically by November 2025.

Pensioners with Taxable income over £35,000 will be required to repay the PAWHP through the tax system by HMRC.

Recipients will be able to opt out and more information will be available through the Autumn of 2025.

There is a qualifying week (15th September – 21st September 2025) – during this week you must have:

- Been born on, or before, 21st September 1959.
- Lived in Scotland during the qualifying week

More information can be found at <https://www.mygov.scot/pension-age-winter-heating-payment>



## Winter Heating Payment

Some people in Scotland will qualify for a Winter Heating Payment. Payment will be made between December 2025 and February 2026. You will receive a letter or email confirming payment and this will be sent by Social Security Scotland.

In order to qualify for a payment though you must be in receipt of a qualifying benefit. You must also have been in receipt of the qualifying benefit during a qualifying week\*

Qualifying benefits:

- Universal Credit and if you:
  - are employed/self-employed and qualify for a child disability element
  - receive the LCW or the LCWRA element
  - qualify for a child disability element
  - have a child under 5 years old
- Pension Credit (see details above)
- Income Support, Job Seekers Allowance and Employment and Support Allowance
  - There are specific criteria for these benefits and if you haven't received a payment of Winter Heating Payment 2025 then please contact Southside HA Advice Team on 0141 422 1112

\*qualifying week not confirmed on the Scottish Government website yet but likely to be 1st or 2nd week in November 2025 according to last few years qualifying weeks.

## Child Winter Heating Payment

Child Winter Heating Payment is a payment to help disabled children and young people and their families with increased heating costs over winter.

It's paid once a year. The payment for winter 2025-2026 is £255.80.

## Who can get Child Winter Heating Payment

Children and young people in Scotland can get assistance if they're under 19 years old and get one of the following 'qualifying benefits':

- The highest rate of the care component of Child Disability Payment
- The highest rate of the care component of Disability Living Allowance for children
- The enhanced daily living component of Personal Independence Payment
- The enhanced rate of the daily living component of Adult Disability Payment

The qualifying week has yet to be updated on the Scottish Governments website, but previous years this has been the 3rd week in September.



## **Payment is usually automatic**

Eligible children and young people living in Scotland do not need to apply. They'll get their payment automatically.

Child Winter Heating Payment will usually be paid into the same bank account as their:

- Child Disability Payment
- Disability Living Allowance for children
- Personal Independence Payment
- Adult Disability Payment

You'll get a letter from Social Security Scotland before they make the payment.

## **Warm Home Discount**

### **If you're on a low income in Scotland**

The Warm Home Discount Scheme will reopen in October 2025.

If you didn't qualify you can check the reasons why at - Warm Home Discount Scheme: If you did not get your discount for winter 2024 to 2025 - GOV.UK

You do not need to apply if you get the Guaranteed Element of Pension Credit. You'll automatically get a letter telling you about the discount if you're eligible.

Otherwise, you'll need to apply directly to your energy supplier.

You might be eligible if all of the following apply:

- Your energy supplier is part of the Scheme.
- You (or your partner) get certain means-tested benefits
- Your name (or your partner's) is on the electricity bill

Your electricity supplier may have extra eligibility criteria. They'll also tell you which benefits mean you are eligible.

This is known as being in the 'broader group'.

If you're eligible your electricity supplier will apply the discount to your bill. You'll need to stay with your supplier until it's paid.

Check your suppliers website for when to apply, many open for applications in September

# Property Services News

## Investment Update

### Lift Upgrade Works

The contractor ADL won the tender to upgrade the lifts to 11 blocks at 20-220 Moss Heights. The contract value is £2.8M.

Works started in March 2025 at 20 & 120 Moss Heights. The programme is slightly behind schedule and we are working with the contractor to make up time.

The next blocks scheduled are at 40, 100 & 160 Moss Heights with a start date expected around August / September. All residents are being notified and we will respond to any concerns on the impact these works may cause.

The programme scheduled following these are:

- 60, 140 & 220 Moss Heights: January 2026
- 80, 180 & 200 Moss Heights: May 2026

These dates may be subject to change and we will ensure we communicate with all residents in advance of any works.

During the works, please keep landings clear of all belongings to ensure no damage to property and no health and safety hazards.

Please be aware of workmen and heavy machinery on and around the site. Please keep children away from the works for everyone's safety. Please also be considerate when parking.

20-180 MHA - Fire paths on 7th & 3rd floors can be used to access the lift in the neighbouring building.

200 MHA - Fire paths on 6th & 2nd floors can be used to access the lift in the neighbouring building.

220 MHA - Fire paths on 8th & 4th floors can be used to access the lift in the neighbouring building.

Please be respectful when using the fire paths as they run past other people's homes.

Fobs will be reprogrammed to allow access into neighbouring buildings.

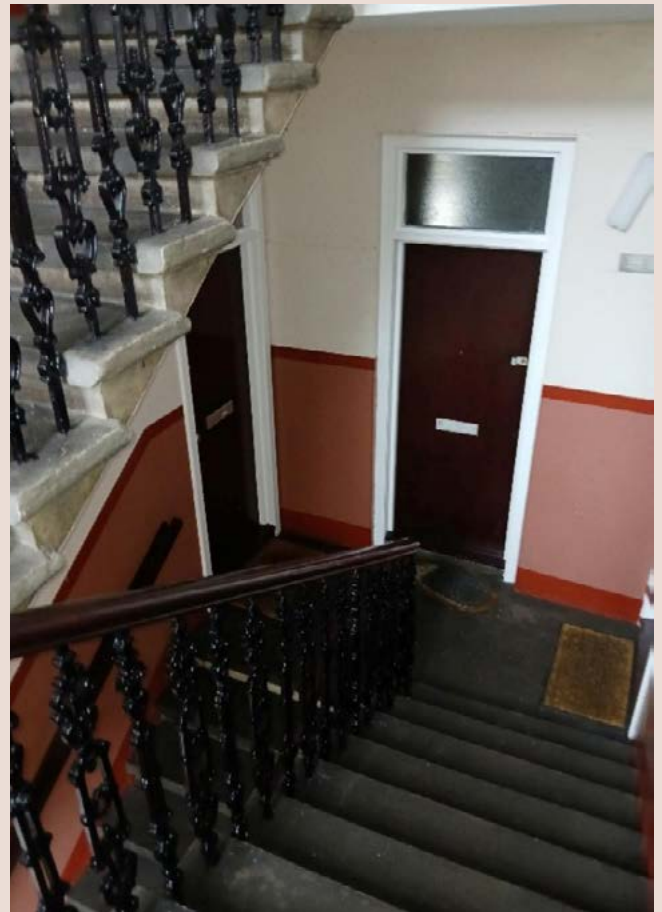
The concierge service can be contacted for day-to-day assistance on 07786 375816. They are on site daily from 8am-8pm.

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



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





## Cyclical Painting

- 3- year contract awarded to JS McColl, option to extend this for a further 2 years.
- Contract value is for approximately £116,000 per annum.
- Year 1 running from now until March 2026 and has been confirmed as:

<b>2-4 Admiral Path</b>	<b>144-150 St Andrews Road</b>
<b>10-16 Baker Street</b>	<b>15 Stanley Street</b>
<b>347-349 Pollokshaws Road</b>	<b>42 Queen Mary Avenue</b>
<b>357 Pollokshaws Road</b>	

- The programme this year also includes communal painting to mixed tenure buildings. We will engage with private owners within these blocks regarding costs.
- We will ensure that confirmation of locations for future years are reported in advance of each year with timeous communications to owners.



## Kitchen Replacement Works

Contract was awarded to MCN in 2024 for the replacement of kitchens with a contract value of £1.7M

- Year 1 2024/25 – Kitchen Upgrades complete at Hartlaw Crescent/Chirnside Place Area, 111 Kitchens completed
- Year 2 2025/26 – Works are in progress at 27, 29 & 31 St Andrews Drive and 21, 27, 33 & 39 St Andrews Crescent to replace 116 kitchens.

This contract has the option to be extended for up to a maximum of an additional 3 years.

All properties identified in the programme for future years will be informed once the programme has been confirmed.

We're pleased to share that most of our residents are very satisfied with their new kitchens. Thank you for your continued patience and cooperation as the improvements continue.

Quotes below from satisfied customers:

The kitchen was in a bad state of repair, so the new installation made a big improvement. Should last several decades.

All the workmen were nice and pleasant at all times. They cleaned up after themselves and was really pleased with the kitchen.

Overall, I am very satisfied with the work and how quickly the work was done. Totally happy with my new kitchen units, worktops and flooring.





# Property Services News

## Investment Update

### Air Source Heat Pumps and Hot Water Cylinder Annual Maintenance

- Contract tendered and awarded during May 2025. Combined value of £40,000 per annum
- Awarded to James Frew Ltd for 2-year period with option to extend for a maximum of 3 additional years
- Covers annual maintenance inspections of 175 Air Source Heat Pumps in our homes and 315 properties with unvented hot water cylinders
- Started August 2025. All affected residents will receive notification from James Frew on proposed service visit dates



### Annual Gutter Cleaning

- Contract tendered during October 2024. For gutter cleaning and roof inspections to all stock owned or factored by Southside HA
- Annual value of £69,000 awarded to Ramora Ltd for initial two-year period
- Option to extend for additional maximum of 3 years
- First clean of the gutters carried out during March and April 2025



### Fire Risk Assessments

- Landlord requirement to comply with the relevant Fire Safety Legislation including up to date Fire Risk Assessments
- 33 buildings identified as qualifying criteria, multi stories, mini-multi stories and supported units
- Suitably qualified Fire Risk Assessor appointed, Caledonian Fire Ltd, to survey common areas only. Internal flat surveys are not required
- Surveys started during April 2025, continuing through the year



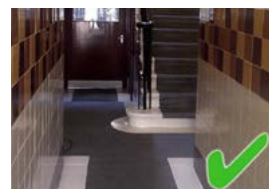


## Keeping Your Home Safe from Fire: Essential Tips for Residents

At Southside your safety is our top priority. We want to remind all residents about the importance of fire safety within your home and communal areas. By following a few simple steps, you can significantly reduce the risk of fire and ensure everyone's well-being.

### Here are our key fire safety tips:

- **Test Your Smoke Alarms Regularly:** Make it a habit to test your smoke alarms weekly – just press the test button! If it doesn't sound, change the battery or report it to us immediately if it's a hard-wired alarm. Working smoke alarms save lives.
- **Keep Escape Routes Clear:** Ensure hallways, stairwells, and exits in your home and communal areas are always free from obstructions. In an emergency, every second counts. Never store items in communal stairwells or landings.
- **Be Careful in the Kitchen:** Most fires start in the kitchen. Never leave cooking unattended. Keep flammable items (like tea towels and curtains) away from the hob. Clean your grill and oven regularly to prevent grease build-up.
- **Safe Smoking:** If you smoke, always use a proper ashtray and ensure cigarettes are fully extinguished. Never smoke in bed or when feeling drowsy.
- **Check Electrical Appliances:** Unplug appliances when not in use and avoid overloading sockets. Look out for frayed wires or scorch marks and report any faulty appliances. Only use chargers supplied with your devices.



If you have white goods supplied by the Association, **please look out for your annual PAT testing letter soon**, which will provide details on when we will arrange to visit your home to carry out these vital safety checks. Your cooperation in allowing our qualified contractors access for these inspections is crucial for maintaining a safe environment for everyone.

We would like to thank CRD Property Services Ltd for the past two years of support and partnership as our Maintenance Contract comes to an end on 31st August 2025.



CRD have been working alongside the association on reactive and void works since September 2023. Their commitment to our association and the local community has been greatly received. We wish them well in their future partnerships.

# 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 will begin to be phased out from 30 June.

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 will begin to be phased out from 30 June. 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 from 30 June.

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 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 remains 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.

## ACTION REQUIRED

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**



### **Update from Scottish Power:**

- Stage 1 (Test and Learn) Complete – Ofgem to send findings to Suppliers week commencing 04/08/25, learnings that we could take from the stage were minimal due to the low volume of customers we had impacted. However, we reported no issues, recorded no complaints and exchanged meters for all customers who contacted us.
- Stage 2 will commence 11/08/25, with no definitive end date set yet, and we have sent letters/emails and SMS to customers who will see their heating and hot water impacted before the end of September, as well as starting an outbound dialling campaign. This stage sees customers impacted from across Great Britain.
- Where a Stage 2 customer has a booking, and it currently falls after their phase out date we will work with them to bring it forward to a convenient date and time.
- On average RTS customers have had 9 pieces of correspondence on RTS from Scottish Power.
- Smart Energy Great Britain is finalising a new National Campaign for awareness.
- Ofgem are leading on partner/stakeholder engagement and awareness on Stage 2.
- Bookings have reduced across the industry since the Government made their announcement at the end of June, our ask continues to be for Housing Associations to continue to assist us by encouraging their tenants to make a booking to replace their RTS meter ASAP.



# Southside Launch Applicant Portal

On July 1st 2025 we introduced a new way to apply for one of our homes. Applicants now apply using the online portal and this information is automatically passed to staff for processing. The easiest way to find the link to apply is to open our website and follow the prompt, **<https://southside-ha.org/apply-online/>**

If you are unable to access online content, contact the Allocations team on **0141 422 1112 option 4.**

- **Convenient and secure on-line application**
- **Monitor progress via a customer portal**
- **Submit additional Information**
- **Upload documents and change your details**

The launch of the portal coincided with the launch of the new housing customer management system, Rubixx Housing, a web-based system which.

- **Offers more efficient methods of recording and processing customer information and queries**

- **Staff can show tenants and applicants live information on tablets about their rent account and arrears, their complaints, their repairs and so much more.**

- **By the end of 2025, we hope to launch a customer portal**



- Home
- About Us
- Your Tenancy
- Maintenance
- Your Services
- Vacancies
- Access to Information
- Contact Us
- Owners

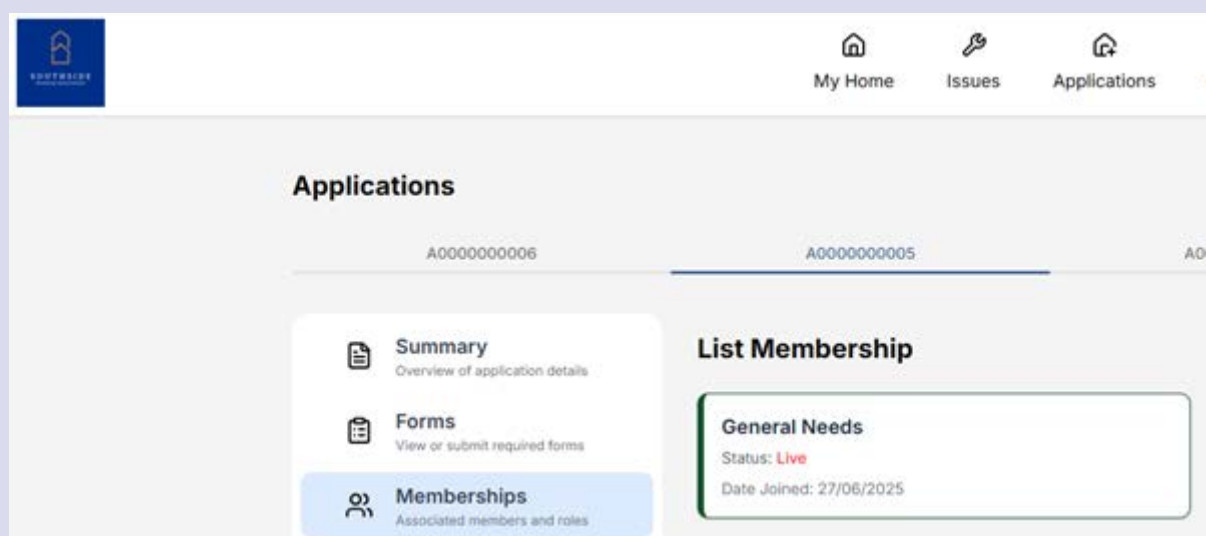
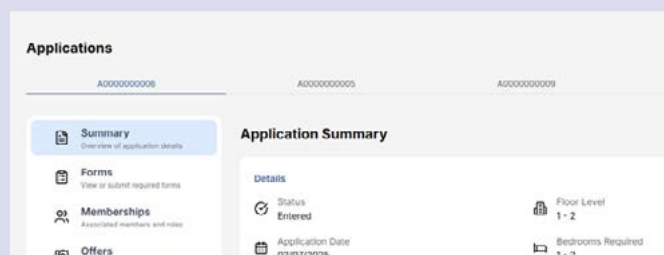
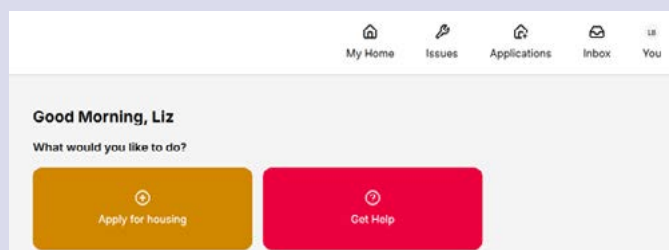
## How to apply for a home with Southside Housing Association

The way you apply for a home has changed. We have moved to an online portal and this portal will allow you to apply for a home and it will let you keep a record of your application and supporting documents. It will let you see that your application is live and any offers that have been made. If we send you a letter, it will be stored here.

You can apply for our social housing and Mid Market Rental Homes with us. You will be asked on the application form what type of housing you wish to apply for i.e. social rent or Mid Market rent.

For **social rent** we will award points to you based on your current housing need. To see more about these points, click here.

For **Mid Market Rents** we do not allocate points, however, you must have an income between £15,000 and £42,000 to qualify. The rents are slightly higher and the properties will be carpeted and some will have white goods provided at an additional charge.



# Factoring News

## Online Portal

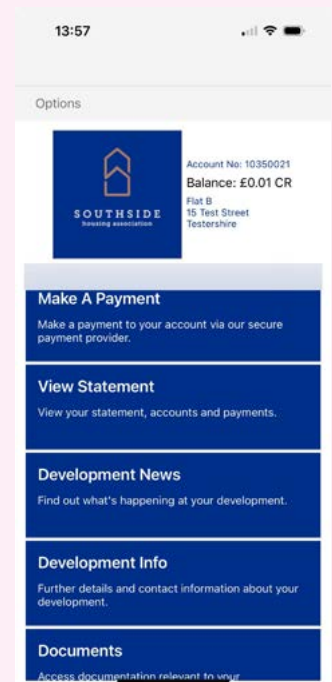
Usage of the Factoring Portal and Mobile App is increasing, giving owners access which suits their lifestyle.

A helpful 'How-To' video is available on our website to guide you through the features, including;

- Making secure online payments
- View and download invoices and statements
- Access contractor invoices related to repairs and services

If you have not yet registered for the portal, please contact us at 0141 422 1112 or email [factoring@southside-ha.co.uk](mailto:factoring@southside-ha.co.uk) and we can provide your login details.

For those who prefer traditional paper invoices this practice will continue and the Team are always available on the phone or via email.



## Arrears Process

Please remember factoring invoices are issued on a quarterly basis and are required to be paid in full within 14 days of the issue date. If you are unable to make payment within this timeframe, please contact us to discuss available options.

Failure to do either of the above will trigger our arrears process;

- Reminder letters and late payment fees for continued non-payment
- Notice of Potential Liability registered against properties with arrears exceeding £500.
- Legal action with all associated costs charged to your account

A copy of our Debt Recovery Policy can be found on our website and via the customer portal.

## Payment Options

There are a variety of payment methods available:

- Online via the Customer Portal
- Cheque
- Cash (in office)
- Bank transfer or standing order
- Telephone payment

Always remember to identify your payment using your unique customer account number detailed on your factoring invoice. This ensures that your payment is matched with your account promptly.



## Building Insurance – Annual Charge

The building insurance premium for your building was included within the June 2025 invoice. The premium should be paid in full to ensure your insurance cover is up to date. In the event of a claim our insurance broker, Howden, is available to provide advice and support. The policy summary and claim procedure can be downloaded from our website or accessed via the portal. Alternatively, our staff can provide assistance by phone.

Please note, Southside Housing Association does not provide contents insurance. Owners are responsible for arranging their own cover to protect personal belongings in the event of a claim.

## Staffing Update

There have been recent changes within our Factoring Team. We now have a single designated Factoring Officer, Brian McNeillie, who is responsible for all owner-occupied blocks. Brian is supported by two Factoring Assistants, Ruth Kennedy and Mandy McKeever and the team is overseen by our Customer Services Manager, Dianne Keenan.



# Welcomes and Farewells

We've had a few changes to our team recently, and we'd like to take a moment to welcome new colleagues and say a fond farewell to those who have moved on.

- Linda Fisher has retired from her role as Finance Assistant after an incredible 22 years with the Association. Linda joined on 14 April 2003 and has been a highly valued member of our Finance team.



- Sean McCann has moved on from our Property Services team. Our Property Services Team have said farewell and good luck to a few team members, Sean McCann, Gayle Breslin-Nugent and Bill Lynch. They also welcome back a familiar face, John McAlaney, who returns as Property Services Officer.



- Maria Cairns left our Community Initiatives team in August. We thank her for all the community-based projects she supported and wish her the very best in the future.



- Laura Brennan, our Director of Finance & Corporate Services, will be stepping down at the end of September. We thank Laura for her leadership and commitment and we look forward to welcoming Donalda Hogg, who will be joining us as her replacement at the end of October.



- Alistair Brown has retired from his role in the Concierge team. We appreciate his hard work and wish him every success going forward.



## A Fond Farewell to Our Care & Repair and Handyperson Service

After more than 30 years of dedicated service, we said goodbye at the end of June 2025 to our extremely popular Care and Repair and Handyperson Service at Southside Housing Association. This decision followed changes in funding priorities from our partners at Glasgow City Council and the Health & Social Care Partnership (HSCP), who have supported the service since its inception.

Due to significant budgetary pressures, HSCP has had to make difficult choices, including the discontinuation of several long-standing initiatives. Unfortunately, this included the Care and Repair service.

While no alternative provision has been confirmed at this stage, we remain hopeful that future support models may emerge.

Most importantly, we want to express our heartfelt gratitude to the incredible Care and Repair team. Their commitment, compassion and skill made a meaningful difference in the lives of countless individuals across the city. From small repairs to life-changing interventions, their work was a source of pride for Southside and was deeply valued by our community.

We want to take this opportunity to say thank you to everyone who has been part of this journey. Three colleagues, Moira Bauld, India Boxall and Lynn Wilson stayed with the Association, bringing welcome support to our Finance Team.

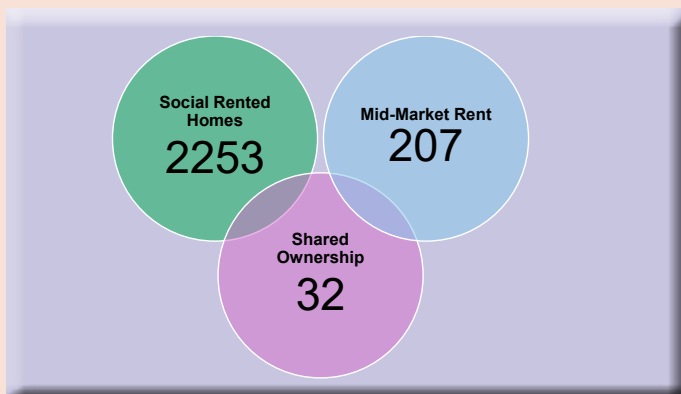




# Our Annual Landlord Report for 2024/25

We've published our Annual Landlord Report for 2024/25. Our Annual Report takes a look back at how we have performed over the past twelve months over a range of performance indicators. As well as providing a comprehensive 'state of the nation' report on the Association, it also shows how well we are meeting the Outcomes and Standards that are set out in the Scottish Social Housing Charter. Here is a whistlestop look at how we have performed during 2024/25

## Our Homes as at 31 March 2025



## Our Average Weekly Rents

Apartment Size	Number of Homes	SHA	Scottish Average	Differential
1 apt	59	£77.91	£87.12	-10.6%
2 apt	1040	£93.71	£93.27	0.5%
3 apt	673	£108.66	£96.00	13.2%
4 apt	421	£119.25	£104.51	14.1%
5+apt	60	£128.28	£115.58	11%
Average Weekly Rent		£103.50		
Total	2253			

### Overall Satisfaction

**84.2%** of tenants satisfied with the overall service provided by their landlord.

Scottish Average **86.9%**

### Communication

**93.3%** of tenants felt that we were good at keeping them informed about our services and the decisions we make.

Scottish Average **90%**

### Participation

**98.21%** of tenants are satisfied with the opportunities to participate in our decision-making processes.

Scottish Average **86.3%**

### Quality of Housing

**87.9%** of our housing stock meets the Scottish Housing Quality Standard.

Scottish Average **87.2%**

### Quality of Housing

**77%** of tenants are satisfied with the quality of their home.

Scottish Average **84.7%**

### Estate Management, Anti-Social Behaviour, Neighbour Nuisance & Tenancy Disputes

**92.5%** of tenants are satisfied with our contribution to the management of the neighbourhood they live in.

Scottish Average **84.2%**

### Access to Social Housing

**19.8%** of tenancy offers were refused by applicants during 2024/25.

Scottish Average **82%**

### Anti-Social Behaviour

**99.4%** of anti-social behaviour cases resolved.

Scottish Average **93.4.4%**

## Tenancy Sustainment

**90.5%** of new tenancies sustained from more than a year.

Scottish Average **91.6%**

## Value for Money

**6.42%** Gross rent arrears (all tenants) as a percentage of rent due for 2024/25.

Scottish Average **6.17%**

## Lost Rent

**0.2%** of rent lost through properties being empty during 2024/25.

Scottish Average **1.3%**

## Re Let

**13 days** on average was taken to re-let our properties during 2023/24.

Scottish Average **60.6 days**

## Value for Money

**67.93%** of tenant felt that the rent for their home represents good value for money.

Scottish Average **81.7%**

## Rent Collection

**100%** of rent collected as a percentage of the total rent due in 2024/25.

Scottish Average **100.2%**

## Rent Increase

**4.2%** Annual Rent Increase for 2025/26.

Scottish Average **4.7%**

## Factor Fees

**£175.03** Average Management Fee per Factored property.

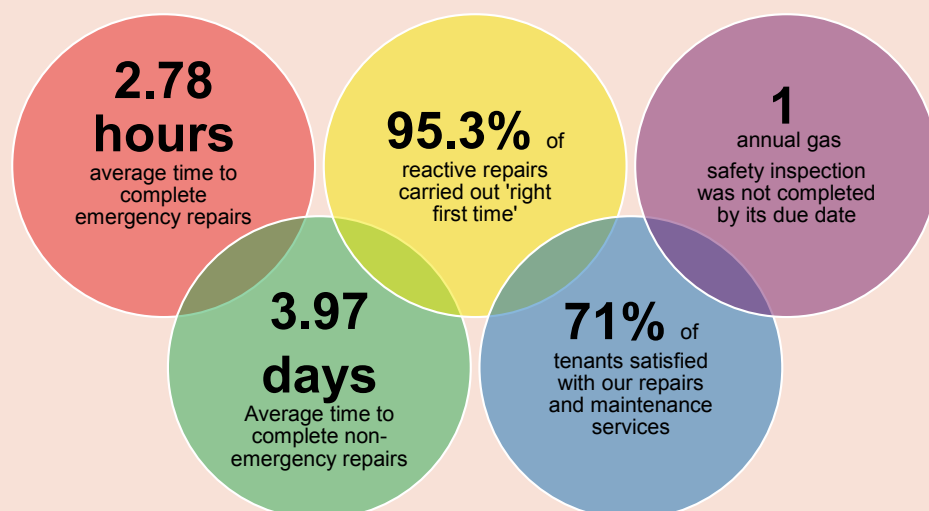
Scottish Average **£118.72**

## Satisfaction

**75.4%** of Factored homeowners satisfied with the Factoring service they receive.

Scottish Average **57.9%**

## Reactive Repairs and Maintenance



## Vacancy

**5.5%** of lettable houses that became vacant.

Scottish Average **7.1%**

## Eviction

**31.25%** of court actions initiated which resulted in an eviction.

Scottish Average **26.6%**

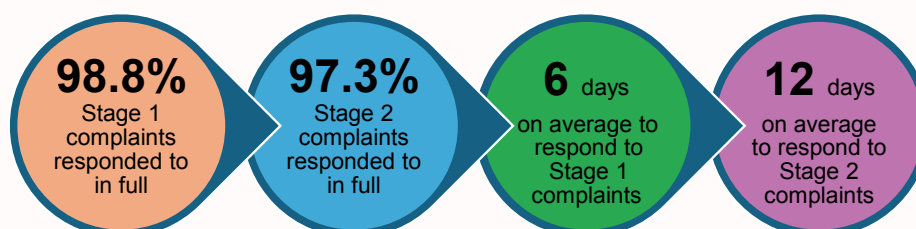
## Adaptations

**40.4 days** on average to complete medical adaptations.

Scottish Average **44.4 days**

## Complaints

We always strive to deliver all of our services to the highest possible standard, however on occasion things don't always go as expected or our tenants and other customers may be dissatisfied with an aspect of the service we have provided. We take all of the complaints we receive seriously and use them as an opportunity to learn and improve how we do things in the future. Here is how we have performed in terms of responding to the complaints we have received over the reporting year 2023/24.



# Southside Share Members participate in AGM 2025



Up to 50 Share Members and Staff attended the AGM in September 2025 to hear a review of the Association's business throughout 2024/2025 and approve the Audited Accounts which were presented by Steven Cunningham from Alexander Sloan.

A short film was shown, which can be accessed using the following link, [https://www.youtube.com/watch?v=\\_eL0SQXXDNM](https://www.youtube.com/watch?v=_eL0SQXXDNM) outlining the changes and achievements in the year which demonstrated real improvements in performance and investment in homes. While there are busy and challenging times ahead, there is a real commitment and understanding on what needs to be done.





Four Board Members resigned and did not stand for re-election at the AGM, Betty MacNeil, Liz Ely, Surjit Chowdhary and Shirley Robison. Our Chair Alex Cameron thanked them for their work and dedication to the work of the Board and Southside Housing Association. As we enter the financial year in 2025 with eight committed Board Members we are embarking on a recruitment campaign to fill the remaining places. **Details of this are on page 12 and on our Website with a closing date of 17th October.**

Following the re-election of the Board and the reappointment of our external auditors, a prize draw was conducted and members joined staff in some refreshments and the opportunity to engage. Our information hubs were also available to answer any specific queries or concerns.

Our 2025 AGM was a successful event and enjoyed by members and staff alike. Thanks again to all who participated.



# Development News

## **Metering & Billing Update - 20–220 Moss Heights Avenue**

There are some important changes underway regarding the metering and billing systems used for heating and hot water in our homes at 20–220 Moss Heights Avenue.

Last year the Association installed a new metering system in these properties, allowing residents to pay directly for their heating and hot water.

Following a decision by the current service provider to withdraw from delivering metering and billing services, the Association is now having to implement a programme of meter replacements across the affected homes.

What does this mean for residents at Moss Heights?

- A new meter will need to be installed in your home
- Access will be required to carry out the installation which is expected to take approximately one hour
- Residents will continue to pay directly for their energy usage

Due to the provider's withdrawal, timescales for this work are very tight. The Association is acting swiftly and aims to have all meters replaced by the end of October 2025.

We aim to minimise disruption during the installation process and would like to thank all residents for their patience and cooperation during this time.

Further details about the rollout schedule and what to expect will be shared in due course.

Our goal is to ensure a smooth transition and maintain uninterrupted service throughout.

## **Update on Future Plans for 150 Berryknowes Avenue**

We want to keep residents informed about the ongoing discussions regarding the future of our high-rise block at 150 Berryknowes Avenue in Cardonald.

Last year the Association carried out a detailed strategic review of this building which highlighted the significant investment required to maintain it.

The preferred option identified was to demolish the existing tower block and build new homes on the cleared site and surrounding land. This proposal, however, requires further analysis and planning approval from Glasgow City Council.

**Progress So Far** - A Pre-Planning application was submitted to Glasgow City Council and officially validated in March 2025.

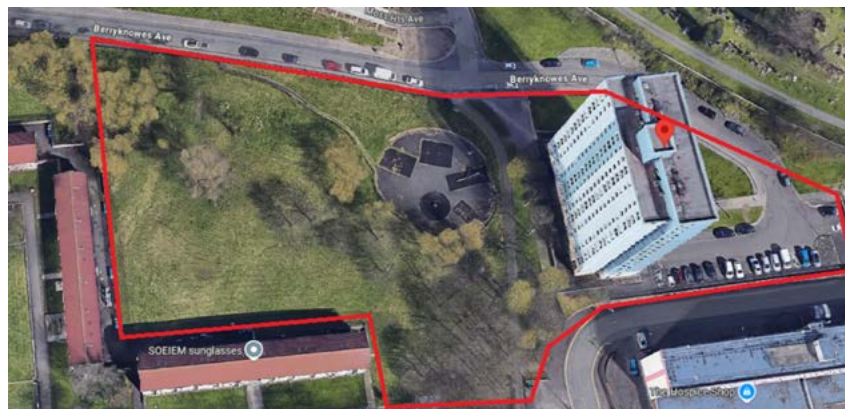
An initial meeting with the Council's planning team took place in June 2025 at which the Council has requested further information on the following key areas:

- Sustainability & Energy Use – exploring alternatives to demolition
- Building Assessment – considering conversion into larger family homes
- Open Space – assessing the impact of using Council-owned land for redevelopment



Our appointed architect and engineer is currently preparing a detailed report to address these points, which we expect to submit by the end of August 2025.

Due to the summer holiday period, the outcome of our application is now expected in October 2025. We will continue to keep residents updated as soon as we receive further information.



### Improvements at Halfway Community Park & Moss Heights Avenue

We're pleased to share that recent remedial works have now been completed at Halfway Park in Cardonald and at 20 Moss Heights Avenue, enhancing access and usability for residents.

At Halfway Park, additional drainage has been installed to improve the surface of the MUGA (Multi-Use Games Area), helping to prevent waterlogging and extend the lifespan of the facility.

Meanwhile at the front of 20 Mossheights Avenue, a new footpath has been created. This new route provides residents with improved access to the front of the buildings from the Berryknowes Avenue side making movement around the area easier and safer.

All works were carried out by Covanburn Contractor who completed the project on time and to a high standard.

We hope residents enjoy the benefits of these improvements, and we thank you for your patience during the works.





# WE ARE PROUD TO PLEDGE TO



Our homes, our people,  
our problem.

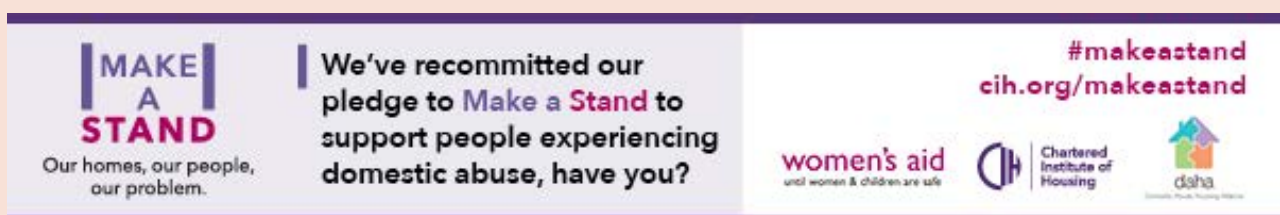
**We are proud to commit to the Chartered Institute of Housing's Make a Stand campaign.**

We have pledged to;

- Implement a policy to support residents affected by domestic abuse
- Ensure information about domestic abuse support services is available on our website and in other appropriate places so they are easily accessible
- Implement an HR policy to support members of staff who may be experiencing domestic abuse
- Appoint a senior champion to drive our efforts to support people experiencing domestic abuse.

Our Director of Housing and Communities, Pauline Fletcher is our senior champion who will be leading this important area of work which is a key part of our Equality, Diversity and Inclusion Action Plan. Over the coming months we will be working internally and with some external partners to fulfil our pledge.

Domestic abuse can affect anyone in our homes or in our teams, and we are dedicated to improving our support for survivors. Our homes, our people, our problem.



# 16 Days of Activism – Sixteen Days of Actions against Gender Based Violence

**We support action against Gender Based Violence.**

16 days of Activism is an annual worldwide campaign that seeks to highlight, speak out and act against gender-based violence. 16 Days of Activism starts on 25 November 2025 – International Day for the Elimination of Violence against Women, running to 10 December 2025 World Human Rights Day. Gender based violence disproportionately affects women, in the United Kingdom a woman is killed by a man every three days on average. Domestic abuse and/or coercive control is also an all too common manifestation of gender-based violence, and while perpetrators of domestic abuse can and are both men and women, statistics show that perpetrators of domestic violence or coercive control are overwhelmingly male.

## **What is Domestic Abuse?**

Domestic abuse is a pattern of controlling, coercive, threatening, degrading and/or violent behaviour, including sexual violence, by a partner or ex-partner which causes physical, sexual and/or emotional harm.

## **Types of Abuse**

**Coercive Control** - Isolation, mind games, monitoring phone calls, controlling what they eat, how they dress, who they see and text, where they go, how they cook, changing the rules and control to confuse the victim.

**Psychological or Emotional** - Name calling, constant criticism, threats, being put down in front of others, being isolated from friends and family, emotional blackmail, guilt-tripping.

**Financial or Economic** - Money being withheld, being forced to borrow money, getting a poor credit rating, forced to make benefit claims, having to account for money spent, not being allowed to control own finances.

**Physical or Sexual** - Hitting, slapping, choking, punching, threats with weapons and death. Rape, sexual assault, forced to imitate pornography, forced to have unprotected sex, forced to have sex with others, Non-consensual Dissemination of Intimate Images (previously referred to as 'revenge porn').

Here at Southside, we are currently developing our organisational approach to tackling domestic violence. This includes developing our policy and processes for assisting people who may be at risk of homelessness as a result of domestic abuse. We've also signed up to the Chartered Institute of Housing 'Make a Stand' pledge to demonstrate that we are serious about addressing domestic abuse. Our frontline housing teams who deliver our housing and repairs services will be participating in focused domestic abuse awareness training during November.

## **Gender Based Violence – Quick facts**

- 140 women and girls worldwide lost their lives every day at the hands of their partner or a close relative in 2023
- Police recorded violence against women crimes increased by 37% between 2018 and 2023
- 1 in 5 children in the United Kingdom have lived with an adult perpetrator of domestic violence
- Estimates suggest that less than 24% of domestic abuse crime is reported to the police

# Photo Competition extended to 31st October 2025

Our photo competition this year has been extended to allow you to take some beautiful photos of autumn in your area. The photos should be of your area, for example a special place such as a park or community area, your street or back court. Or a beautiful building or perhaps autumn trees lining a path. Please don't include any people.

The competition will have three prizes of high-quality canvases of the winning photos and the judges will be made up of Committee Members and our CEO.

Please submit your photos using the form on our website at

<https://southside-ha.org/photography-competition-2025/>

You can submit up to 3 photos and the rules are available on the web page.

Below is a reminder of last year's winners and we look forward to seeing this year's entries.

Please note, the winning photos will be printed in the winter newsletter and may be displayed in our offices.

**Happy snapping!**



**1st Prize**



**2nd Prize**



**3rd Prize**



**Commended**

## GET INVOLVED Membership

Help us, help you, to shape your community by becoming a shareholding member of the Association. For only £1 you will receive lifetime membership which allows you to attend our Annual General Meeting and find out more about the workings of your landlord.

If you would like to become a member, please complete the application form using the QR code or link below.



<https://forms.office.com/e/rhE0jSq6H7?origin=lprLink>

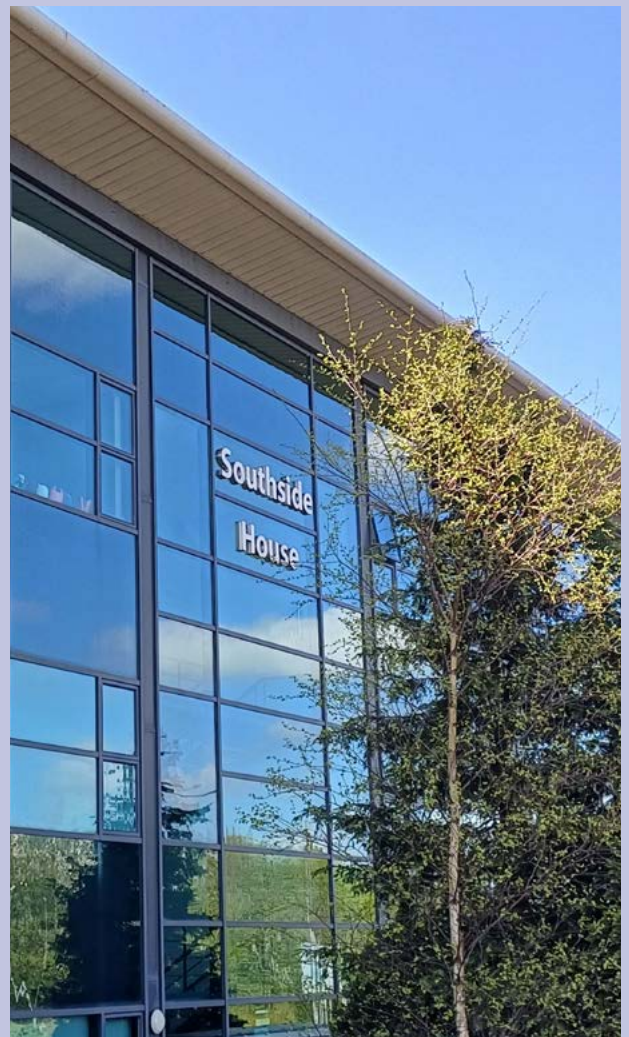
The £1 membership fee can be paid by BACS using

**A/C no:** 00781704

**S/Code:** 80-07-67

**A/C Name:** SHA Business

Alternatively please call us on **0141 422 1112** and have your credit or debit card to hand





## Mobile Estates Service

Over the last year we have been reviewing our internal Mobile Estates Services. You may have seen our staff out cutting grass, lifting bulk, cleaning closes and generally keeping our neighbourhoods clean and tidy.

We have now made a decision to outsource much of these services moving forward and you may have already seen Ramora Facilities Support cleaning our closes and backcourts and attending to our landscaped areas.

Over the coming months we will be procuring additional services such as bulk uplift and further landscaping. Please keep an eye on our social media pages for updates.



## History Corner - 166 Gorbals Street

Did you know that Southside owns a listed building which is, one of the last listed buildings left in the Gorbals.

166 Gorbals Street is a great example of late Victorian architecture with a varied history and story to tell.

The architect was James Salmon (1873-1924) who also designed buildings such as the Lion Chambers on Hope Street and was a contemporary of Charles Rennie MacIntosh, Glasgow's most famous architect of the time.

It was commissioned by the British Linen Company to house a branch of their bank and went on to have almost 100 years of use. As you can see from the interior shot of the original bank that it was very stylish for its time.

Unfortunately, in 1990's it fell into disrepair and lay empty until Southside invested £2.6 million from grants and private funding for a new build development and restoration.

A nod to the past is in the plaque above the door which is in the arts nouveau style and as many period features as practical were retained in the flats and close.

The upper floors are Mid-Market rent flats and the lower floor is a commercial space for use as either a restaurant/cafe or exhibition area. It is now part of a thriving community in the area around the Citizens Theatre.





# Contact Us

Southside House,  
135 Fifty Pitches Road,  
Glasgow, G51 4EB.

 0141 422 1112

 [csd@southside-ha.co.uk](mailto:csd@southside-ha.co.uk)

## Telephone Line Opening Hours:

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

**For Out of Hours Emergency Repairs  
Call 0141 422 1112.**

### **Cardonald Office:**

135 Fifty Pitches Road,  
Cardonald, G51 4EB.

Monday – Friday  
9:00am – 5:00pm

### **Shields Road Office:**

435 Shields Road,  
Pollokshields, G41 1NP

Monday, Thursday & Friday  
9:00am – 5:00pm



SouthsideHA



@southside-HA



Southside-ha.org

