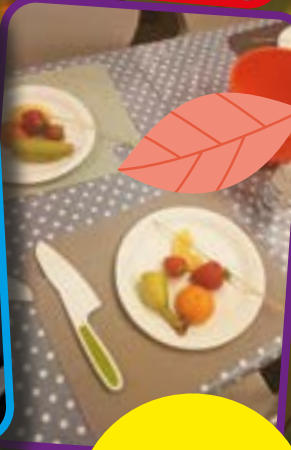
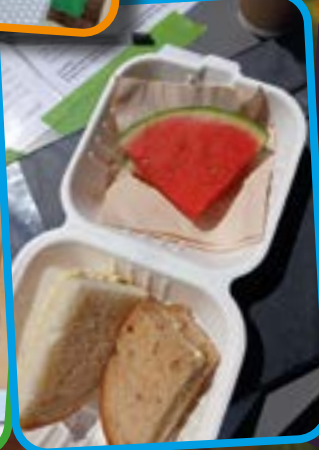


Autumn 2026

Southsider



SOUTHSIDE
housing association



SUMMER SCHOOL HOLIDAY FUN

Read all
about it on
pages 10-11

SHA Board Members



Ruth McCluskey Chairperson



Lisa Peebles
Vice Chairperson



Alison Devlin
Secretary



Jenna Monteith



Munir Choudry



Lili Peters



Pamela McLevy



Alison McManus



Darius Wilson



SOUTHSIDE
housing association

Contact Us

Southside House

135 Fifty Pitches Road
Glasgow, G51 4EB
0141 422 1112
csd@southside-ha.co.uk

Telephone Line

Opening Hours

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

Cardonald Office

135 Fifty Pitches Road
Glasgow, G51 4EB

Monday – Friday
9am – 5pm

Shields Road Office

435 Shields Road
Pollokshields, G41 1NP

Monday, Thursday & Friday
9am – 5pm

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

  SouthsideHA

 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

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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

We're pleased to welcome new colleagues to our Team:



Graham Leca joined as Energy advisor in July 2026



James McMorrow joined as a Community Initiatives Assistant in August 2026



Eva Smith joined as a Housing Administrator in August 2026



Jordan Grant joined as a Property Services Officer (PSO) in September 2026



Allison Scott joined as Housing Administrator (Advice Services) in September 2026



Louise Carlin joined as a Repairs Assistant in June 2026



Paul Aitken joined as a Community Initiatives Assistant in August 2026

We say goodbye and thank you to colleagues moving on:



James Bowes left the Repairs Team in July 2026



Olivia Connor left the Welfare Rights team in September 2026

We wish James and Olivia all the best for the future.

Joe Lewis

After many years of service with Southside and before that with Glasgow Housing Association, our valued colleague **Joe Lewis** sadly died in August this year. Joe was well known, particularly in the Pollokshields area where he worked as a Concierge at a number of our properties on St. Andrews Drive and Crescent. Joe will be missed, and our thoughts and deepest sympathies are with his family and friends.



Southside AGM Celebrates a Successful Year

Around 50 Share Members and staff attended Southside Housing Association's Annual General Meeting (AGM) in September 2026 to reflect on a successful year for the Association and look ahead to future opportunities.

Members received and approved the Annual Accounts following a presentation from our external auditors, TC Group, who provided an overview of Southside's strong financial position and performance during the year.

The Chief Executive's presentation highlighted a year of significant achievements, including continued investment in homes and services, improvements across key performance measures, and a range of initiatives designed to support and strengthen our communities. Members also heard about the positive impact of community investment activities and the Association's ongoing commitment to improving the lives of local people.

The AGM also saw the launch of Southside's **2025/26 Annual Report**, which showcases our achievements over the past year and compares our performance

against the Scottish average. We were particularly pleased to report continued improvements in key service areas, supported by very positive feedback from tenants through our 2025/26 Tenant Satisfaction Survey.

The meeting marked the retirement of former Chair **Alex Cameron**, who chose not to seek re-election to the Governing Body. Chair **Ruth McCluskey** paid tribute to Alex, thanking him for his years of commitment, leadership and service to Southside Housing Association. His contribution to the organisation has been significant, and he leaves with the sincere thanks of the Governing Body, staff and members.

We also said farewell to **Eachann Gillies**, who stepped down from the Governing Body, and were delighted to welcome new members who will bring fresh perspectives and experience to the Board. Following the AGM, Southside's Board consists of 9 members, with three vacancies remaining that may be filled during the year.

Following the formal business of the meeting, members and staff



enjoyed refreshments, visited information hubs and took the opportunity to discuss Southside's services and future plans. A prize draw added a fun conclusion to the evening.

The AGM was a positive and well-attended event, providing an opportunity to celebrate achievements, recognise the contribution of our members and volunteers, and reaffirm our commitment to delivering excellent homes and services for our communities.

Thank you to everyone who attended and helped make the 2026 AGM such a success.



Cardonald Community Shop: Affordable Food on Your Doorstep

With the rising cost of living continuing to impact households across Glasgow, the **Cardonald Community Shop** is helping local people access affordable food and everyday essentials while bringing the community together.

Located at **Flat 0/4, 12 Swinton Place, Cardonald, G52 2EA**, the shop offers quality products at a fraction of supermarket prices, making it easier for households to stretch their budgets without compromising on essentials.



Open to Everyone

One of the best things about the Cardonald Community Shop is that **you do not need to be a resident of Swinton Place or a Southside Housing Association tenant to become a member**. The shop is open to everyone, so family members, friends and neighbours are all welcome to join.

Membership costs just **£1 per month**, plus the cost of your shopping, giving members access to a wide range of affordable products every week.

The shop is currently open:

Cardonald Community Shop

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

Opening Times

Tuesdays, 10:30am to 1:30pm

Payment Methods

Cash and card payments accepted

What's Available?

The Community Shop stocks a variety of food and household essentials, helping local people save money while still accessing quality products. Available items include:

- Fresh fruit and vegetables
- Fresh meat
- Dairy products
- Frozen foods
- Pet food
- Household cleaning products
- Personal hygiene items
- Feminine hygiene products
- And much more

Whether you're doing a weekly shop, topping up your cupboards, or simply looking for better value on everyday necessities, you'll find plenty of choice on the shelves.

A message from Good Food Scotland...

"Good Food Scotland are delighted to be opening our ninth community shop in Glasgow, and our second in partnership with the fantastic Southside Housing Association. Our community shops are about making good, affordable food accessible to everyone, while creating welcoming spaces where people can also connect with wider support in their local community."

There's no referral, no proof of income and no requirement to be receiving benefits: anyone can use our shops.

We've developed a really positive working relationship with STHA and are very grateful for their support in bringing a new community shop to Pollokshields. We're really looking forward to opening our doors, becoming part of the Pollokshields community and hopefully making a real difference locally. We'll be opening our doors very soon, so watch this space... and keep your shopping bags at the ready!"

Pauline Gilgallon

Head of Operations, Good Food Scotland

More Than Just a Shop

The Cardonald Community Shop is about more than affordable groceries. It provides a welcoming space where people can connect with others in the community, access support, and find practical ways to make their money go further.

The initiative forms part of wider efforts to tackle food insecurity and ensure local residents have access to affordable, nutritious food close to home. By shopping locally and supporting community-led services, members play an important role in strengthening the neighbourhood and helping the project continue to grow.

Those interested in learning more or getting involved through volunteering opportunities can contact **Elaine**, the **Cardonald Coordinator**. You can also keep up to date with the latest news and offers by following the shop on **Facebook** and **Instagram**.

Exciting Expansion Plans

The success of the Community Shop has led to plans for expansion, with a **new shop coming soon to Pollokshields at 148-150 McCulloch Street**.

Expected to open within the coming weeks, the new location will provide even more residents with access to affordable food and household essentials, ensuring that the benefits of the Community Shop continue to reach more families across the Southside.

Why Not Give It a Try?

For just **£1 per month**, members can access affordable food, household essentials, and a friendly community-focused service. If you're looking for ways to make your budget go further, the **Cardonald Community Shop** could be the perfect place to start.



The poster for the Cardonald Community Shop features a blue and green design. At the top, it displays the shop's logo, the Good Food Scotland logo, and the Scottish Government logo. The main text reads: "Just like a supermarket but a fraction of the price! Membership fee £1 per month, open to everyone." Below this is a circular inset photo of the shop's entrance. To the right, it specifies the opening hours: "Tuesdays 10:30am - 1:30pm" and the address: "12 Swinton Place 0/4, Cardonald, Glasgow, G82 2EA". It also states: "We accept both cash and card payments." For more information, it directs users to contact Elaine, the Cardonald coordinator, via email at elaine@goodfoodscotland.org or find them on Instagram and Facebook. Social media handles for @cardonaldcommunityshop and @cardonaldcommunityshop are listed. Two QR codes are provided for more information. At the bottom, it lists the types of products available: "We stock a great range of products including fresh fruit and veg, dairy, frozen foods, fresh meat, cleaning products, and food and bin bags." The footer includes the website www.goodfoodscotland.org and the text "Good Food Scotland, Scottish Charity Number: SC046101".

Everyone is welcome, so spread the word and bring along your family, friends and neighbours. The more the merrier!

We're Challenging Hate and Intolerance

Everybody should be able to live their lives being comfortable being their real selves, and no-one should have to suffer harassment, victimisation or physical or mental damage on account of who they are, or because 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 and 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, or
- Transgender identity

National Hate Crime Awareness Week 2026 runs from 10 – 17 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.

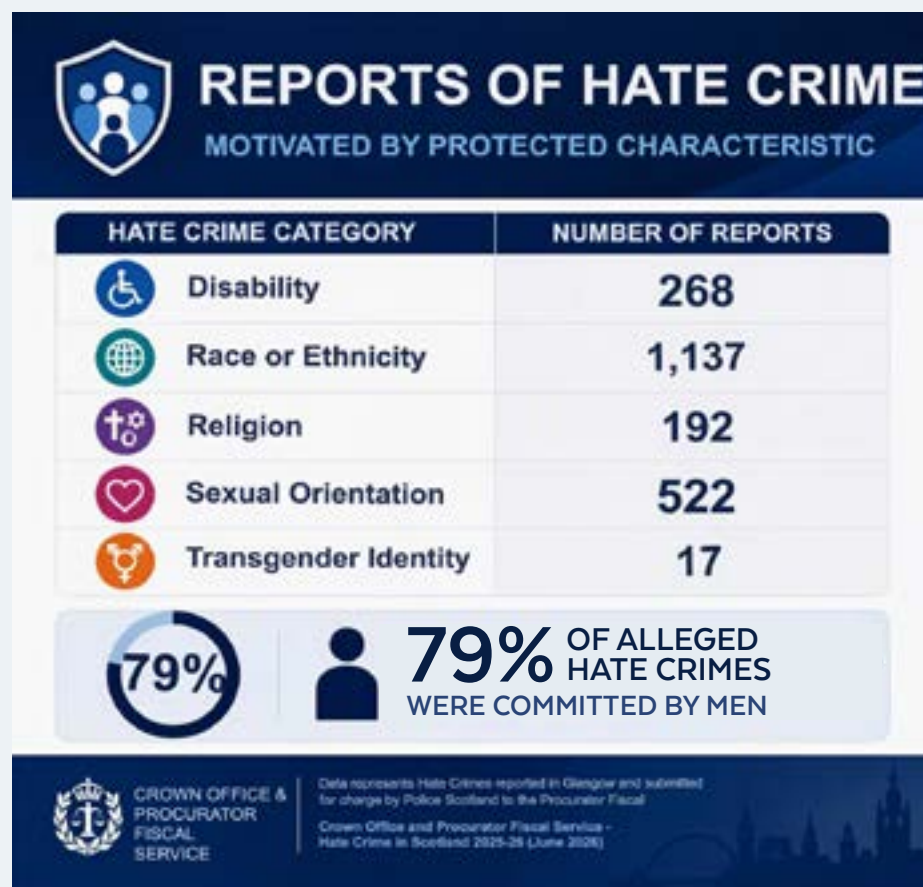
At Southside Housing Association we're supporting National Hate Crime Awareness Week 2026, and we are proud to celebrate the real diversity among our Southside neighbourhoods. We



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.

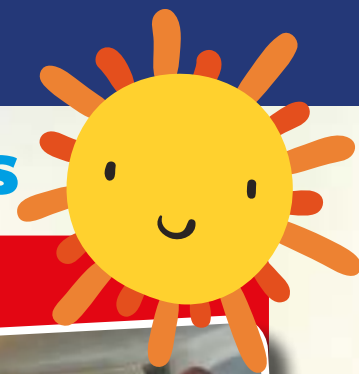
Hate Crime in Numbers



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 2025-26 (June 2026)

Community Initiatives

Community Breakfast Mornings



Queensland and Berryknoves Community Hubs

Our community breakfast mornings continue to bring people together for a warm welcome, something to eat and a chance to connect with others.

Led by our fantastic Community Initiative Volunteers, the breakfast mornings offer free food in a friendly and relaxed setting. Whether you would like to stay for a chat or simply take some food away, everyone is welcome.

The Queensland breakfast takes place every Wednesday from 10am at the community hub at 15 Queensland Gardens. The Berryknoves breakfast takes place every Friday from 10am at the community hub at 150 Berryknoves Avenue.

Herriet Court

Residents of Herriet Court and their guests are warmly invited to our weekly community breakfast morning. Held every Monday from 10:30am in



the residents' lounge at 37 Herriet Street in Pollokshields the breakfast mornings offer a welcoming opportunity to enjoy good food and friendly company.

The breakfast is free and freshly prepared by community cook Rachel Anderson. Residents and their guests can choose to enjoy their breakfast in the lounge or take it away.

Whether you're catching up with neighbours or bringing along a friend or family member, we'd love to see you there.

Sharing local activities with our communities



Our Community Initiatives team is working more closely with our colleagues in Corporate Services to help promote local activities through our social media channels (Facebook and Instagram).

By sharing information online, we are helping to raise awareness of the events, services and opportunities available across our communities. This joint approach means local projects can reach more people, and residents have more ways to find out about activities that may benefit them, their families or their neighbourhoods.

This collaboration has also strengthened how we tell the story of community work taking place

locally. From promoting sessions and support services to celebrating positive community action, the partnership between Community Initiatives and Corporate Services is helping ensure good news and useful information are shared more widely.

We will continue to build on this approach so that local activities are more visible, community organisations feel supported, and residents can stay connected with what is happening in their area.

If you are a community group and have a local activity you would like us to share, please contact us with more information on CSD@southside-ha.co.uk

Community Initiatives

A Summer of Fun, Food and Community

Southside Housing Association's Summer Holiday Programme returned this year bringing six weeks of free activities, food and community connections to families across Cardonald and Pollokshields.

The programme was made possible through partial funding from **Glasgow City Council**, alongside the support of our delivery partners **Youth Community Support Agency** and **TURF Youth & Community Project**. We are extremely grateful to our funders, contractors and partner organisations whose support helps make this much-loved programme possible each year.

In Pollokshields, sessions took place every Tuesday at Glendale Primary School, providing children and families with access to excellent indoor and outdoor spaces to enjoy a wide range of activities. In Cardonald, Thursday sessions were hosted at TURF's Neighbourhood Hub, creating another welcoming community space for local families throughout the school holidays.

Across the six-week programme, more than 2,400 meals were served to children, families and local residents attending the sessions. Alongside nutritious food, we enjoyed a fantastic variety of activities designed to spark creativity, build confidence, encourage physical activity and bring people together.



Community Initiatives



We would also like to extend a huge thank you to our fantastic activity providers for delivering so many fun, creative and meaningful experiences throughout the summer, and to our local caterers for keeping everyone well fed. Seeing so many smiling faces, new friendships and families enjoying time together made the programme another great success.

Planning is already underway for our next holiday programme, and we are working hard to develop plans so that our communities can enjoy even more entertainment, activities and opportunities to connect in October 2026 and Spring 2027.

Keep an eye on our website and social media channels for further details coming soon. We look forward to welcoming everyone back for more fun, food and community spirit.



Community Initiatives

Make a Difference in Your Community by

Volunteering with Us

We are always looking for enthusiastic volunteers to help support and develop our community activities. Volunteering is a rewarding way to meet new people, learn new skills, and give something back to your local community.

Whether you can spare a few hours regularly or only occasionally, your support can make a real difference to the people who attend our community activities.

If you are interested in volunteering, we'd love to hear from you. Contact the Community Initiatives Team by emailing communityteam@southside-ha.co.uk or call 0141 422 1112 and ask to speak with a member of the team.

We are also seeking volunteers to support our popular **Community Breakfast Mornings** in Cardonald.

As part of our friendly volunteer team, you will help create a warm and welcoming environment for local residents while supporting the preparation and service of free community breakfasts.

Volunteering may include:

- Welcoming guests
- Preparing food ingredients
- Cooking and plating meals
- Making teas and coffees
- Serving food to guests
- Keeping kitchen workspaces clean and tidy
- Washing dishes and clearing up after the session
- Helping leave the kitchen and dining area clean and ready for future use

No Experience Needed

No qualifications or previous experience are required. All volunteers receive a full induction, training and ongoing support from the Community Initiatives Team. We are simply looking for people who enjoy working with others, are reliable, and would like to be part of a supportive team.

Flexible Volunteering Opportunities

Breakfast sessions take place on Wednesday and Friday mornings in Cardonald, with volunteers supporting on a rota basis. There may also be opportunities to assist with food deliveries on Tuesdays and Thursdays, depending on availability.

We understand that people have different commitments, so flexibility is important to us. There is no requirement to volunteer every week. Whether you can help regularly or just occasionally, your contribution will be greatly appreciated.

Additional Information

Location: Cardonald

Travel Expenses: Available for all volunteers

Minimum Age: 18 years

Join our fantastic team and help make a positive difference in your community. We look forward to welcoming new volunteers on board!

Community Initiatives

Keep Active with Our Free, Easy Exercise Classes

Looking for a gentle way to stay active, improve your wellbeing and meet new people? Why not come along to one of our free Easy Exercise sessions taking place each week in Cardonald?

Delivered by Bargo Services, these friendly and inclusive classes are designed to help participants stay active in a supportive and enjoyable environment. The sessions are chair-based and can be adapted to suit a range of fitness levels and abilities, making them accessible to everyone.

As well as helping to improve flexibility, strength and mobility, the classes are a great opportunity to socialise with neighbours and make new connections within the local community.



Sessions take place every Thursday at:

- Queensland Gardens Community Hub,
15 Queensland Gardens • 12:15pm to 1:15pm
- Berryknowes Community Hub,
150 Berryknowes Avenue • 1:30pm to 2:30pm

Whether you are looking to become more active, improve your confidence with exercise, or simply enjoy some company, we would be delighted to welcome you along.

No need to be a fitness expert. Just come along, have fun and move at your own pace!

Community Benefits helping local projects go further



Through contractor donations we continue to ensure the value created through contractor partnerships is felt directly in our communities.

These contributions are helping us support community initiatives that make a positive difference locally, from small grassroots ideas to projects that bring people together, improve wellbeing and strengthen neighbourhood connections.

This year, we have been able to use £10,000 of Community Benefit funding to increase our Community Donations offering. Local community projects that need a funding boost can now apply for grants of up to £2,000 per year,

doubling the previous maximum award of £1,000.

The change follows feedback from local organisations, who told us that £1,000 does not go as far as it once did. By increasing the grant limit, we hope to give community groups and organisations more flexibility and a better chance of covering the real costs of delivering activities, purchasing equipment or developing local support.

We are proud that Community Benefits are being used in a practical way to reinvest in local people and places, helping organisations turn good ideas into meaningful action.

Do you know of a community

project that needs a funding boost? Share the QR code with that community group so they can submit an application. We've tried to make the application process as easy as possible to submit and we hope local groups find it useful to consider as they plan future activities.

Southside Housing Association
Community Donations Application
Form



Awaab's Law is Coming to Scotland

What it Means for You and Your Home

From 6 October 2026, new legislation known as **Awaab's Law** comes into force in Scotland.

The law introduces new duties for landlords to investigate reports of damp and mould and act where repairs are required. The aim is to help ensure tenants live in safe, healthy homes and that concerns about damp and mould are dealt with promptly.

Damp and mould can affect your health, damage your home and impact your wellbeing. The most important thing you can do is **report concerns as soon as you become aware of them.**



WHAT YOU CAN EXPECT FROM SOUTHSIDE

If you report damp or mould in your home, Southside Housing Association will:

- Take your concerns seriously.
- Investigate reported damp and mould within 10 working days.
- Identify the likely cause of the problem.
- Provide a written summary of our findings within 3 working days of the investigation being completed.
- Where repairs are necessary, commence works within 5 working days of the investigation being completed.
- Complete repairs within the timescales required by the legislation, which will be within 20 working days of the investigation being completed, unless there are exceptional circumstances outside our control.
- Keep you informed throughout the process.

- Continue investigating where problems persist or return.
- Work with you to help prevent future issues.

To help us resolve issues as quickly as possible, please provide access when inspections or repairs are arranged.

REPORT IT EARLY

Please contact us if you notice:

- Mould growth on walls, ceilings, windows or around furniture.
- Damp patches or water staining on wall and/or ceilings.
- Persistent condensation.
- A damp or musty smell.
- Leaks, dripping pipes or water entering your home.

The sooner we know about a problem, the sooner we can investigate and take appropriate action.

Repairs & Maintenance

WHAT CAUSES DAMP AND MOULD?

Damp and mould can occur for different reasons and are not always caused by the same issue.

Common causes include:

- Plumbing leaks.
- Roof, wall or window defects.
- Water entering from outside.
- Condensation caused by excess moisture in the air.
- Poor ventilation.
- A combination of several factors.

WHAT CAN YOU DO?

While some damp and mould problems require repairs, there are simple steps that may help reduce excess moisture and condensation within your home:

- Use extractor fans when cooking and bathing.
- Keep trickle vents and ventilation openings clear.
- Use lids on pans when cooking.
- Dry clothes outdoors where possible.
- If drying indoors, use a well-ventilated room.
- Maintain a reasonable and consistent level of heating.
- Avoid placing large furniture directly against external walls.

These measures may help reduce condensation, but if mould continues to return, please report it to us as there may be an underlying issue that requires further investigation.

WORKING TOGETHER TO KEEP HOMES SAFE

Awaab's Law recognises that both landlords and tenants have a role to play in tackling damp and mould.

You can help by:

- Reporting concerns as soon as possible.
- Providing access for inspections and repairs.
- Letting us know if problems return.
- Following any practical advice provided after investigations or repairs.

By working together, we can help ensure homes remain safe, healthy and comfortable for everyone.

NEED TO REPORT DAMP OR MOULD?



Telephone: **0141 422 1112**. Select option 1 for Repairs

Don't wait. Report it early so we can help keep your home safe, healthy and comfortable.

FIND OUT MORE

For full details on tenant rights and landlord responsibilities, please read the Scottish Government's guidance for tenants:

- Awaab's Law: Guidance for Tenants in Scotland
www.gov.scot/isbn/9781807754563
- www.gov.scot/isbn/9781807754570

Annual Gutter Cleaning Programme

Our annual gutter cleaning programme will begin shortly across our properties. As part of these essential maintenance works, **Ramora Facilities Support Ltd** will be carrying out gutter cleaning to help prevent blockages and protect our buildings from water damage. Residents may see Ramora operatives on site over the coming weeks while the programme is being completed. We thank you for your cooperation and understanding during these works.



Repairs & Maintenance

« — — — — »

Drone Surveys to Help Protect Our Pre-1919 Tenements

Specialist surveys are being commissioned for our pre-1919 tenements to identify repairs early, improve safety and help preserve these important homes.

Letters have been sent to residents of the properties included in the survey programme.

Using drone footage and inspections of communal areas, surveyors will assess roofs, chimneys, stonework, gutters, stairwells and signs of water ingress. Reports will include photographs and prioritised recommendations, helping us address urgent concerns, plan future maintenance and reduce the risk of more serious, costly repairs.



Welcome to Our New Gas Maintenance Contractor

We are delighted to announce that, from **Monday 14 September 2026**, City Technical Services UK Ltd will become our new gas maintenance contractor.

City Technical Services UK Ltd will be responsible for carrying out all gas boiler servicing and maintenance on our behalf. Their expertise, commitment to quality, and customer-focused approach will support us in continuing to deliver safe, reliable, and high-quality services to our customers.

For customers' peace of mind, all City Technical Services UK Ltd operatives will wear branded uniforms and will always carry photographic identification, which they will be happy to show before entering your home.



We look forward to building a strong partnership with City Technical Services UK Ltd and working together to provide excellent service across our communities.

We would also like to thank City Building for the gas servicing and maintenance services they have provided over the years and wish them every success in the future.

Repairs & Maintenance

HIU SERVICING

Helping keep your heating and hot water working safely and reliably

If you live at Moss Heights, your home is supplied by a communal heating system. The Heat Interface Unit (HIU) in your home transfers heat from that communal system to provide your heating and hot water.



Why do we service your HIU?

- Regular servicing helps us check that the unit is operating properly and identify faults before they become a bigger problem.
- The visit may include checking the HIU, valves, controls and visible pipework, and making sure the unit is working as expected.
- Servicing also helps us maintain the wider communal heating system that serves Moss Heights.

Using your HIU safely

- Use the normal heating and hot water controls provided in your home.
- Do not remove the HIU cover or adjust valves, pipework or other parts of the unit.
- Do not carry out plumbing or electrical work connected to the heating system yourself.
- Keep the area around the HIU reasonably clear so it can be inspected, serviced or repaired safely.

Please help us by giving access

- Appointments will be arranged through our preferred contractor Richard Irvin FM. If the appointment does not suit you, contact the contractor as soon as possible to rearrange it. If you cannot get through, contact Southside Housing Association.
- Make sure the HIU and heating controls can be reached safely — please move stored items away from the unit before the visit.
- If providing access is difficult because of mobility, caring, work or other needs, please tell us so we can try to make suitable arrangements.

Tell us if something isn't right

Please report:

- Loss of heating or hot water.
- Leaks or water around the HIU.
- Unusual noises, smells or visible damage.
- A system that repeatedly switches off or is not working normally.
- Hot water that suddenly becomes much hotter or cooler than normal.

REPORT A HEATING OR HOT WATER PROBLEM

Phone Southside Housing Association on **0141 422 1112** and choose the Repairs option.

Outside normal office hours, the same number will direct you to the out-of-hours service.

Please do not ignore a servicing appointment — access helps us keep your home and the communal heating system working safely.

Neighbourhoods

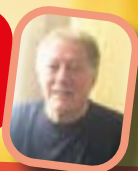
A FRESH START FOR OUR 150 BERRYKNOWES AVENUE TENANTS

Our residents from 150 Berryknowes Avenue reflect on their moves to their new homes, the support they received and the positive difference their new homes are making.

We spoke with residents who recently moved from 150 Berryknowes Avenue as part of the clearance programme. We wanted to hear what the move has meant to them, what has worked well, and what positive difference their new home has made.

Interview with Mr Sands who moved to Pollokshields

How would you describe your new home in a few words?



Clean, freshly decorated, convenient for amenities and ideal for my needs.

Has the move made daily life easier or more comfortable for you? If so, how?

The move has definitely made my life easier. As I am now living on the ground floor with only a couple of stairs to navigate, I no longer have anxiety about the lift breaking down which I had at my previous tenancy. I suffer from sciatica and if the lift was to ever break down this caused quite a bit of stress. The parking is also more convenient.

Was there anything about the support you received during the move that you found helpful?

I found everything and everyone in the Association's support team extremely helpful. The whole team were accommodating, helpful and sympathetic to the situation. I didn't feel pressured at all and was always kept up to date. The co-ordination within the Association was excellent and honest and the team provided an excellent follow up service.

What is the best thing about your new home so far?

Everything being new & fresh and a relatively new kitchen & bathroom which is pleasing. Walk in shower is also ideal for health issues.

What positive difference has the move made to you or your household?

It's a lovely quiet area with really nice surroundings. I am hoping to get a dog in the next year for a bit of company, and the area is ideal for dog walks compared to where I was previously. I am also able to park my motorhome near to my property and know that it is safe. I feel safe & settled.

Looking back, what was the most positive part of the whole experience?

Not feeling pressured and I am no longer anxious about being rehoused. I am also feeling really settled which is the most important thing.

If you were describing the move to someone else, what would you want them to know?

The only thing I found stressful was having to change my details with different people such as the DVLA, the Passport Office and my internet provider. Now that this has been done, I can relax and enjoy my new home.

Neighbourhoods

Interview with Mr McColgan who moved to Pollokshields

How would you describe your new home in a few words?

Excellent, meets my needs, ideal location, very pleased.

What is the best thing about your new home so far?

Walk in condition, fresh & clean. Loving the balcony and the surroundings.

Has the move made daily life easier or more comfortable for you? If so, how?

The move has made my life easier & comfortable. It's an ideal location with great transport links, its quieter and exciting and I'm glad I made the move.

Was there anything about the support you received during the move that you found helpful?

All staff have been amazing, and the information provided right from the very start has been clear and honest. I've been kept informed at all times and can't thank everyone enough for all the help & support they have provided.

What positive difference has the move made to you or your household?

Took away the anxiety of continuing to live at 150 Berryknowes which was being cleared. I've been moved to an area I'm happy to be in and it has a sense of community. I've tapped into some of the classes on offer at the Nan McKay Hall and I've managed to meet new people and friends and feel positive about the future.

Looking back, what was the most positive part of the whole experience?

The most positive part was that the home loss and disturbance money helped me out enormously not just with the move but helped financially on a personal level which has took a lot of weight off my mind.

If you were describing the move to someone else, what would you want them to know?

Don't hesitate and trust the staff at Southside, trust the process and trust yourself. I have had no issues whatsoever in moving as this was all taken out of my hands and I have had such a positive experience, and the move has been the best move I could possibly ask for.

SHA Bulk Uplift Service



Total Homes Co-operative is a social enterprise that supports the circular economy in Scotland. We collect furniture and household goods that would otherwise be sent to landfill, and recycle, upcycle and reuse them. The Total Homes Shop works with local artists, by providing them with a choice of furniture for

upcycling and supporting them to sell their finished pieces.

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/)

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

How to Request a Bulk Uplift

To arrange a bulk uplift, simply:

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

QR Code: Scan the QR code in this newsletter to access the form quickly from your phone or tablet.

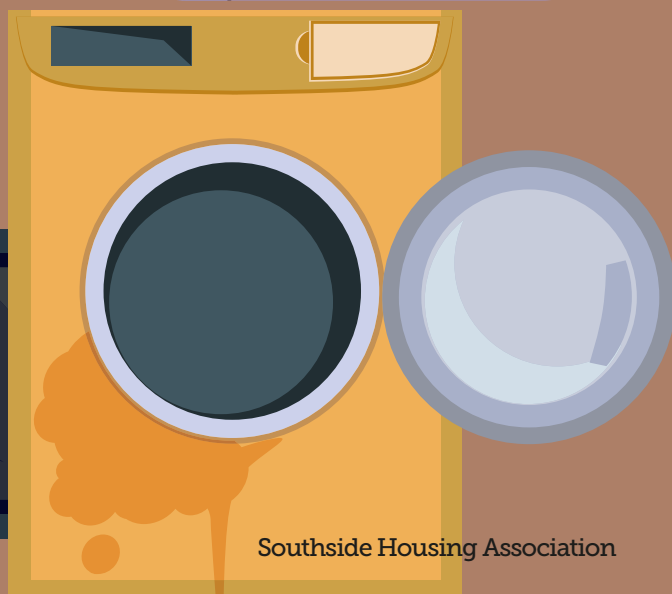
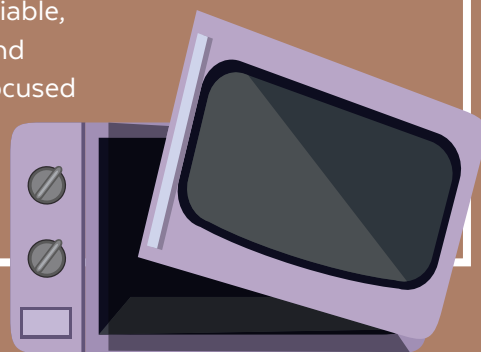


Mid-Market Rent & Factored Owners

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

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.



Important changes to Scottish Secure Tenancies from August 2026

From 1 August 2026, Southside Housing Association will use the Scottish Government's updated Scottish Secure Tenancy (SST) Agreement for all new tenancies. The main tenancy conditions remain the same, but the changes reflect new laws and strengthen tenant protections.

Stronger protection for people experiencing domestic abuse

- A court may remove an abusive joint tenant without ending the tenancy, allowing the victim-survivor to stay in their home.
- Landlords may seek possession if a tenant has abused a partner or former partner.
- If the person responsible is the sole tenant, the landlord may end their tenancy and, where appropriate, offer the property to the victim-survivor under a new tenancy.
- Domestic abuse will receive greater consideration in housing decisions, helping tenants get support sooner.

Clearer timescales for damp and mould repairs

The updated agreement gives clearer timescales for damp and mould reports. We will now investigate within 10 working days, provide written findings within 3 working days, and begin repairs within 5 working days. We will also complete repairs within 20 working days. This will come into effect from 6th October 2026.

Changes to succession rights

The qualifying period to succeed to a tenancy will reduce from 12 months to 6 months. However, you must tell us who lives in your home and let us know about any household changes, in writing, as soon as possible. If you do not do this, it may affect a household member meeting the required qualifying period.

More choice in how we communicate

If agreed with the tenant in advance, some formal notices such as annual rent increases, may be sent by email. Other delivery methods may also be used where they provide proof of delivery. Legal safeguards will remain in place.

What do tenants need to do?

- Report damp, mould and other repairs as soon as possible.
- Tell us who lives in your home and when your household changes.
- Keep your contact details up to date and tell us if you agree to receive formal notices electronically.
- Contact us if you are experiencing domestic abuse or need housing support. We will treat you sensitively.

How We Let Our Homes: **BUSTING THE MYTHS**



Understanding the housing emergency, allocations and who is eligible for social housing

Demand for social housing in Glasgow is significant and is much higher than the number of homes available. With Glasgow and Scotland both declaring a housing emergency, this article explains what that means for applicants and how we let our homes fairly.

Why is there a housing emergency?

The shortage of affordable homes is driven by several pressures:

- People are remaining in their homes for longer.
- Global economic pressures and higher supply-chain costs have made new homes more expensive to build.
- Planning and other logistical delays have slowed the provision of new homes.
- The impact of the Right to Buy scheme on the stock available for social housing.
- Rising rents and reduced security in the private rented sector have made private renting increasingly unaffordable and precarious for many households.

Glasgow's homelessness pressures

Glasgow's homelessness services are under significant pressure. To help respond, social landlords across the city have been asked, over the next four years, to provide up to 67% of available homes to households

assessed as legally homeless by the local authority.

Last year, the Association allocated 60% of our available homes in this way. This year will be much less due to the rehousing of residents at Berryknowes Avenue.

Because Glasgow City Council no longer owns council housing, it works with housing associations and co-operatives to help people experiencing homelessness move into settled homes.

What does this mean for applicants?

When a significant proportion of available homes are used to respond to homelessness, fewer properties are available to people on our housing list and to existing tenants seeking a transfer.

Through our Annual Lettings Plan, we seek to balance the needs of homeless households, existing tenants, and other applicants as fairly as possible. It is also why we remain committed to building new homes, including our 50-homes development at Pollokshaws Road. The first homes are scheduled for completion from March 2027.

Busting myths about asylum, nationality, and social housing

Recent protests and high-profile media coverage have repeated claims that housing associations routinely let homes to asylum seekers or give unfair priority to non-UK nationals. These claims do not reflect the law or how social housing is allocated.

- People who are still seeking asylum are accommodated through arrangements managed by the UK Government and are not ordinarily eligible for a social tenancy or homelessness assistance from a local authority.
- If a person is granted refugee status or another form of immigration status that gives them access to public funds, they must usually leave their asylum accommodation within a short period of time. If they then become homeless, they may apply to a local authority for help to find a home.
- Their housing application is assessed under the same legal framework as other homelessness applications. A person's nationality or refugee status does not, by itself, give them priority for a social home.
- Southside Housing Association allocates homes on assessed housing need and property suitability, in accordance with our Allocations Policy and legal responsibilities.

How we allocate our homes: the facts

Some recent social media commentary has included inaccurate or misleading claims about access to and the allocation of housing. The facts about how we let our homes:



We allocate homes based on housing need, in line with our Allocations Policy and our legal duties as a social landlord.



We match available properties to applicants whose needs they meet. For example, wheelchair-adapted homes are offered to people who require that type of property.



Demand is far greater than the number of homes that become available:



6,701
people were on our housing lists at the end of September 2026



130
of our homes became available to let between 1 April 2025 and 31 March 2026



Our Allocations Policy identifies priority-need categories for applicants facing the most urgent circumstances. These include people losing their home, homeless households, those experiencing severe harassment or domestic abuse, and people with serious medical or mobility needs.



People losing their home



Homeless households



Severe harassment or domestic abuse



Serious medical or mobility needs



Larger family homes are particularly scarce: Around 1,400 people on our housing lists require a home with three or more bedrooms, but only 12 homes with three or more bedrooms became available between 1 April 2025 and 31 March 2026.



1,400
people require a home with three or more bedrooms



12
homes with three or more bedrooms became available between 1 April 2025 and 31 March 2026

We are committed to fair, transparent and legal allocations – ensuring homes go to those with the greatest need.



Our commitment

We understand how stressful and frustrating the shortage of affordable housing can be. We will continue to allocate our homes fairly and transparently, support Glasgow's response to homelessness, invest in new homes and challenge misinformation that risks dividing our communities.

For more information, please refer to our Allocations Policy or contact our Housing Services team.

Development

Despite a challenging operating environment, significant progress continues to be made across our development and regeneration programme. From bringing vacant buildings back into use to progressing new-build affordable housing developments, these projects will help us meet housing need, improve neighbourhoods and create new opportunities for current and future residents.

150 Berryknowes Avenue

Work continues at 150 Berryknowes Avenue as we support residents through the next phase of our response to the building's safety challenges.

Over recent months, our priority has remained the wellbeing and safety of residents. We have made significant progress in securing funding for a new communal fire alarm system, with the installation costs fully funded through grant support from the Scottish Government.

This important safety improvement will provide additional protection for those who remain in the building while longer-term

solutions are progressed.

At the same time, our rehousing programme continues to move forward. We are working closely with residents to help them explore all available housing options, both within Southside Housing Association and through partner organisations. During September, we held a well-attended residents' meeting where we provided updates on progress, discussed safety measures, and highlighted new housing opportunities, including homes at our Craigie Street development and forthcoming properties at 640 Pollokshaws Road. Residents

were also able to meet with specialist housing advisers who can support moves to alternative accommodation where this is preferred.

Behind the scenes, we continue to engage with Glasgow City Council and the Scottish Government to progress the wider building remediation programme.

We appreciate that this remains a challenging period for residents and we are committed to maintaining regular communication and providing practical support throughout the process. Further updates will be shared as plans continue to develop.

86 Craigie Street - Historic Building Brought Back into Use

Works to convert the former police station at 86 Craigie Street into three high-quality affordable homes have now been completed. The project has transformed a vacant building into much-needed housing, and we expect the homes to be handed over for letting shortly, following final approvals and inspections. We are excited to see these new homes occupied in the coming weeks.



Development

Mosspark United & Reformed Church Site - Plans Progressing for Mosspark Development

We're pleased to report that work has recommenced on proposals for the redevelopment of the former Mosspark URC site. Design teams have been reappointed, and discussions are underway with Glasgow City Council to help shape plans for approximately 20 new affordable homes. Alongside this, we are progressing proposals to demolish the existing church building which has continued to deteriorate over time. We look forward to providing further updates as plans develop.

New Homes Taking Shape at 640 Pollokshaws Road

One of our most significant development projects continues to take shape at 640 Pollokshaws Road. Once complete, the development will bring 50 new affordable homes to the area, helping to meet housing need and support the continued growth of our communities.

The building is now clearly visible on the skyline and represents a major investment in the neighbourhood. Over the coming months, work will focus on progressing the development towards completion, with residents expected to move into their new homes early next year.



Lift Upgrade Works

Lift upgrade works are continuing to progress well, with Phase 3 now fully completed and the final Phase 4 of the programme now underway. We are working hard to have the last of the lifts back in service before Christmas. We appreciate your ongoing patience and support while these final

works are completed, and we will continue to do everything possible to minimise disruption during this final phase. Please complete the survey previously sent advising SHA of any mobility issues you have, alternatively please scan the QR code opposite.

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



Cyclical Painter Works

Cyclical painting works are also continuing to freshen up common closes and help maintain a high standard across our properties. Recent works include several properties in Kenmure Street and Pollokshaws Road, where residents will see improvements to shared areas.



Electrical Heating & Hot Water Replacement Works

Electrical Heating & Hot Water Replacement Works are now well underway, with approximately 150 homes already enjoying new storage heating and hot water cylinders. These upgrades are helping to improve system performance and energy efficiency, while providing warmer and more comfortable homes for residents.



Investment

Kitchen Replacement

Year 3 of our kitchen replacement programme is due to start within the next few months, with surveys already taking place in preparation for the works. Our contractor, MCN, will continue to deliver these upgrades, and residents due to receive a new kitchen will be contacted directly with further details and timescales.

Boiler Replacement Works

Year 1 of our Boiler Replacement Works is now complete, with more than 80 boilers upgraded. This has helped improve the efficiency and reliability of heating systems for residents, providing warmer and more comfortable homes. Following the success of Year 1, we are looking forward to continuing to work with Saltire as the programme progresses.

ASHP & Unvented Cylinder Servicing

Our ASHP & Unvented Cylinder Servicing programme is now underway, helping to ensure systems continue to operate safely, efficiently, and reliably. Thank you to everyone who has cooperated and allowed access for servicing to take place. If your servicing appointment is still outstanding, please contact our contractor, James Frew as soon as possible on **01294 468113** so that your appliances can be checked and continue working to their full potential.

RTS Update

Scottish Power has confirmed that the Radio Teleswitch Service (RTS) has now been permanently switched off. This means that properties with RTS meters may no longer receive the signals needed to switch between peak and off-peak electricity rates or to control electric heating and hot water systems. There are currently 75 properties recorded as still having an RTS meter installed. Residents in these homes may experience problems with their heating and/or hot water if their meter has not yet been replaced. If you live in one of these properties, please contact your energy supplier as soon as possible to arrange for your RTS meter to be replaced with a smart meter. Once the replacement has been



completed, please also confirm with your supplier that you are on the correct electricity tariff.

If you have any questions about our upcoming investment works,

please don't hesitate to contact the SHA Asset Management Team on **0141 422 1112**, who will be happy to provide any further information or assistance.

Communal Areas

Helping keep shared spaces safe, secure and pleasant for everyone.

Why communal areas matter

Communal areas include entrances, closes, corridors, stairs, landings, bin stores, lift lobbies, and other shared spaces. Keeping these areas safe and secure helps protect you, your neighbours and anyone visiting the building.



Keep shared areas clear

- Do not leave items in stairs, corridors, landings or entrance areas.
- Bikes, prams, buggies, furniture, boxes and rubbish can block escape routes and create trip hazards.
- Please keep fire exits, escape routes, meter cupboards and service cupboards clear at all times.
- Do not store belongings in communal cupboards or plant rooms unless the area is specifically designated for that use.



Fire safety in communal areas

- Do not wedge open communal fire doors or tamper with self-closing devices.
- Do not interfere with smoke vents, fire alarms, emergency lighting, or other fire-safety equipment.
- Tell us if a fire door is damaged, not closing properly, or appears to have been altered.
- Report damaged emergency lighting, missing signage or anything else that looks unsafe.



as & Security

Keeping the building secure

- Keep communal entrance doors shut and secure at all times.
- Do not allow access to anyone you do not know unless you are sure they are there legitimately.
- Never tamper with door entry systems, locks or door closers.
- Report damaged entrance doors, locks, fobs, intercoms or lighting.



Looking after shared spaces

- Put rubbish and recycling in the correct place and do not leave bulk items in communal areas.
- Keep bin stores tidy where possible.
- Clean up small spillages if safe to do so or report them.
- Keep noise, smoking, or antisocial behaviour out of communal areas where possible.
- Children should not play in plant rooms, bin stores, lifts, or stairwells.



When to contact us

- A damaged fire door.
- A broken entrance door or lock.
- Faulty lighting.
- Items obstructing a corridor or stairs.
- Graffiti, vandalism, or unsafe damage.
- Concerns about security or safety in a communal area.

Always report

Anything that could affect safety or security in a communal area.



To report a repair or safety concern

Phone Southside Housing Association on **0141 422 1112** and choose the Repairs option.

Outside normal office hours, the same number will direct you to the out-of-hours service.



Winter Heating B

With colder weather approaching, there are several payments and discounts that may help households with the cost of heating their homes this winter.

Here is a summary of the main support available in Scotland for winter 2026-27.

Pension Age Winter Heating Payment

You can get a pension age winter heating payment if you live in Scotland and you are pension age or over on any day in the qualifying week. The qualifying week is 21st to 27th September in 2026.

How much is a pension age winter heating payment

The pension age winter heating payment is a single annual payment. You usually get:

- **£211.15** per household if you are aged between pension age and 79 inclusive in the qualifying week; or
- **£316.70** per household if you or your partner are aged 80 or over in the qualifying week.

You may get a lower amount if you live in a care home or if you live with another person who qualifies but who is not your partner.

If your annual income is over £35,000, the payment is recovered through income tax. You can read more

about how the payment is recovered on HMRC's website.

You can opt out of receiving the pension age winter heating payment if

you want to. Read more about opting out of receiving the payment on the mygov.scot website.

You do not have to make a claim for pension age winter heating payment. You should be paid automatically if you're eligible.

You should get a letter telling you that you'll be paid a pension age winter heating payment and the payment is usually made in November or December.



Winter Heating Payment

Winter Heating Payment has replaced Cold Weather Payment in Scotland. It is a payment of **£62** from the Scottish Government, to help with the cost of fuel.

Who can get Winter Heating Payment?

You will receive the payment if during the qualifying week (2 November to 8 November 2026) you are getting one of the following benefits:

Universal Credit and :

- You are employed or self-employed and get a child or young person disability element or:
- you are not employed or self-employed and you have either:

- a limited capability for work element
- a limited capability for work element with a work-related activity element
- child or young person disability element
- a child under 5
- Pension Credit- No requirements other than you qualify for Pension Credit

You will get Winter Heating Payment automatically. If you think you qualify and do not receive a payment go to **Winter Heating Payment - mygov.scot** and send a request.



enefits 2026-27

Child Winter Heating Payment

Child Winter Heating Payment helps disabled children and young people and their families with increased heating costs during winter.

The payment for winter 2026-27 is **£265.50**. It is paid once a year, from October and throughout the winter.

Who can qualify?

- A child or young person in Scotland can qualify if they are under 19 and receive 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.

For 2026, the qualifying period is 21 to 29 September 2026. The child or young person must have been receiving a qualifying benefit on at least one day during this period.

Payment is normally automatic. Eligible children and young people living in Scotland do not need to apply.

If more than one child or young person in the household qualifies, each eligible child can receive a payment.

More information: **Child Winter Heating Payment - mygov.scot**



Warm Home Discount

The Warm Home Discount is a **£150** discount on your electricity bill for eligible households.

The discount is applied directly to your energy bill rather than being paid to you as cash.

There are different ways to qualify in Scotland.

Pension Credit: If you receive Pension Credit, you may qualify automatically if you meet the scheme's requirements.

Other Low-Income Households: You may also qualify if you are on a low income and meet your energy

supplier's eligibility criteria.

In Scotland, this is known as the Broader Group. Eligibility is based on criteria set by individual energy suppliers and approved by Ofgem.

Participating suppliers include British Gas/Scottish Gas, EDF, E.ON Next, Octopus Energy, OVO, ScottishPower, Utilita and Utility Warehouse, among others.

If you are eligible, the £150 discount will be applied to your electricity account. Some households may be able to have it applied to their gas account instead if their supplier provides both gas and electricity.



Important:

If you are applying through your energy supplier, check their website for application dates and eligibility requirements, as these can vary between suppliers.

More information: **Warm Home Discount - [GOV.UK](https://gov.uk)**

Upstream Tenancy Sustainment Project

Upstream Tenancy Sustainment Project-an exciting new project designed to help people establish and maintain safe, secure and sustainable homes.

Southside Housing Association, in partnership with New Gorbals, Cathcart & District, Craigdale and Cassiltoun Housing Associations, has been awarded funding through the **Glasgow Upstream Homelessness Prevention Fund**. The fund is an investment from the Scottish Government to support tenancy sustainment and help prevent homelessness across Glasgow.

Support from the very start

The **Upstream Tenancy Sustainment Project** will build on the support already provided by each of the five housing associations, creating a more proactive and personalised service for tenants.

Support will begin even before a tenancy starts. Applicants will be offered **pre-tenancy support** to help them feel prepared and confident about managing their new home.

Additional support will be available for new tenants, particularly people moving into their first home or those who have previously experienced homelessness. The aim is to help tenants settle in, manage their tenancy and feel at home.

Helping tenants before problems escalate

For tenants who are already experiencing difficulties, the project will provide **individual Tenancy Sustainment Plans**. These plans will identify the challenges affecting the tenancy and agree practical steps to address them.

Tenants will receive more intensive, trauma-informed support and help accessing other services where needed. This could include support around:

- Money worries and debt
- Mental health and wellbeing
- Social isolation
- Managing a household
- Property condition and maintaining a home
- Accessing community and statutory services

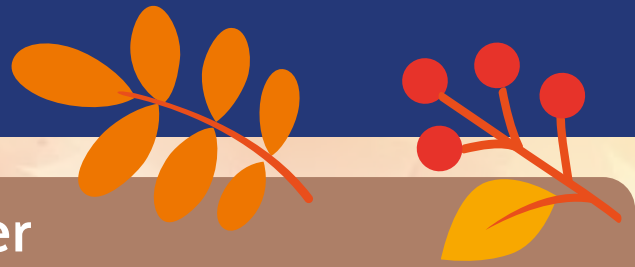
By bringing different services together, the project aims to make it easier for tenants to get the right support at the right time.

Practical help when it matters

A new **Cash First Fund** will provide flexible support where a relatively small financial or practical intervention could make a big difference to keeping a tenancy on track.

Where appropriate, and with the tenant's agreement, this could include help with essential household items, flooring or a deep clean. The aim is to remove immediate barriers while also providing ongoing support where needed.

This combination of practical assistance and personalised support can help prevent small problems from becoming bigger ones and help tenants turn their property into a home.



Asking earlier, acting sooner

A key part of the project will be introducing an **Ask and Act** approach across all five housing associations.

Staff who regularly interact with tenants, including teams working in allocations, rent arrears, repairs, estate management and community engagement will be supported to identify signs that someone may be struggling with their housing situation.

Staff will have practical guidance and clear referral routes so that, where a concern is identified, they can take action. This could mean connecting a tenant with the Tenancy Sustainment Coordinator,

another service within the housing association, a statutory service or a community organisation.

A partnership focused on prevention

At the heart of the Upstream Tenancy Sustainment Project is a simple aim: **to provide the right support early enough to help people keep their homes.**

By working together, asking questions sooner, responding quickly and offering practical support alongside longer-term help, the five housing associations hope to make a lasting difference to tenants and communities across Glasgow.

STAY SAFE: PROTECT YOURSELF FROM BOGUS CALLERS

We want all our tenants to feel safe and secure in their homes. Unfortunately, fraudsters sometimes target social housing tenants, either by telephone or by calling at their door pretending to be from a trusted organisation.

They may claim to be from your housing association, a repairs contractor, a utility company or even your bank. Their aim is often to obtain personal information, gain entry to your home, or persuade you to hand over money.

To protect yourself:

- Always ask for identification and check it carefully.
- If you are expecting a visit but are unsure about the person's identity, contact us to verify who they are before opening the door.
- Never give out personal, financial or banking information over the phone unless you are certain who you are speaking to.

- Be wary of anyone who creates a sense of urgency or tries to pressure you into making a decision.
- If possible, ask a friend, family member or neighbour for advice if something doesn't seem right.



Remember, it is always okay to say no and close the door.

If you are concerned about a caller or have been targeted by a scam, please contact us straight away.

Worried about winter energy costs? We can help!

As the colder months approach, now is a good time to make sure you're prepared for winter and getting the support you're entitled to.

The **Southside Energy Advice Service** is here to help households manage energy costs, stay warm and avoid problems with their energy supply. Funded by the **Energy Industry Voluntary Redress Scheme**, the service provides **free, practical and confidential advice**.

Help with bills and fuel debt

If you're worried about keeping your home warm this winter or are falling behind with your energy payments, our team can provide support.

We can help with:

- Setting up affordable repayment plans
- Checking whether you qualify for **grants and support schemes**
- Accessing Pay As You Go (PAYG) vouchers for households at risk of losing their energy supply
- Practical ways to reduce energy use and improve energy efficiency



Having problems with your energy supplier?

Energy bills and supplier issues can be stressful, especially during winter. We can support you with:

- Billing and meter disputes
- Complaints to your energy supplier
- Understanding your bills and charges
- Advocacy and assistance with cases referred to the **Energy Ombudsman**

Whether you have a question about your bill, are worried about energy debt, or simply want some advice on keeping costs down, **you don't have to deal with it alone.**

Get ready for winter

A few simple steps now can help make the winter months easier:

- **Check your energy bills and meter** – make sure you understand what you're being charged and that your meter is working correctly.
- **Look for ways to reduce energy use** – we can provide practical advice and simple changes that could help lower your bills while keeping your home comfortable.
- **Check what support you may be entitled to** – we can help you find out if you qualify for grants or other energy support schemes.
- **Get help early if you're struggling with payments** – don't wait until you're at risk of losing your energy supply. We can help explore affordable repayment options and support available to you.
- **Get the most from your heating** – we can provide advice on using your heating system as efficiently as possible, including understanding your thermostat and heating controls, setting suitable temperatures and avoiding unnecessary energy use.

Free support available

Advice is available in a way that suits you:

- Home visits
- Appointments at our local offices
- Telephone support
- Email support

Interpreters are available on request

Book an appointment

Email: energyenquiries@southside-ha.co.uk

Telephone: 0141 422 1112

Get in touch early and get ready for winter. Our Energy Advice Service is here to help you stay warm, manage your energy costs and access the support available to you.

HOW TO DISPOSE OF BATTERIES AND PREVENT FIRES

Every day, unseen but essential, batteries and electrical devices keep Glasgow moving. They power our phones, laptops, toys and vapes, helping us stay connected, informed and on the go. Yet when these everyday items reach the end of their life, how we dispose of them can make a significant difference.

What many people do not realise is that a battery thrown into a household waste or recycling bin can become a serious fire hazard. During collection and processing, batteries can be crushed or damaged, causing them to overheat and ignite. These fires can spread rapidly through refuse collection vehicles (RCVs), waste transfer stations and recycling facilities, putting workers, communities and public services at risk.

In recent years, Glasgow has experienced a number of battery-related bin lorry fires. **Glasgow City Council has recently had to deal with two fires inside RCVs which were likely caused by batteries or electrical items which contain lithium-ion batteries, deposited in domestic general waste or recycling bins.**

These fires occurred on 12 August in the City Centre and 25 August in the Kelvindale area of the west end.

(<https://www.bbc.co.uk/news/articles/czxq2qOd2w1o>)

These incidents were so severe that waste had to be unloaded onto the street to enable the Scottish Fire and Rescue Service to tackle the blazes safely. Thanks to the swift actions of Council staff and emergency responders, no one was injured, but these incidents highlight the very real dangers of disposing of batteries incorrectly.

Incidents such as these is why Glasgow City Council and the Scottish Fire and Rescue Service have joined forces to launch the 'Take Charge Glasgow' campaign. The campaign aims to raise awareness of the risks and inspire simple actions that can help prevent fires before they start. Its message is clear: batteries, vapes and electrical devices should never be placed in household waste or recycling bins. Instead, they should be taken to designated recycling points where they can be handled safely and responsibly.



Take Charge Today

A small action can have a powerful impact. By recycling batteries and electrical devices correctly, you can help protect refuse collection crews, prevent dangerous fires, safeguard public property and support a safer, more sustainable Glasgow.

Find your nearest recycling point at <https://www.glasgow.gov.uk/batteries>



FACTORING

You Said, We Listened

Southside Housing Association asked Research Resource to carry out a satisfaction survey with owners so we could better understand their views on the factoring service. We'd like to thank everyone who was contacted and took the time to take part. As a thank you, four randomly selected participants received shopping vouchers, Mr O & Mr M from Pollokshaws, Ms W from Pollokshields and Mrs O from Cardonald.

In total, 209 surveys were completed, giving a 35% response rate from owner-occupiers who receive factoring services.

We asked owners how satisfied they were with the factoring service provided by Southside Housing

Association. Just under half (45%) said they were either very or fairly satisfied. Meanwhile, 17% said they were neither satisfied nor dissatisfied, and 37% said they were very or fairly dissatisfied.

We were encouraged that this survey highlights several strengths across our factoring service. Customers rated ease of contact, the quality of information and advice provided by our team, payment options and our Written Statement of Service particularly positively. Satisfaction with the overall factoring service has also improved significantly since our 2023 survey. These results reflect the hard work of our staff and our ongoing commitment to providing a responsive and customer-focused service for homeowners.

Survey Highlights



Although results have improved across several key areas since 2023, we know there is still more to do. We are committed to an action plan focused on the areas that matter most, including clearer billing, better communication, improved repairs delivery, and better value for money.

In the meantime, we have taken some of the most frequently mentioned points of feedback from the survey and provided some details in response to these concerns.

Factoring

Communication Issues – What Customers Are Telling Us

- 1. No Response or Follow-Up**
Customers feel ignored and have to chase repeatedly.
- 2. Unclear or Unhelpful Answers**
When responses are received, they often don't resolve the issue.
- 3. Lack of Information and Updates**
Residents are not kept informed.
- 4. Lack of Engagement and Visibility**
Residents feel disconnected from the service.

Communication Issues – What We Are Doing to Resolve This

- ✓ We will respond to all emails within 5 working days.
- ✓ Calling us on 0141 422 1112 option 5 will ensure you reach a member of the factoring team, guaranteeing you reach someone who can help. Our phone lines are open Monday – Friday, 9am–5pm.
- ✓ We welcome visitors to our office at 135 Fifty Pitches Road. If you have specific issues to discuss a pre-arranged appointment will ensure the appropriate person is available for you. If you'd prefer, our office at Shields Road is open Monday, Thursday and Friday, and appointments are available to discuss any queries if you call in advance.
- ✓ Our Factoring Officer, Brian, carries out annual inspections of every factored property and is happy to answer any questions should you see him in your neighbourhood.
- ✓ We are happy to convene and chair meetings to discuss matters relating to your factoring service.

Invoicing & Billing Issues – What Residents Are Telling Us

- 1. Invoices Are Confusing and Difficult to Understand**
Residents struggle to make sense of their bills.
- 2. Lack of Detail and Transparency**
Invoices do not provide enough information to explain charges.
- 3. Late and Backdated Billing**
Charges are often delayed, making it difficult to track spending.

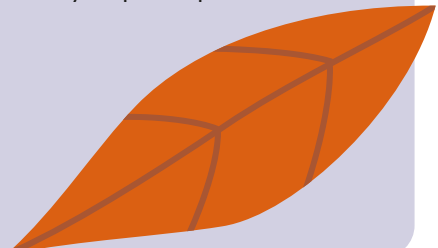
Invoicing & Billing Issues – What We Are Doing to Resolve This

- ✓ Factoring invoices are now issued quarterly, for the periods April – June, July – September, October – December and January – March. The compiling of information to appear on these invoices means that they are usually issued 3 weeks after the end of the billing period.
- ✓ We welcome your input to redesign invoices to make them clearer and easier to understand. Please let us know if you'd like to join us on a customer forum to achieve this and we will work with you to improve your invoices.
- ✓ Whilst there is a maximum number of characters available on an invoice, we will make the descriptions of works as clear as possible.
- ✓ Our on-line customer portal allows you to see the contractor invoice related to any works charged. If you are not currently registered for this service a member of the factoring team can help, just contact us.
- ✓ We only recharge costs when a contractor provides an invoice, and unfortunately this can result in items showing on later invoices. We will engage with contractors to speed up the process where possible.
- ✓ We will implement quality checking processes to ensure all charges are accurate.

Repairs & Contractor Issues – What Residents are Telling Us

- 1. Repairs Take Too Long**
Residents are experiencing delays in getting issues resolved.
- 2. Repairs Not Done Properly First Time**
Problems are not being fixed effectively, leading to repeat work.
- 3. Lack of Communication and Consultation**
Residents are not informed or consulted about works.
- 4. High Costs and Poor Value**
Residents feel contractor pricing is excessive and not transparent.
- 5. Work Charged but Not Delivered**
Concerns about being billed for work not completed.

Repairs & Contractor Issues – What We Are Doing to Resolve This

- ✓ All our approved contractors go through a rigorous process to ensure they are compliant with all health and safety legislation, are qualified to undertake the work allocated and whilst using good quality materials can provide value for money.
 - ✓ Our Written Statement of Service allows us to instruct works under £1,500 without owner consultation. This allows quick responses to smaller repairs and reduces the need to inconvenience customers with unnecessary communications. One quote is obtained from an approved contractor for works under £1,500 and two comparable quotes for works over £1,500. We will attempt to obtain further quotes on request.
 - ✓ We will improve engagement with our repairs team and contractors to reduce delays and ensure timely completion.
 - ✓ Obtaining customers permission for works over £1,500 involves a consultation process. Details of the proposed works are provided to owners along with any relevant quotes. Owners are then asked to deposit their share of the cost of the work if they agree and up to 3 reminders are sent to give everyone the opportunity to participate.
- 

Meet Your Factoring Team



We are a small, dedicated team focused solely on delivering Southside Housing Association's Factoring Service. With a wealth of experience across the team, our aim is to provide a service that is **clear, responsive, and focused on homeowners' needs**.

We are committed to building a factoring service that is **transparent, responsive, and delivers value for money**, while addressing the concerns raised by homeowners. Our on-line portal and mobile app allow you access to your account at a time that suits you

and gives clear and transparent access to contractor's invoices. Our Written Statement of Service and insurance documents are also available via the portal.

We are genuinely keen to improve the service to meet the needs of our customers and welcome feedback. If you are interested in supporting these improvements by joining a customer forum, please contact us on 0141 422 1112 option 5 or via factoring@southside-ha.co.uk

Factoring

Ruth Kennedy - Factoring Assistant Mandy McKeever - Factoring Assistant

With a combined 20 years of experience, Ruth and Mandy support the day-to-day delivery of the factoring service and are often the first point of contact for homeowners.

Their responsibilities include:

- Responding to customer calls and emails
- Processing contractor invoices and payments
- Managing payment processing and monitoring accounts
- Tracking repairs and updating progress
- Supporting billing and account queries
- Handling complaints and customer correspondence
- Preparing and issuing customer communications



How Ruth & Mandy support you:

- Providing timely and helpful responses to enquiries
- Keeping repairs, billing, and communications on track
- Helping clarify accounts and resolve issues
- Ensuring queries are followed through to completion

Brian McNeillie Factoring Officer

With over 15 years of experience in factoring, Brian leads on all developments managed by the team.

Brian's role is to ensure that services are delivered effectively, transparently, and to the expected standard.

His responsibilities include:

- Coordinating planned and reactive repairs
- Carrying out building inspections
- Overseeing contractor performance and quality
- Ensuring accurate and transparent billing
- Managing complex billing queries
- Leading homeowner engagement and consultations
- Handling complaints and service issues

Brian also works to:

- Ensure value for money in contractor works
- Improve communication and visibility across developments
- Drive service improvements based on customer feedback



Dianne Keenan Customer Service Manager

Dianne has overall responsibility for Southside Housing Association's factoring service. Her role is to ensure that the service provided to homeowners is responsive, transparent, and continually improving.

Dianne's responsibilities include:

- Overseeing the performance of the factoring service
- Ensuring customer enquiries and complaints are handled effectively
- Monitoring service standards and identifying areas for improvement
- Supporting the development and delivery of service improvement plans

Dianne also works to:

- Drive improvements based on customer feedback and survey results
- Ensure a consistent and high-quality customer experience
- Strengthen communication and engagement with homeowners
- Provide assurance that services deliver value for money

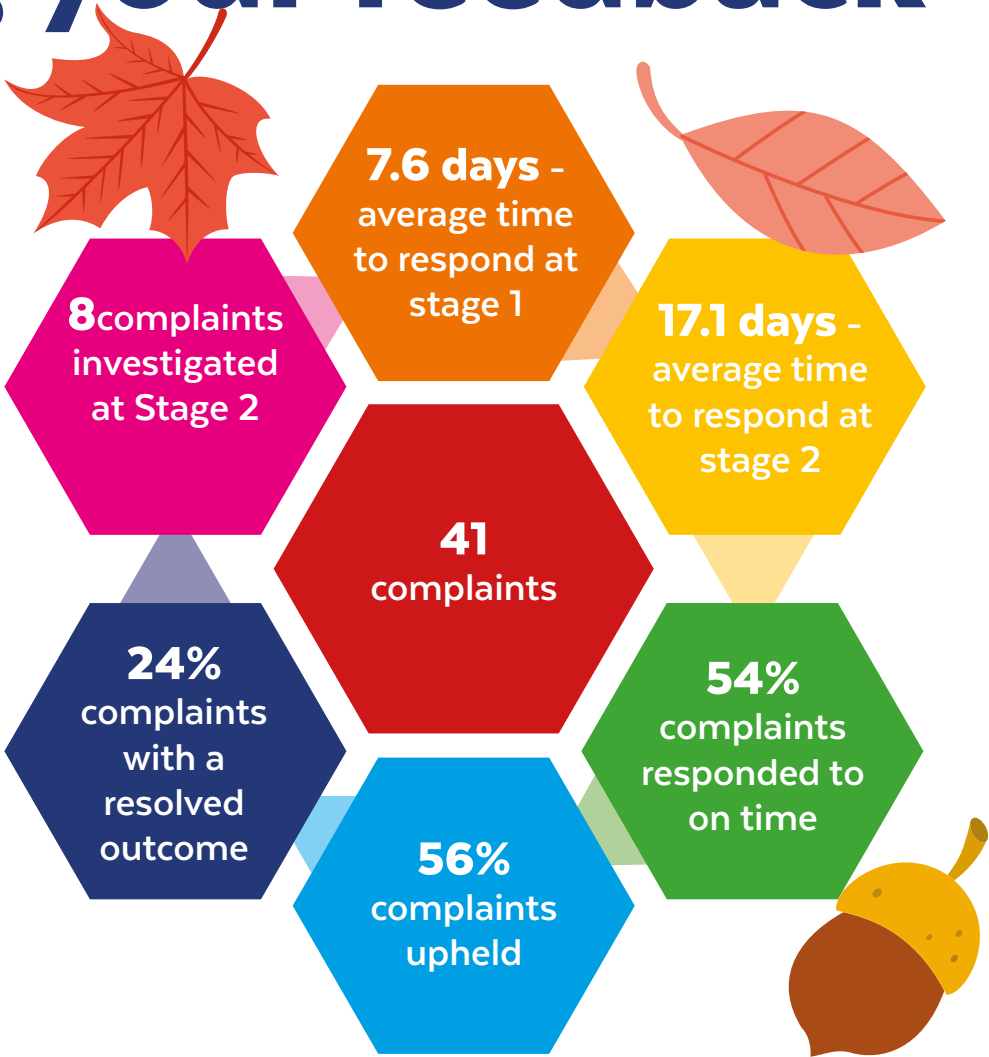


Valuing your feedback

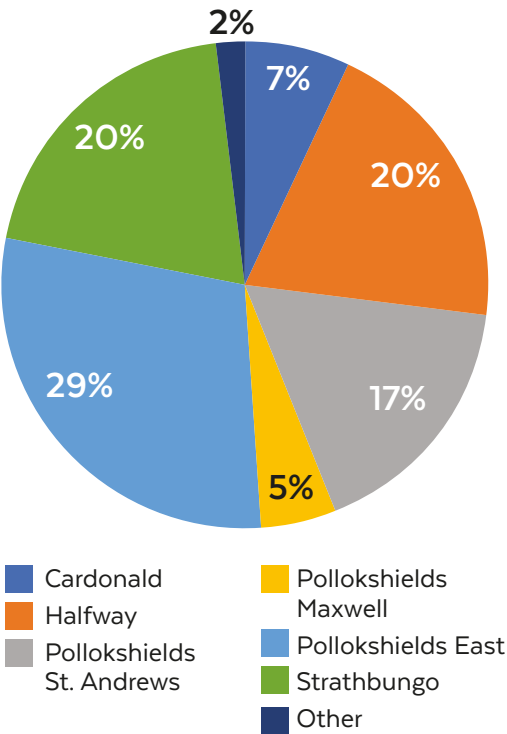
We aim to provide the highest possible standard of service in everything we do, from housing and repairs to the many other services we offer. However, we understand that sometimes things may not go as planned, or you may be unhappy with a service provided by us or by a contractor working on our behalf.

We welcome your feedback and complaints, as they help us understand where we can do better. We take all concerns seriously and view them as valuable opportunities to learn, improve our services, and enhance the experience we provide to our customers in the future.

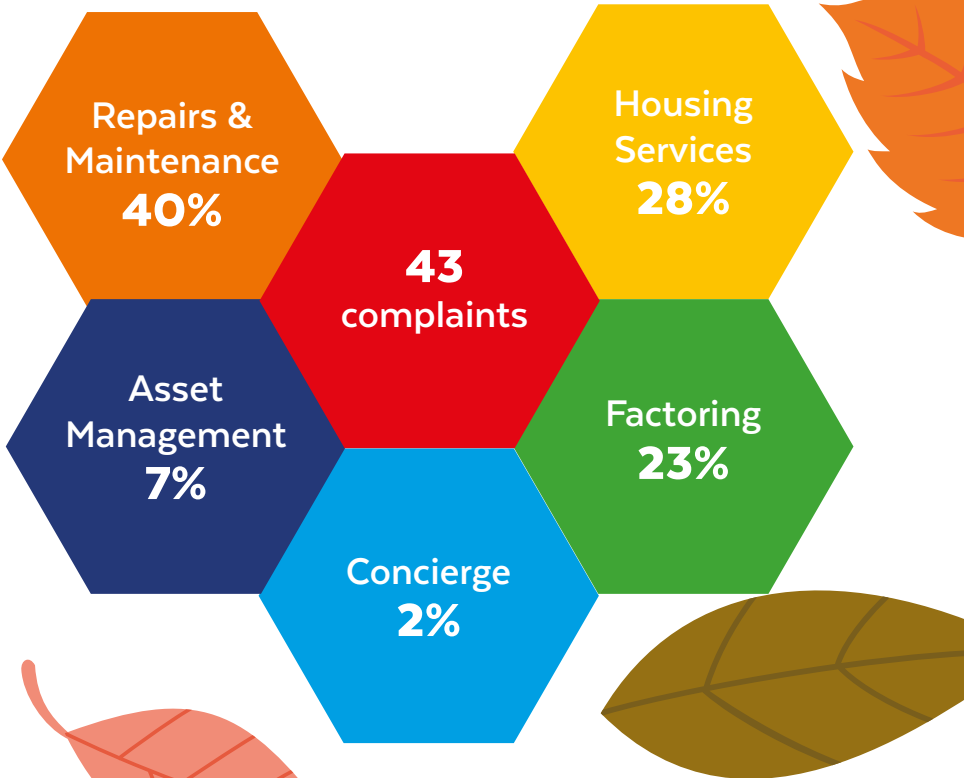
Here is a quick rundown of our complaint's performance in numbers for our Q1 period from 1 April to 30 June 2026.



Where did your complaints come from?



What SHA services you complained about



What we are pleased about



Reduced number of complaints escalated to Stage 2 of our procedure.



We've published our Annual Complaints Report 2025/26. Watch our short video on our website.

We are always keen to hear your views about our services, especially when you feel we could have done better. Your feedback helps us understand what matters most to our customers and identify where improvements are needed.

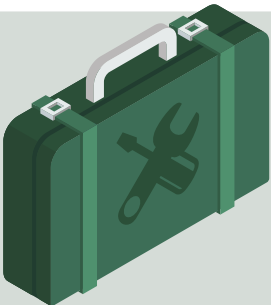
What you have told us

Your Complaints	What we have changed
A tenant was unhappy about the home loss and disturbance payments being offered by the Association and queried the SHA Disturbance Payments and Allowances Policy.	A review of the Disturbance Payments and Allowances Policy was brought forward to allow awards to be more prescriptive in relation to cases of disturbance linked to home loss.

How Are We Doing?

Through your feedback, you have helped us understand what is most important to our customers. You want a repairs service that works well, homes to be allocated efficiently, and rents to be collected effectively so that we can continue to maintain our services and invest in our homes and communities. These priorities help shape the way we deliver our services as your social landlord.

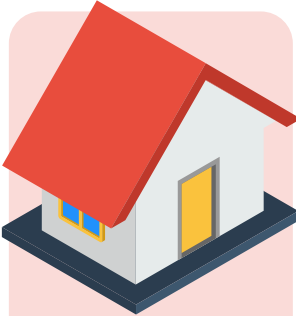
Here is a snapshot of our performance during the Quarter 4 period (31 December 2025 to 31 March 2026)



Average time to complete emergency repairs -
2.4 hours

Average time to complete non-emergency repairs -
3.5 days

Emergency repairs completed within target (4 hours) -
99.1%



Average days to re-let our homes -
15.8 days

Percentage of tenancy offers refused -
22.6%



Current tenant rent arrears as % of gross rent due -
2.65%

Rent lost through homes being empty -
0.25%

Tenant Satisfaction Survey 2025/26

Conducted by Research Resource during December 2025, survey sample 1,100 SHA tenants



SOUTHSIDE
housing association

Percentage Satisfied



Percentage of tenants who are satisfied by the standard of overall services provided by us

96.2%



Percentage of tenants who feel that the rent for their home represents good value for money

89.6%



Percentage of tenants who feel that we are good at keeping them informed about our services and the decisions we make

98.4%



Percentage of tenants who are satisfied with the opportunities to participate in our decision-making processes

99.6%



Percentage of tenants who are satisfied with the quality of their home

96%



Percentage of tenants who are satisfied with our contribution to the management of the neighbourhood they live in

96.1%



Percentage of tenants who are satisfied with our repairs and maintenance service

92.4%



Percentage of tenants who are satisfied with our bulk uplift service

97%

Thank you to all our tenants who took part in the survey.

Your feedback helps us to continue improving our services and communities.

Celebrating 30 Years of Inspiring Young Readers!



This year, Dolly Parton's Imagination Library celebrates an incredible 30 years of helping children discover the joy of reading. Since 1995, the programme has gifted more than 200 million books to children worldwide, helping to inspire a lifelong love of books and learning.

Southside Housing Association is proud to support this fantastic initiative by providing free monthly books to tenants with children aged 0 to 5 years through the Imagination Library programme.

Each month, your child will receive a free book delivered straight to your door, addressed personally to them. Over time, they can build their own home library while enjoying special reading moments with family and developing important early literacy skills.

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

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

Join us in celebrating **30 years** of imagination, learning and storytelling, and help inspire the next generation of readers, one book at a time!



Scottish Social Housing Charter Report 2025/26

The Scottish Social Housing Charter sets out the standards and outcomes that tenants and other customers can expect from social landlords. Each year, we report our performance to the Scottish Housing Regulator, providing information on how effectively we are delivering services and meeting these expectations.

The Regulator publishes this information to help tenants and customers understand how their landlord is performing and to compare performance across Scotland's social housing sector. Our full Landlord Report is summarised on the following pages, showing our performance against key indicators alongside the Scottish average for 2025/26.

Our Homes as at 31 March 2026

Social
Rented
Homes

2255

Mid-
Market
Rent

208

Shared
Owner-
ship

31

The total social rent due
for the year was

£12,378,765

Our Average Weekly Rents

Apartment Size	Number of Homes	SHA	Scottish Average	Differential
1 apt	59	£ 81.18	£ 91.63	-11.4%
2 apt	1041	£ 97.65	£ 98.61	-1%
3 apt	674	£113.22	£101.42	+11.6 %
4 apt	421	£124.26	£110.33	+12.6%
5+apt	60	£133.67	£121.71	+9.8%
Average weekly Rent		£107.84	£103.10	+4.4%
Total	2255			

Indicator	SHA Performance 2025/26	Scottish Average 2025/26
Rent collected as a percentage of the total rent due	101.62%	99.7%
Gross rent arrears (all tenants) as a percentage of rent due	4.44%	5.9%
Rent lost through properties being empty	0.32%	1.1%
Average number of days to re-let homes	19.52 days	52 days
Percentage of tenants who feel that the rent for their home represents good value for money	89.64%	82%
Percentage of tenants who are satisfied by the standard of overall service provided by us	96.22%	88%
Percentage of tenants who feel that we are good at keeping them informed about our services and the decisions we make	98.38%	91%
Percentage of tenants who are satisfied with the opportunities to participate in our decision-making processes	99.55%	88%
Percentage of our housing stock which meets the Scottish Housing Quality Standard	86.37%	90%
Percentage of tenants who are satisfied with the quality of their home	96.04%	87%
Percentage of tenants who are satisfied with our contribution to the management of the neighbourhood they live in	96.13%	85%
Average time taken to complete emergency repairs	3.02 hours	3.3 hours
Average number of days taken to complete non-emergency repairs	3.99 days	8.4 days
Percentage of reactive repairs carried out 'right first time'	96.65%	95%
Percentage of tenants who are satisfied with the repairs and maintenance service	92.36%	88%

Complaints

Delivering excellent services remains a key priority for Southside Housing Association. Although we work hard to ensure our tenants and customers receive the highest standard of service, we recognise that concerns or dissatisfaction may occasionally arise. We treat every complaint as an important source of feedback and use the insights gained to identify learning opportunities, strengthen our services, and drive continuous improvement. The following section summarises our complaints handling performance during the 2025/26 reporting year.

98.8%

Stage 1
complaints
responded to
in full

93.5%

Stage 2
complaints
responded to
in full

**5.2
days**

on average to
respond to Stage
1 complaints

**17.2
days**

on average to
respond to Stage
2 complaints

16 Days of Activism: Standing against gender-based violence

Southside Housing Association supports action to prevent abuse and help people feel safe in their homes.

From 25 November to 10 December 2026, the global 16 Days of Activism campaign calls on individuals, communities and organisations to challenge gender-based violence and support survivors. The campaign begins on the International Day for the Elimination of Violence against Women and ends on Human Rights Day.

The 2026 campaign theme, “Ensure justice, protect survivors, end impunity”, highlights the importance of accessible support, effective protection and accountability. Domestic abuse is one form of gender-based violence. It can affect anyone, but evidence shows that women are disproportionately affected and that most recorded incidents involve a male suspected perpetrator and a female victim.

What is domestic abuse?

Domestic abuse is a pattern of controlling, coercive, threatening, degrading or violent behaviour by a current or former partner. It may cause physical, sexual, psychological, emotional or financial harm. Abuse can happen in the home, elsewhere or online, and responsibility always lies with the person causing the harm.

Domestic abuse can take many forms

Type of abuse	Examples
Coercive control	Isolating someone from friends or family; monitoring calls, messages or movements; controlling what they wear, eat or do; repeatedly changing rules; or using intimidation and manipulation to create fear and dependence.
Psychological or emotional abuse	Name-calling, humiliation, constant criticism, threats, emotional blackmail, guilt-tripping, or repeatedly undermining a person’s confidence and independence.
Financial or economic abuse	Withholding money, controlling access to accounts, forcing someone to borrow or claim benefits, damaging their credit rating, preventing them from working, or requiring them to account for every purchase.
Physical abuse	Hitting, slapping, choking, punching, restraining someone, damaging property, or threatening them with weapons or death.
Sexual abuse	Any sexual activity without freely given consent, including rape, sexual assault, reproductive coercion, or sharing intimate images without consent.

Domestic abuse in Scotland

The latest Scottish Government statistics show the scale and nature of domestic abuse recorded by Police Scotland in 2024-25:

64,967

incidents of domestic abuse were recorded

39,711

domestic abuse-aggravated crimes and offences were recorded

81%

of incidents, where information was known, involved a female victim and a male suspected perpetrator

89%

of recorded incidents occurred in a home or dwelling

A note on the figures: Police-recorded statistics do not capture all domestic abuse, as not every incident is reported. "Incidents" and "crimes and offences" are different measures and should not be treated as interchangeable.

Our commitment at Southside

Over the past year, Southside Housing Association has strengthened its organisational response to domestic abuse. Our Domestic Abuse Policy, launched in December 2025, sets out how we will identify and respond to domestic abuse, work with specialist partners and support people who are experiencing abuse or may be at risk.

We have also:

- reviewed relevant policies and procedures in light of the Housing (Scotland) Act 2025 and its provisions relating to tenants affected by domestic abuse, some of which are subject to commencement;
- signed the Chartered Institute of Housing's Make a Stand pledge, demonstrating our commitment to supporting people affected by domestic abuse; and
- delivered focused domestic abuse training for frontline housing and repairs colleagues, helping staff respond sensitively, consistently and effectively.

You are not alone

If you are experiencing domestic abuse, are worried about someone else, or need advice about your housing, please contact us. We will listen, treat your information sensitively and help you consider the support and housing options available.

Call 0141 422 1112 | Email csd@southside-ha.co.uk

Sources: Campaign dates and 2026 theme: UN Women, 16 Days of Activism 2026
Scotland statistics: Scottish Government, Domestic abuse recorded by the police in Scotland, 2024-25

HALLOWEEN

on a
Budget

Halloween is almost here, and if you're looking for a costume, you don't need to spend a lot of money to get into the spooky spirit! There are lots of simple ways to put together a costume using things you already have at home, or items that can be picked up cheaply.

Get creative with what you have

Before heading out to buy a new costume, have a look through your wardrobe and see what you can make.

A few ideas include:

Witch – black clothes, some face paint and a homemade hat can make an easy witch costume. Or you can get a hat for a couple pounds in most budget friendly stores.

Vampire – a black outfit, dark makeup and some fake blood can quickly turn an everyday outfit into a Halloween costume.

Ghost – an old white sheet can make a classic ghost costume. Just make sure you can see and breathe properly!

Zombie – an old outfit, a bit of face paint and some carefully ripped clothing can create a simple zombie look.

Black cat – black clothes, some eyeliner for whiskers and **homemade ears are all you need.**

Detective – a coat, hat and a homemade magnifying glass can make a fun costume without spending much.

Try making your own

DIY costumes can be a great way to keep costs down, especially if you have children. Cardboard boxes, old clothes and leftover craft materials can be turned into masks, hats, capes and other spooky accessories.

It can also be a fun activity to do together in the run-up to Halloween.

Reuse or swap

If you have old Halloween costumes lying around, why not reuse them this year? Adding a different hat, mask or accessory can make an old costume feel completely new.

You could also ask friends, family or neighbours if they have costumes that their children have grown out of. Swapping costumes is a simple way to save money and means they get another use instead of sitting in a cupboard.

Most importantly, have fun!

Halloween doesn't have to be expensive. With a little imagination, you can put together a great costume without spending a fortune.

So, before you head to the shops, check what you already have at home – you might be surprised at what you can create!

Have a safe and happy Halloween from
everyone at Southside Housing Association!

