

# GOVANHILL NEWSLETTER



The Newsletter of Govanhill Housing Association

Autumn 2020

## Govanhill Housing Association is Open: but our Offices Must Remain Closed

**At the time of writing (22<sup>nd</sup> of September) the Scottish Government have announced new restrictions, including a ban on household visits (with some exemptions). These restrictions are difficult for all of us and many people will be concerned about what the future holds.**

It is important to state that tradespeople are exempt from the ban on entering homes. This means that we are still able to complete repairs and carry out essential works such as gas inspections (in a way which is safe, including the usual screening questions).

As an Association we continue to follow the advice of the Scottish Government, which states that all non-essential offices must remain closed.

When our offices do reopen, this will be for essential services and pre-arranged appointments only, in line with Scottish Government guidance. The default position will remain that staff work from home.

It is possible that in the time between this newsletter going to print, and you receiving it further changes or restrictions could have been put in place. For the latest updates from the Association please follow us on Facebook or consult our website at [govanhillha.org/coronavirus-covid-19/](http://govanhillha.org/coronavirus-covid-19/).

*Thank you everyone for your patience during this extraordinary and difficult time period. We all want to return to something resembling 'normal' however it seems that this is some way off. Wishing health for you and yours.*

**Annie Macfarlane**  
Govanhill Housing Association Chair

### How to Contact the Association

With the office closed the best way to contact the Association is by emailing **[checkin@govanhillha.org](mailto:checkin@govanhillha.org)** We will arrange for a member of staff to contact you.

Alternatively, you can contact your Housing Officer by phoning the numbers shown on pages 3 and 4.

For Factoring assistance please email **[FactoringTeam@govanhillha.org](mailto:FactoringTeam@govanhillha.org)** or call **0141 636 3666** or **636 3673**

### For Repairs

For Repairs during working hours please call **0141 636 3669**, **0141 636 3634** or **0141 636 3654**

Out of Hours Health and Safety Emergency Internal Repairs – call MEARS on **02035893140**

Out of Hours Emergency Heating Repairs – City Technical Services on **0333 202 0708**

Other Out of Hours Emergency Repairs – Pointer Call Handling Service on **0141 552 8647**

# Repairs

In addition to emergency repairs and gas servicing visits, we are now able to offer reactive single operative appointment repairs within properties (jobs that only need one tradesperson).

We are also re-starting more complex repairs; these may take slightly longer to organise as a result of the vital safe working practices our contractors must follow due to COVID-19.

Please contact us on **0141 636 3669, 0141 636 3634** or **0141 636 3654** to arrange.

**For out of hours support please phone the following numbers:**

- Emergency Heating Repairs – City Technical Services on **0333 202 0708**



- Out of Hours Health and Safety Emergency Internal Repairs – call MEARS on **02035893140**
- Other Out of Hours Emergency Repairs – Pointer Call Handling Service, **0141 552 8647**

# Close Cleaning and Grounds Maintenance

**Our close cleaning service has now been reinstated along with our grounds' maintenance services. We continue to regularly clean 'touch' surfaces in closes that are fully owned or factored by the Association.**

Our grounds maintenance contractor has worked hard over the summer to bring backcourts up to standard and will shortly move to their winter maintenance schedule.

At the time of writing Glasgow City Council had not recommenced their bulk waste collection service. We will continue to move any large build-ups of bulk waste which are causing a health and safety concern to a disposal site. If you have accumulation of bulk which needs urgent attention please contact your Housing Officer.

All closes managed by the Association are inspected on a weekly basis, and we continue to receive reports from the contractor carrying these out.

From October we intend to return to estate inspections with Housing Management staff providing it is safe to do so.

# Lettings

**We have started to let properties and are conducting viewings in line with Scottish Government guidance.**

All property viewings will be conducted in a way that ensures that social distancing is observed. If you are invited to view a flat a member of staff will advise you on how the viewing will take place. You will also be asked several screening questions as is the case with any appointment.

We are now taking applications to our waiting list, if you wish to receive an application form please email **[checkin@govanhillha.org](mailto:checkin@govanhillha.org)**.

# Factoring

**Factoring staff are contactable during office hours on the main factoring numbers – 0141 636 3666 and 0141 636 3673. Our email address is [FactoringTeam@govanhillha.org](mailto:FactoringTeam@govanhillha.org).**

Payments can be made by bank transfer, Allpay or by debit / credit card over the phone. We understand that some owners may be experiencing difficulties paying their factoring invoices. Please contact us on the above factoring numbers if this is the case.

# Housing Services: How to Contact a Member of Our Team

Our housing services staff are available within usual office hours for all other tenancy related matters.

Our staff are working from home and desk numbers divert to mobiles. If you are unable to get through, please have patience as are likely to be helping someone else. Please leave a message or email [checkin@govanhillha.org](mailto:checkin@govanhillha.org) and someone will get back to you.

The contact details for our staff can be found below, including specific addresses covered.



**David Sherwood** 0141 636 3683  
**Mandy Devlin** 0141 636 3648

**Debbie McNally** 0141 636 3652  
**Patricia Moran** 0141 636 3671

**Aikenhead Road:** 232-260, 420, 432, 434/  
**Allison Street:** 417- 491/**Bankhall Street:** 3, 11, 41/**Batson Street/Butterbiggins Road:** 180, 190, 200/**Calder Street:** 6, 248, 256, 265, 352, 366,372, 374, 386, 390, 398, 406/  
**Carfin Street/ Cathcart Road:** 382- 564/  
**Coplaw Street:** 142 – 152/**Daisy Street:** 5- 17/**Dixon Avenue:** 16, 20/**Govanhill Street:** 9, 13, 15, 59- 72, 78, 84,90, 96, 186-204/  
**Hickman Street:** 2- 48, 52, 56, 101, 107,111, 121, 133, 135/**Hickman Terrace/ Hollybrook Street:** 1-134/**Inglefield Street:** 65, 67, 71, 73, 79, 81,83, 85, 93, 95, 111, 113/**Jamieson Path/Jamison Court/ Jamieson Street/ Nursery Street/Preston Street/Seath Street:** 7, 11, 15, 19, 21/**Bennan Square/ Brereton Street**

**Annandale Street/Annette Street:** 1, 3, 5, 31, 43/**Ardbeg Street/Ascog Street/ Bowman Street:** 99 **Butterbiggins Road:**100 – 170/  
**Calder Street:** 165-224/**Coplaw Street:** 76 -141/**Coplaw Court/Cuthbertson Street/ Daisy Street:** 30- 40/**Dixon Avenue:** 9, 57,75/  
**Garturk Street/Govanhill Street:** 4,10, 16, 22, 28, 42, 60/**Inglefield Street:** 48,54, 60, 74, 78, 80,82, 114, 118, 120,122, 124/**Langside Road/South Annandale Street/Victoria Road/Westmoreland Street:** 40

**Philip Smith** 0141 636 3667  
**Tahira Naveed** 0141 636 3649

Philip and Tahira cover **Merrylee** and the following addresses in **Govanhill:**

**Aikenhead Road:** 268- 384/**Allison Street:** 309- 414, and 422, 424/**Bankhall Street:** all except 3,11,41 **Boyd Street/Calder Street:** 339, 345, 351,357, 363, 369, 375, 381, 387/  
**Cathcart Road:** 574-665/**Daisy Street:** 27, 65/**Dixon Road/Dixon Avenue:** 83, 87, 91/  
**Govanhill Street:** 73, 79, 81,85, 89, 93, 97, 348- 380/**Hickman Street:** 51, 57- 87,102, 114, 120, 126, 132, 138,144/**Hollybrook Street:** 201-258 **Riccarton Street/Seath Street:** 8, 12, 16, 20, 24,28

**Katy Bridgestock** 0141 433 2146  
**Tracy Doncaster** 0141 636 3642

**Annette Street:** 8-30 and 34,40,44, / **Calder Street:** 132, 138, 146,152, 168, 174, 182 /  
**Dixon Avenue:** 29 – 53/**Langside Road:** 175- 279/**Westmoreland Street:** 3- 77(except 40)/**Allison Street:** 141-299/**Bowman Street:** 119/**Garturk Street:** 19



# Paying Your Rent:

## What You Need to Know

We understand that some tenants may be facing difficulties paying their rent as a result of this crisis. The Association is here to help, please do not delay dealing with this. If you are struggling please contact our rents team as soon as possible.

- Sandra Murray: **0141 433 2141**
- Avril White: **0141 636 3662**
- Loraine Jennings: **0141 636 3672**

It is important to continue to pay your rent or agree a payment plan if you are struggling.

If you require advice or assistance on accessing benefits please contact our Welfare Rights Team on **welfare.rights@govanhillha.org** or **0141 636 3686**. We can also support you in making a claim for Universal Credit after identifying if you qualify.

We also appreciate that you may not be able to go out to pay your rent as you normally do. There are several ways to pay your rent:

### Allpay card

- At a post office – you can pay by cash, cheque or debit card
- At an outlet displaying the PayPoint logo
- By phoning Allpay on **0844 557 8321**

### Pay online using Allpay

- Go to **www.allpayments.net**
- Complete the registration process – you will need the 19-digit number on your Govanhill Allpay payment card

### PayPoint

Rent payments can be made in the Post Office or any shop displaying a Paypoint sign. Simply present your payment card with the money you wish to pay. Please keep your receipt as proof of payment and your payment will be notified to the Association the following working day.

### Debit card

You can also make a payment to your rent with your debit card via Callpay by phoning a member of staff in the Rent Advice Team:

- Sima Moradi **0141 636 3653**
- Avril White **0141 636 3662**
- Sandra Murray **0141 422 2141**
- Loraine Jennings **0141 636 3672**

### Bank

If you wish to pay by direct debit, telephone banking, internet banking or standing order and would like to discuss your options, please contact the Rent Advice Team.



# Educational Maintenance Allowance: **ARE YOU ELIGIBLE?**

Payments of £30 per week are available for qualifying young people age between 16-19 who are continuing their education.

If you were born between 1st October 2004 and 30th September 2005, you may be eligible for a payment from January 2021. There are strict time limits for claiming, if you think you are eligible you must claim by the 28<sup>th</sup> February 2021.

To apply go to the Glasgow City Council website or email [EducationMaintenanceAllowance@glasgow.gov.uk](mailto:EducationMaintenanceAllowance@glasgow.gov.uk)

# Mental Health: Where to go For Support

It goes without saying that the COVID-19 crisis has been a struggle for many, and a difficult time for our mental health and wellbeing. Restrictions on our social lives have left many feeling isolated. We know that this period has a struggle for many in our community.

From the start of the crisis our staff team have been in contact with vulnerable tenants, and we have phoned around many of our tenants to check in.

As the situation continues, you may wish to consider accessing professional help, included below are some resources you may find useful.

**Breathing Space**  
Open up when you're feeling down

## Breathing Space

Free, confidential, phone service for anyone over the



age of 16 experiencing low mood, depression or anxiety. Phone **0800 83 85 87** or visit [www.breathingspace.scot](http://www.breathingspace.scot).

*Living Life*

## The Living Life

**Service** offers guided self-help and cognitive behavioural therapy. You can access the service by referring yourself for an assessment by phoning

**0800 328 9655** (Monday to Friday: 1pm - 9pm).



**Lifelink** offers free phone, video counselling and mental health support to adults and young people in Glasgow who might need a friendly someone to talk to. You can call them on **0141 552 4434**, email [info@lifelink.org](mailto:info@lifelink.org) or contact them via their website <https://www.lifelink.org.uk/make-a-referral/>

## Pure Potential Scotland

During lockdown we all may have struggled to cope and have no doubt felt overwhelmed at times. Having someone to share and talk through those feelings with has been a lifeline for many to find positive ways through the crisis. Pure Potential Scotland has been providing one such lifeline and actively supporting the local community by moving their face-to mental health counselling services online.



Pure Potential Scotland was founded by Carolyn Wood. Carolyn has over 17 years' experience on the frontline within the mental health and addiction fields, working with those in crisis and specialising in the area of suicide prevention and therapy.

Carolyn said of Pure Potential Scotland's work during Covid: "The majority of our clients have been really keen to continue and have adapted well to online or telephone sessions which has been wonderful and so important to be able to go on supporting them, particularly during such a difficult time".

Pure Potential Scotland offer a range of services and therapies. More information can be found at [purepotentialscotland.co.uk](http://purepotentialscotland.co.uk).



Carolyn Wood - Pure Potential Scotland

*Pure Potential are based in Govanhill Workspace, GCDT's office development on Dixon Rd. All our offices at Govanhill Workspace are fully serviced and offer the added benefit of community networking opportunities and support from GCDT.*

*For more information contact Marie McBeth on 07741 893008 or at [mmcbeth@govanhillha.org](mailto:mmcbeth@govanhillha.org).*

## Have Your Say on the Future of Daisy Street Church!

**Trinity Church on Daisy Street closed to the public in 2018 due to safety concerns about electrical wiring.**

Glasgow Building Preservation Trust are working with Govanhill Community Development Trust, Community Renewal and Glasgow City Council to investigate if the building can be repaired and upgraded for use by the community.



The building has great potential as a community resource, have your say on how you think it should be used by filling in this short survey:

**[smartsurvey.co.uk/s/govanhilltrinity](https://smartsurvey.co.uk/s/govanhilltrinity)** or visit **[Govanhill.info](http://Govanhill.info)**



# Govanhill Thriving Place



**88**  
Languages  
Spoken in  
Govanhill...  
and  
Counting!

**A survey conducted under the Thriving Places programme found that there are at least 88 languages spoken in the area.**

You may be aware English, Urdu, Punjabi, Romanian, Slovak, Scottish and Irish Gaelic are spoken in the area, however our neighbourhood also includes speakers of Nepali, Vietnamese, Ishan, Sinhalese, and Tibetan. Of 222 respondents, 182

said they spoke at least two languages, with many comfortable using 4 or even 5.

This proficiency in languages can also be found on The Association and Community Development Trust staff teams where at least 15 different languages are spoken!

More information including the full results of this survey visit **[Govanhill.info](http://Govanhill.info)**.

## Funding Grants Distributed to Community for Pandemic Relief

**At the start of the COVID-19 Pandemic £175,000 was awarded by the Scottish Government to be distributed in Govanhill through the Association in its role as community anchor organisation. This money has now been shared among projects working closely with those most impacted by the COVID-19 Crisis.**

Most of the funding was spent on food provision, through organisations like Sikhs in Scotland, the Queens Park Food bank, the Jeely Piece club, Launch Foods, Milk Cafe and the Active Life Club.

Other funds were spent on supporting communications needs through the distribution of electronic devices, and the production of a printed directory of services that was delivered to every household in the G42 postcode area.



# Remember **FACTS** for a safer Scotland

# F

Face coverings



# A

Avoid crowded places



# C

Clean your hands regularly



# T

Two metre distance



# S

Self isolate and book a test if you have symptoms



[nhsinform.scot/coronavirus](https://nhsinform.scot/coronavirus)  
#WeAreScotland



**Please Contact Us At:** Freepost Better Living

**General Enquiries:** 0141 636 3636

**Web:** [www.govanhillha.org](http://www.govanhillha.org) • **Email:** [checkin@govanhillha.org](mailto:checkin@govanhillha.org)

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