



Celebrating  Years

linthouse news

HOUSING ASSOCIATION

Working for the Community 1975 – 2025

Summer 25

linthouseha.com X

Issue: 97

WELCOME TO YOUR SUMMER NEWSLETTER

Dates for your diary

LHA Annual Tenants' Conference Wednesday 18th June 2025; 12pm–3pm and 5pm–8pm at Park Villa Community Hub

Summer Party Wednesday 6th August 2025

Annual General Meeting 10th September 2025 at LHA's Office


70's Night 29th October 2025 at the Fairfield Club

Upcoming office closures

Our office will be closed on the following dates:

Glasgow Fair 18th July 2025 – 21st July 2025

September Weekend 26th September 2025 – 29th September 2025



Emergency numbers when the office is closed are:

For gas and central heating repairs, contact GasSure on 01294 468 113.

For all other types of emergency repairs, contact Bell Group on 0141 336 7111.



ARE YOU LOOKING AFTER SOMEONE?

Glasgow South Carers Centre can offer unpaid carers a range of support:

WHAT IS A CARER?

A carer is someone who cares for a family member, friend, or child who is ill, frail, has a disability, additional support needs, a mental health condition, or addiction, and they are not paid to provide this support.

Glasgow South Carers Centre supports include:

- Information and advice relating to the caring role
- 1:1 emotional support and group peer support
- Condition-specific and capacity-building training
- Income maximisation, including fuel poverty, disability & carer-related benefits
- Emergency and future care planning
- Funding access to short breaks
- Carers' voice

To find out more call us on **0141 423 0728**, email us at **Dixon.carers@dixoncommunity.org.uk**

Or **refer yourself** for support at **<https://www.glasgow.gov.uk/carers>**



Glasgow South Carers Centre

We provide support to carers across the South of Glasgow:

Support available to carers can include:

- Information and advice relating to the caring role
- 1:1 emotional support and group peer support
- Condition-specific and capacity-building training
- Income maximisation, including fuel poverty, disability & carer-related benefits
- Emergency and future care planning
- Funding access to short breaks
- Carers' voice

For more information and to refer yourself or someone else for support visit - <https://www.glasgow.gov.uk/carers>

Call - 0141 423 0728

Or scan the QR code below

Welfare Rights

Our Welfare Rights Service was able to generate £1,036,108.94 in successful benefit applications/reconsiderations, and appeals in 24/25. We are very happy with the positive outcome and look forward to continuing to help our tenants reach their maximum entitlement in the 25/26 financial year.

Handyperson Service

Sadly, following a review of the service usage, the Handyperson Service for older and disabled tenants via Glasgow Care & Repair will come to an end on 30/05/2025.

We thank them for the support they provided to tenants over the years.

Tenancy Support

Our Tenancy Support Officer, Jenny, has assisted with 93 cases in 24/25. Helping tenants with various issues, including;

- Making referrals to appropriate health services or social groups.
- Providing advice on alternative housing options.

- Supporting tenants with charitable applications.
- This is only a small example of the range of support that can be offered by our Tenancy Support Officer.

Do you feel you need any additional support to sustain your tenancy? If so, please call the office and ask for a tenancy support referral.





Pension Age Disability Payment

Social Security Scotland launched Pension Age Disability Payment (PADP) on the 22/04/2025 for people over State Pension age who suffer from ill health or disability. This is a replacement for the DWP's Attendance Allowance.

Existing Attendance Allowance claimants will be transferred to PADP automatically. All new claims will have to be for PADP. For any enquiries or assistance with claiming, please contact us and ask for a Welfare Rights Appointment.



Dementia clinics

In partnership with Nationwide Fairer Futures

Dementia UK is offering free, confidential clinic appointments with a specialist dementia nurse, known as an Admiral Nurse – coming to your local branch soon. You don't need to be a Nationwide customer. Everyone is welcome.

Your nearest branch clinic is

Glasgow Byres Road, 290 Byres Road G12 8AW – 27th, 28th and 29th May



To book your appointment, please visit dementiauk.org/nationwide, scan the QR code or speak to a Nationwide colleague in your branch. If you are unable to book online send a text message with the word: APPOINTMENT to 0747 872 4000, and we will call you to help make a booking

If you have any questions about the clinics please contact nationwide@dementiauk.org.

For immediate support, contact Dementia UK's Helpline on 0800 888 6678 or book a phone or video appointment at dementiauk.org/book

P4426 44 (December 2024) Inside / Community Board



Govan Community Alcohol Partnership

Do you stay in Govan? If so, then please take a few minutes to complete our residents' survey and tell us about young people drinking alcohol in your area.

Please scan the QR code below to take part in the survey or go to <https://www.surveymonkey.com/r/YMP7GNS>



Local agencies within Govan have established a Community Alcohol Partnership (CAP) and would like to hear your views.

Partners

Police Scotland, Scottish Fire & Rescue Service, Glasgow Life, Govan Youth Information Project, Govan High School and the local community.



For more information on the harms underage drinking can lead to go to www.drinkaware.co.uk
www.communityalcoholpartnerships.co.uk



X @CAPUKTweets

f @CAPUKNews

Govan



Working together to challenge underage drinking

Training and supporting local retailers

Educating young people, parents and communities

Sharing information between partners

Targeting adults who supply alcohol to young people

Providing help and information for young people, parents and communities

Partners

Police Scotland, Scottish Fire & Rescue Service, Glasgow Life, Govan Youth Information Project, Govan High School and the local community.



If you have any information relating to the supply of alcohol to young people or street drinking, please contact the police on 101.

For more information on the harms underage drinking can lead to go to www.drinkaware.co.uk



X @CAPUKTweets

f @CAPUKNews

www.communityalcoholpartnerships.co.uk

Anti Social Behaviour report for 2024/2025



Category 1 Very Serious Complaints	Category 2 Serious Complaints	Category 3 Low Level Complaints
<p>This is the highest category of complaint and includes incidents of:</p> <ul style="list-style-type: none"> Conviction of a criminal offence such as drug dealing (supply or intent). Criminal behaviour involving serious incidents of violence or threats of violence to any member of the public or staff. Hate crimes; racial, sectarian, homophobic and serious harassment. Sustained incidents of anti-social behaviour. 	<p>This category can include incidents that are sustained or serious, such as:</p> <ul style="list-style-type: none"> Threatening and aggressive behaviour. Regular parties. Shouting/swearing/fighting. Malicious property damage. Uncontrolled pets. Loud music on an ongoing basis. Offensive or obscene graffiti. 	<p>This category includes:</p> <ul style="list-style-type: none"> Minor neighbour disputes. Stair cleaning. Pet fouling. Flooding the neighbour on a regular basis. Lifestyle clashes. Household waste Storing items in communal areas Occasional noise.
Target Timescale	Target Timescale	Target Timescale
Action will be taken within 24 hours	Action will be taken within 3 working days	Action will be taken within 5 working days
We aim to Resolve within 30 working days	We aim to Resolve within 15 working days	We aim to Resolve within 10 working days
Target Timescale Outcomes for 2024/2025		
95% resolved within timescales		
Number of Complaints in Category – total 159		
10 6%	44 28%	105 66%
Cat 1 complaints not resolved in period: 1	Cat 2 complaints not resolved in period: 3	Cat 3 complaints not resolved in period: 4

We operate four patch-based services, operated by our housing officers:

	Cat 1	Cat 2	Cat 3
Patch 1	2	3	23
Patch 2	4	19	22
Patch 3	2	4	16
Patch 4	5	27	32

The staff team take a number of calls that may be issues, situations and behaviours that do not constitute ASB; there is little that we can do other than provide advice.

The types of complaints include:

- Cooking smells
- Dogs barking
- Children playing
- Neighbours walking around their home
- Early risers getting up for work
- The smell of cannabis in a close/someone’s house; cannabis remains a criminal offence and we will refer any reports to Police Scotland for investigation
- Parking in the area
- Concerns about the number of people visiting a property that does not result in ASB, e.g. suspicions with no evidence or issue

We also record estate management complaints, something we were unable to do through our old IT system. A total of **73** were recorded from 01/04/24 to 31/03/25 and include close complaints and bin complaints, for example. We ask all our tenants to work with us regarding these issues, as many reported problems fall under Glasgow City Council remit.

We continue to maintain and improve our relationship with the Police, and attend monthly liaison meetings at Helen Street police office. We also continue to refer cases to our Tenancy Support Officer, who assists our team by giving tenants a focused approach to sustaining their tenancy. If you, or someone you know, might benefit from tenancy support, please contact the office.

During 24/25, we have worked closely with the Health and Social Care Partnership (HSCP) and trialled a new homeless prevention pilot where a social care worker from the homeless casework is based in our office on a Tuesday morning, solely to assist our tenants, alongside a support worker from Turning Point. We have referred tenants to this service for reasons such as high level rent arrears, antisocial behaviour and due to their tenancy conditions; all with the view to prevent homelessness where their tenancy may be at risk through breach of tenancy, court action and possible eviction.

We urge you to contact Crimestoppers to report any illegal activity or crime in the area. The easiest way to do so is online <https://crimestoppers-uk.org/give-information/forms/give-information-anonymously> or phone **0800 555 111**, where ALL information is treated anonymously.



Some incidents have been very resource-intensive for the team and required a detailed multi-agency response, including the Police and Social Work. Most are now resolved to a satisfactory standard; however, we still have a small number of ongoing complex cases. These are under control and we are moving through our processes to find a resolution, liaising with relevant agencies.



Dampness and Condensation

It is crucial to tackle dampness and condensation in your home as soon as you notice any signs. Problems can be reported to our Repairs Team on 0141 445 4418, option 1 or by emailing repairs@linthouseha.com, and a visit will be arranged by a member of staff.

Damp can be caused by

- Leaks
- Blocked rainwater pipes
- Missing or defective damp proof course causing rising damp
- Condensation

The first three problems can be rectified by repair works, but condensation can be trickier to deal with. Condensation occurs when warm air meets cold surfaces, which is a common issue during winter months. This leads to moisture buildup and causes tiny droplets of water to appear on windows and behind furniture placed against external walls. If the droplets are not wiped away, they will develop into mould.

The amount of condensation and mould can be increased by factors such as overcrowding, poor ventilation and furniture and clothing being stored close to external walls.

About mould

Visible mould is a sign that condensation is causing a damp problem.

Mould can:

- damage your home, including window frames, furniture, and clothing.
- have severe health consequences, including respiratory problems and asthma.

Reducing moisture in your home

Many daily activities can produce moisture in your home. To reduce this, you can:

- wipe off condensation from windows, window frames and sills, and walls every morning
- Keep low background heating on all day in cold weather
- Close the kitchen door when cooking
- Put lids on pans when boiling food
- Close the bathroom door when showering
- Open windows after having a shower to let air into the room



- Regularly clean any extractor fans in bathrooms and kitchens
- Dry washing outside, if possible, if not, dry it in the bathroom with the door closed
- Make sure you vent your tumble dryer outside
- Leave trickle vents open and unblocked, even in winter
- Move any furniture very close to an outside wall forward by 3 to 4 inches
- ventilate wardrobes and cupboards, and don't overfill them

If you find it difficult to heat and/or ventilate your home due to affordability, make an appointment to speak with our Energy Advisor.

Treating mould growth in your home

The only way to avoid mould is to stop the cause of the dampness, but regular removal of mould is vital. To remove mould, wipe down walls and window frames with a mould removal spray or make your own solution using baking soda or vinegar. Bleach is not recommended as it gives off toxic fumes, and children and pets need to be kept away during treatment.

Storm-Damaged Fences

During Storm Éowyn, several fences in the area were damaged. These fences will be repaired in due course.

We thank tenants for their patience on this matter.

Planned Works Programmes

CCG is continuing works on our pre-1919 tenement properties. The initial programme to carry out communal window replacement and stoneworks in 19 closes is moving towards completion, with an expectation that this stage of the works will be finished by the end of June.

The works to fit windows to over 380 properties, and new doors to 700 properties, are progressing, with over 150 doors fitted to date.

We would encourage any tenants contacted by CCG, either for an outstanding survey or fitting date, to contact them directly if there are any issues with the scheduled appointment dates.

Davislea Update:

Exciting New Housing Development Coming to Linthouse



*Indicative image of the finished development

Linthouse Housing Association is delighted to announce plans for an exciting new development on the site of the former Davislea Care Home. The project will bring a much-needed boost to local housing, delivering up to 36 high-quality homes designed to support a range of family needs.

This thoughtfully designed development will feature all main door access properties, ranging from modern end

and mid-terrace family homes to bespoke cottage flats, ensuring a mix of housing options for future residents. With an estimated investment of around £10 million, the new homes will provide a fresh chapter for the area and reflect the Association's ongoing commitment to building strong, sustainable communities.

Demolition of the former care home is now complete, with site works expected

to begin in spring 2026 and an estimated completion by autumn 2027. Please note these dates are provisional and may be subject to change as the project progresses.

Our Housing and Community Empowerment Team will be developing a local letting plan for the allocation of these properties. Further information will be available on our website and in our autumn-winter newsletter.

A SMARTER WAY TO MANAGE TENANCIES AND PROPERTY SERVICES

We're proud to tell you that in September, we'll be launching our brand-new website, built to serve both our tenants and factored owners with enhanced convenience and transparency.

Whether you rent from us or we factor your property, our new website is designed to streamline communication, simplify administration, and improve service delivery across the board.

For Tenants:

The portal provides secure, round-the-clock access to the essentials you need to manage your tenancy.

Key Features:

- Pay Rent Online
- View Account Balance
- See Household Information
- Log Repair Requests
- View Documents
- Stay Informed

For Property Owners & Landlords:

If you trust us to factor your property, the portal brings new transparency and efficiency to your experience.

Key Benefits:

- View Account Balance

- Log Common Area Repairs
- Document Management

When it's live, and you sign up, you'll be able to see these new features at the familiar address - www.lighthouseha.com.

We are committed to making your experience with us as efficient and seamless as possible. Should you have any questions or need support using the portal, please contact our office at hello@lighthouseha.com or call us on 0141 445 4418.

Thank you for your continued trust in LHA!

Fire Safety



Fire Safety continues to be a potential risk, and we understand that you may be worried about these risks within your home. There are many ways that you can help prevent a fire. Linthouse Housing Association also has a responsibility as a landlord to act to reduce the risk of fire.

What does Linthouse Housing Association do to reduce the risk of fire?

- periodic testing of electrical wiring
- annual servicing of gas or solid fuel appliances
- Maintenance/Replacement of smoke alarms

Please let us know if you do not have working smoke alarms or if you don't think these checks have been done

Your responsibility as a tenant

It's important that you co-operate with our fire safety advice, you have

an obligation to allow us access for these essential works, and that you comply with the rules on fire safety in communal areas.

Contact Us:

Linthouse Housing Association 1 Cressy Street Glasgow G51 4RB

0141 445 4418

repairs@linthouseha.com

What can you do to reduce the risk of fire in your home?

- Test your smoke detectors monthly
- Never remove or tamper with smoke or heat detectors
- Make sure your gas appliances are in good working order, i.e., gas re, gas cooker
- If you have a solid fuel appliance, ensure you have the chimney swept at least twice a year, depending on which fuel you use



- Avoid using candles, especially near soft furnishings
- Ensure electrical items are turned off, or unplugged when not in use.
- Ensure cigarettes are properly put out
- Avoid using chip pans
- Avoid overloading electrical sockets
- Any electrical works should be completed by a qualified and certified person
- Ensure that you keep all hallways clear of trip and re hazards, including communal halls

TENANTS REMEMBER - You should always contact the Property Services Team to request permission before making an alteration to your property, in line with your tenancy agreement.



Multi-story Blocks

The attached photo was taken at 15 Mountgarrie Road in March this year, and is, unfortunately, not an isolated incident. By blocking fire exits with rubbish, you are risking the lives of those within the building. Our caretakers were unable to remove this for some time as vans were full and Glasgow City Council waste facilities were closed.

Residents of both multi-storey blocks are reminded to dispose of rubbish in a safe and considerate manner. Bin chutes should be used for small bags of rubbish only, do not attempt to put large bags or items in the chute, as this will cause a blockage.



LHA through the years



1975

For almost a hundred years, Linthouse was dominated by the traditional sandstone tenements built between 1890 and 1912 to accommodate the workers attracted to Govan by the thriving shipbuilding and heavy engineering industry on the Clyde. Over the years, tenements suffered from a lack of repair and maintenance, but thankfully, the Linthouse area managed to avoid the slum clearances that affected other parts of Govan.

By the early 1970s, local residents noticed a need to tackle their living conditions, and thanks to the new powers conferred by the Housing Act 1974, they were able to create one of the first Community Controlled Housing Associations, and in 1975, Linthouse Housing Association was established.

Between 1975 and 1989, the focus of the Association was to save and improve the tenements for the residents, with patch and repair being the main duty of the team.

Continued overleaf...



LHA through the years

Continued...

1980's



With the increase in grant levels, the Association was able to carry out more comprehensive tenement improvements with the installation of full central heating systems, double-glazed windows, and remodel some of the flats to create better quality and more attractive living spaces. This time also saw

LHA increase its stock with a focus on local history in restoring the A-listed Elder Cottage Hospital and nurses' home in Drumoyne Drive, and then focus on the 11 ex-health board houses in the grounds of Southern General.

1990's



By the mid-90s, LHA continued its focus on stock increase as we took over the former Barnwell Terrace Co-ownership Society and modernized the sandstone villas. We also developed our first new-build housing in 20 years with homes at 1288 Govan Road, Holmfauld Road, and Linthouse Buildings.

LHA also understood the importance of supporting and retaining sites of historical significance for the area and partnered with a variety of funders to restore the B-listed Luma Lamp Factory. While the 43 flats created were for outright sale, LHA manages the iconic Luma Tower on a commercial basis and 12 new homes for rent at the rear of the building.

LHA through the years

2000's

The late nineties and early noughties continued our focus to expand the LHA stock through acquisitions, seeing the Association move into the Langlands and Drumoyne areas and repurposing the former David Elder Hospital into amenity flats.

At this time, we began to implement our wider role ambitions with the creation of the Linthouse Urban Village. Unfortunately, this model did not achieve what was hoped, but it helped to lay the groundwork for the current wider role work being carried out by the Linthouse Team.



2010's



In recent years, LHA has recognised the need to develop new properties along with investing in our current tenements to ensure our houses meet the changing needs of the population. In 2010, we developed 24 new properties in Aboukir Street, creating 12 properties for rent and 12 shared equity properties.

Between 2010 and 2019, the association also carried out comprehensive tenemental improvements work to 2 closes in Kennedra Drive and 4 in Hutton Drive, bringing 49 properties into the 21st century.



Continued overleaf...



LHA through the years

Continued...

2020's



In 2022 we were pleased to hand over keys to 49 units at our newly developed Cromdale Square. This exciting development preceded much-needed investment in our pre-1919 tenement properties, bringing in energy efficiencies with new double glazing being fitted, stonework repairs, and energy-efficient doors. As this investment progresses, LHA is also looking to the future with developments at the former Davislea care home, the former Vital Spark pub, and strives to improve our service for tenants.

In 2024, we introduced our new housing system, HomeMaster, which provided staff with more efficient methods of managing tenant accounts, and in 2025, we will be upgrading our website to give tenants more control over their tenancy accounts and easier ways to report repairs.

Since the Covid Pandemic, Linthouse HA has also been aware of the need to not only improve tenant housing but also to help ease the stresses of daily life. Our Welfare Rights Team has been instrumental in increasing incomes for many tenants, helping them access the right benefits and support. In partnership with Govan and Elderpark Housing Associations, our Energy Advisors have supported tenants through the cost-of-living crisis by providing energy usage advice, debt negotiation, and grant applications. LHA has also partnered with Good Food Scotland and Trussell Trust to support those struggling with the cost of living crisis by bringing in a community larder and local foodbank.

LOOKING GOOD OVER LINTHOUSE!

New murals officially unveiled

Two impressive new murals commissioned by the housing association have been officially launched.

Vice Chair Colette Ness formally unveiled the two stunning murals – one in Burghead Drive and the other in Burghead Place – at a community event in early May.

They form an eye-catching addition to the streetscape and will be seen by thousands of drivers every day who use the Clyde Tunnel.

Commissioned by Linthouse in partnership with SWG3 and local community groups, the murals mark a vibrant new chapter in the area's transformation.

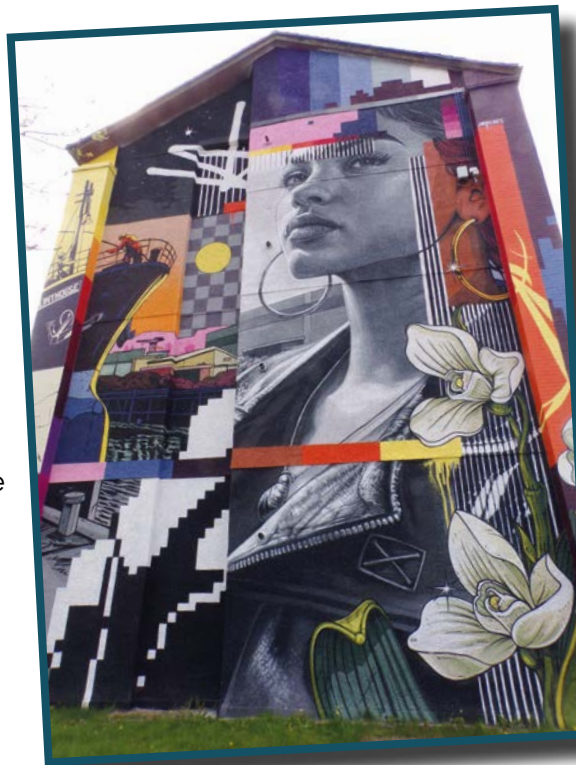
Artists Jay Kaes and Gera1 are behind the stunning murals, which are the latest additions to the Yardworks GRID, a growing open-air gallery in Glasgow's Riverside Innovation District.

Jay Kaes' mural focuses on a forward-facing red-haired woman, layered with glitch-like effects that reflect complexity and resilience.

The work blends heritage with symbolism – a Scottish flag, Elder Clan tartan, and shipyard structures sit alongside a glowing sun and blooming snowdrop. These are symbols of strength, identity, and new beginnings.

Jay said: "It has been a privilege to listen to the voices of the Govan and Linthouse community, witnessing their deep respect for history and their commitment to future generations.

"This project has been a profound learning experience, and I am honoured to translate their spirit, stories, and shared vision into a mural that will stand as a tribute to their strength and unity."



Jay Kaes' mural

Meanwhile, Gera1's work, which was inspired by Eric Watt's 1960 image *Girl at Chalk Marked Wall*, reinterprets a childhood moment using bold colours and RGB-split effects.

His mural celebrates the everyday stories that are often overlooked, with a playful and defiant message – "Pop out your tongue, not all battles need to be fought wi' yer hauns!" – capturing the spirit and quiet strength of the Govan community.

The murals were chosen in collaboration with residents who selected the final artworks, ensuring the community's voice was reflected from the start.

Our Chief Executive, Irene C McFarlane, said: "These two new murals transform part of our community, focusing on vibrant colour, heritage and a positive focus on the future. They are the perfect curtain raiser to our 50th anniversary celebrations."



Gera1's mural



Mary Barbour mural

The unveiling took place prior to the completion of a third mural on Govan Road. Looking over the BAE Systems complex, the image of Mary Barbour is a welcome reminder of the history and passion of the Govan area and its people.

New Contracts

Following a retendering exercise completed at the beginning of the year, we are pleased to announce partnerships with Bell Group and MP Group UK.



MP Group is already known to our community, having been one half of the repair service for the last 4 years.

Bell Group is familiar with the area, having carried out communal area painting contracts in recent years. Bell Group is now responsible for our emergency callout service and can be contacted on **0141 336 7111**, whenever the office is closed.

We expect our repair service to be of the highest

standard possible, and our Property Services team will be working hard to ensure a smooth transition and continually improve the service. We intend to make use of technology in order to keep you up to date on the repair process, log customer satisfaction, and promptly deal with any problems that arise. Please ensure that your mobile phone number and email address are kept up-to-date with Linthouse Housing Association.

Our contractors should always be well presented, in branded uniform, and carry ID.

If you have any feedback on our repair service, good or bad, please share it with us at repairs@linthouseha.com or by calling us on 0141 445 4418, option 1.

Repair categories and target timescales

These will remain the same as the previous contracts.

Emergency – risk to the occupant or building – 4 hours. You must be able to give access within this timescale.

Non-emergency, repair appointed by LHA – 5 working days. Our Repairs team will advise you of your appointment when logging the repair.

How can you help?

Give us as much information as you can when reporting the repair – This helps ensure the operative attending has the best chance of completing the repair on the first visit. We report this as a “First Time Fix”. Our Repairs staff will ask questions to diagnose the issue. Sometimes, a Maintenance Officer may be required to visit your home in order to inspect the repair. Our Repairs Team can provide you with an appointment for these visits.

Ensure you notify us if you can no longer keep an appointment – LHA are charged for contractors’ time

Non-emergency, repair appointed by contractor – 8 working days. Our contractor will arrange the repair directly with you. Please ensure you confirm the best contact number if this is different from the number you have provided us with.

Complex repairs are those that require high-level access, testing, drying out, bespoke materials or where a specialist contractor is required.

where no access is given, which ultimately reduces available budgets to have repairs carried out. We understand unexpected events happen, but please give us as much notice as possible to cancel the visit.

Have a clean and clear area available for the operative to work – ensure easy access to the area where the repair is required to allow a safe working environment. The area should be clean, and any animals should be kept away from contractors working. Contractors may refuse to work in properties where cleanliness is below the required standard.

Landscaping Contract

The landscaping contract with John O’Conner (Grounds Maintenance) Ltd has been extended for a further 12 months. John O’Conner maintain our common areas, such as grass cutting, hedge cutting and moss brushing.

Please remember to pick up after your dogs as they will be unable to maintain grassed areas which are covered in dog fouling.

Taking Pride and Responsibility in Our Area



Recently, we have seen a deterioration in the condition of our streets. We all have a responsibility for keeping the area where we live and work clean and tidy.

Who is responsible for what?

Close cleaning – residents



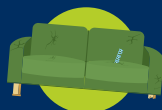
Some closes have historic close cleaning agreements which were entered into with the residents of the close at the time, these residents pay a service charge on top of their rent. Where there is no agreement, everyone in the close has the responsibility to keep the close clean and to take a turn in cleaning the common stairs as noted in your tenancy agreement.

Dog fouling – residents and GCC



Your tenancy agreement states you must keep your pet under control, clear any fouling immediately, and ensure that pets do not urinate in communal areas. We can deal with fouling as a tenancy complaint if against an LHA tenant, but we do not have the authority to issue fixed penalty notices. This is done by the Environmental Task Force at Glasgow City Council, whom you can contact on **0141 287 1058**.

Fly Tipping and Bulk Uplifts – residents and GCC



Disposal of household refuse and bulk items is the responsibility of the individual resident. Glasgow City Council previously uplifted from collection points in the area, but this service has ceased.

Bulk uplifts can be arranged online at myGlasgow or by calling **0141 287 9700**, 9am–3pm each Tuesday and Wednesday. This service has a charge.

Fly tipping should be reported on the myGlasgow app or by calling **0141 287 1058**.

Bins – residents and GCC



Glasgow City Council is responsible for bin collection, including if your bin is missed during a collection. LHA caretakers offer a free bin pullout service in the Linthouse area, this is a goodwill service provided when demand allows. Residents are encouraged to take responsibility for presenting bins for collection and returning it to the bin store area when emptied in case caretakers are unavailable.

Gardens – residents and LHA



Tenants with a garden are responsible for taking care of it and preventing it from becoming overgrown and untidy, which includes cutting grass and hedges. LHA is responsible for grass cutting and hedge trimming in communal back courts and areas of land that the Association owns.

Abandoned Vehicles – GCC



Abandoned vehicles can be reported by calling the Abandoned Vehicles Helpline at Glasgow City Council on **0141 276 0859**, and giving as much information as possible.

Pest Control – residents, GCC, and LHA



Residents are responsible for treating wasps, ants, and household insects using treatments available to buy or a private contractor. LHA will block up any areas where pests are accessing the home. Report this to our Repairs Team to arrange. Rodent issues are a responsibility of Glasgow City Council and can be reported online or by calling **0141 287 1059**, option 4. Please see our article on the next page for more information on pest control.

Crossword Answers

Across: 1 Trooper, 5 Surgeon, 9 Pitta, 10 Panellist, 11 Clockwise, 12 Theme, 13 Leakage, 15 Envious, 17 Cohabit, 19 Obscene, 21 Purse, 23 Sweet shop, 25 Amphibian, 26 Reaps, 27 Nunnery, 28 Crowded.
Down: 1 Typical, 2 Osteopath, 3 Plank, 4 Reptile, 5 Sincere, 6 Relatives, 7 Elite, 8 Natters, 14 Ambleside, 16 Overheard, 17 Captain, 18 Testify, 19 Oceanic, 20 Exposed, 22 Ripen, 24 Torso.

Pest Control

Who to contact

Should you be experiencing a pest issue within your property, please contact Glasgow City Council via their website www.glasgow.gov.uk/pestcontrol and complete the Report a Pest Form or call 0141 287 1059 option 4.

NRS Public Health may be able to assist in cases where there is a significant amount of waste, rubbish,

or other food sources at a location that may encourage rats and mice. This might be a backcourt filled with black bags or a large fly-tip area. They may also be able to assist if you suspect that a business or shop is encouraging pests/rats by poor waste management. If you have the property address, you can email NRS Public Health at LES-PublicHealth@glasgow.gov.uk or call 0141 287 1059.

Pests such as rats are always present in urban areas, and we know that it can be distressing to see rats in your neighbourhood. Rats seek out food, water, and shelter. Sewers and drains are common rat dwellings, as well as hidey holes in sheds and outbuildings. We need to treat the source, which may include structures or holes that rats can live in and shelter in. Prevention is the best long-term solution to get rid of rats. Everyone must work together to help control rats. It is easier to prevent infestations than to remove them. Killing them is not a long-term solution, as other rats will simply move into the newly available spaces if the food sources and shelter remain.

Treatment: We strongly recommend that residents and businesses get treatment conducted on their property if they have any concerns. The more people who have treatment conducted, the sooner the problem will be resolved. Please note that Neighbourhoods, Regeneration and Sustainability (NRS)

Pest Control **CANNOT** put poison and traps in open spaces such as back lanes and spare ground, as this poses a risk to pets and wildlife, and people.

Prevention: Incorrect storage of business and household waste, fly tipping, and littering can make pest problems worse by encouraging rats. Waste should be bagged and placed in a suitable bin, and bin lids should be kept closed at all times. Bagged waste should **never** be placed outside the bin.

To reduce the risk of rodents affecting your property internally, take the following steps:

- Maintain a clean environment
- Focus on sealing entry points
- Removing food and liquid sources
- Clear out clutter and debris from storage areas in and around the home.



To reduce the risk of rodents affecting your area take the following steps:

- Keep your garden free of waste and rubbish.
- Place all rubbish in your bins and keep the lids closed, particularly the food and garden waste (brown) bin and residual waste (green) bin.
- If you have waste that you cannot fit in your bin, you can take this to one of the Household Waste Recycling Centres (HWRC) free of charge. However, if you use your recycling bins to sort your rubbish, you should have enough space in your residual waste (green) bin.
- If you put out seeds or nuts for birds and other wildlife, clear any leftover food away at the end of the day. Rats will leave their nest at night to look for food and eat any food that falls from wildlife feeders or tables. If you do not clear food away before nightfall, **you will be feeding the rats rather than the birds.**
- Keep bins away from a fence or wall where possible, as rats can climb the fence/wall and jump onto a bin to reach food.

Are your contact details up to date?

If not, could you please provide the following: Telephone Number, Email Address, and your preferred method of contact. Email us at factoring@linthouseha.com

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Gas Servicing

As your landlord, we must legally carry out the annual gas safety inspection and service to all gas appliances in your home. This is an essential inspection that we have to undertake within 12 months of your last inspection, and we would ask that you continue to allow access. If your appointment that you have been provided with doesn't suit, please contact Gas Sure on 01294 468 113 or Linthouse Housing Association on 0141 445 4418 option 1.



Gas Breakdowns

In the event of a breakdown with your boiler, please carry out the checks below as guidance prior to calling our office.

IF NO HEATING:

1. Do you have a Pre-Pay or Smart meter?
2. Do you have sufficient gas credit available?
3. Does the meter display ON or OFF? (If OFF, this indicates insufficient credit)
4. Is the boiler switched on? Are there any lights or LED displays present on the boiler? (If NO, has the boiler been accidentally switched off at the fused spur (switch on at the wall))
5. Is the CH controller calling for heat (switched on)?

IF NO HW REPORTED:

1. Is the water running cold at the hot tap? If yes, please call Gas Sure
2. Is HW available at other taps in the property? If yes, please call Linthouse Housing Association, and we will arrange for a plumber to attend.
3. Is there water available at the cold taps in the kitchen? If yes, please call Gas Sure
4. Do your neighbours have water available at the cold tap? If yes, please contact Linthouse Housing Association and we will arrange for a plumber to attend.

Capped Gas Supplies

If you have a capped gas supply, LHA can help you with:

- Having your meter uncapped
- Getting your boiler serviced
- Getting your heating and hot water working again
- Dealing with any debts to energy companies, or if you are facing financial hardship

Energy problems can happen to anyone, so please don't hesitate to ask for assistance.

Simply contact the Association on **0141 445 4418** and we will be happy to help.

Electrical Inspections

Each year in the UK, there are thousands of accidental fires, and it is vital that an electrical safety check is carried out in your home at least once every five years.

As your landlord, we have a legal obligation to ensure that the electrical installation in your home is safe. As our tenant, you must provide access when required to allow the relevant checks to be carried out.

What happens during an electrical check?

- A qualified electrician will visit your home.
- This usually takes between 2-4 hours
- Your electricity will need to be switched off for the test, which is approximately 1 hour.

You will receive a letter or telephone call from Linthouse HA or our contractor with an appointment date or a request for you to contact our office in order to arrange a



suitable appointment, should you need to reschedule please contact our office and speak to Debbie Martin, Property Asset Officer or Lauren McArthur, Property Asset Assistant.

Please note that failure to provide access or contact our office may result in forced entry to your property, with any associated costs of doing so being recharged to the tenant.

RESIDENT'S PANEL

Unfortunately, due to personal circumstances and, sadly, a bereavement, we have some vacancies available on our Resident's Panel and are looking for new people to join us.

The Panel is a collection of local tenants and residents who represent the views of LHA's customers and help ensure our services are delivered to the highest standard.

Most recently, the panel carried out an exercise looking at LHA's void policies and procedures and contributed ideas

for improvement, and this year, the plan is to look at our new Customer Service Standard.

The panel has also invited guests to meetings to provide updates on what is happening in the area and given their feedback.

We are delighted that people are donating their time to the Residents' Panel and LHA wants to benefit from tenants' and residents' knowledge, expertise and enthusiasm therefore we would be delighted to see some new members.

If you would like to find out more, or join the Residents Panel, please contact our Community Empowerment Officer, Gail Paterson on **07881 596 891**.



New Starts and Leavers

Layla Ferguson

Layla started in the Association in March 2025. Over the last year, Layla previously worked in part-time Hospitality jobs.

Layla really enjoys working with people and making a difference in their lives. Being part of Linthouse Housing Association has shown her how vital housing associations are for communities.

Layla is excited to continue learning through her modern apprenticeship and hopes to keep making a positive impact in people's lives as she develops in her career.



Shannon McNee

Shannon worked in hospitality and retail for 6 years, she started volunteering at Linthouse Housing Association in 2024. She wasn't sure what full-time career she wanted to pursue, and after some time here, Shannon decided that she wanted to further pursue Housing in Linthouse and applied for the modern apprenticeship position at the start of 2025, to further her knowledge and begin my career in Housing.



Suzanne Jones

Suzanne started with Linthouse in February 2025. Suzanne is part of our Property Services team as a clerical assistant.



Jason McCulloch

Our new Estate caretaker, Jason, started with us on Tuesday 20th May. He has replaced Graeme, and we hope you will give him a warm welcome to the LHA Estate Team.

Graeme Musleh

Graeme sadly left his journey at Linthouse on Friday 9th of May to move to Italy. Everyone at LHA wishes Graeme all the best in his new journey.

IN REMEMBRANCE

LHA staff were sad to hear of the passing of Chrissie Chaiken, a long-standing member of the community and a member of our Residents' Panel.

Chrissie was well known in the community and from the Southern General where she worked for many years.

Chrissie volunteered at the Residents' Panel and her contributions were valued by the association and the other panel members.

Our thoughts and best wishes go to her daughter, Mary, Mary's family and everyone else who knew Chrissie and miss her greatly.



Complaints?.....

Here at LHA, we strive to provide high-quality customer service and put our tenants at the heart of all that we do. We believe quality is a journey and not a destination!

We will continue to embed a culture of excellent customer service across all staff teams. We aim to:

- **Listen** to our tenants
- **Hear** and understand what our tenants say, and
- **Act** on any issues or concerns raised

If there are any aspects of our service that tenants are unhappy with, it's important that we hear this, as only when we know something is wrong can we do something about resolving it satisfactorily.

.....or Compliments?

As well as complaints, we like to hear what's good about the services we provide – who doesn't like a compliment?

Summary of the complaints and compliments we have received from 01 April – 31 March 2025

In our most recent financial year, we dealt with 87 complaints at stage 1 of our complaints handling procedures. Complaints at this stage tend to be less serious, and we can usually deal with them straight away or within a few days. It is important that you let us know about less serious issues so that we can make improvements and prevent them from becoming more serious!

85 of these complaints were dealt with within the 5-day response timescale. We upheld 24% of them and resolved a further 47% of issues being experienced by our tenants. Upholding a complaint means that we agreed there was a problem that required going through our full complaints process. Resolving a complaint means that we can fix the issue the tenant is unhappy with without having to carry out further investigation. We know that we don't always get it right, and we encourage all our customers to let us know when things go wrong, so that we can put it right.

We also received 20 more serious complaints that were dealt with at stage 2 of our complaints handling process. These complaints usually take longer to respond to because they require an investigation. We did not uphold any of the Stage 2 complaints. All stage 2 complainants received a full written response outlining the action taken by staff to remedy the issues raised.

This is a summary of our complaints' performance for the year:

Complaints received by LHA 01 April 2024
– 30 September 2024

	Stage 1	Stage 2
Number of complaints received	87	20
Number responded to within required timescale	85 (97.7%)	20 (100%)
Number of complaints upheld	21 (24.1%)	8 (40.0%)
Number of complaints resolved	41 (47.1%)	2 (10.0%)
Number of complaints escalated to the next stage	0	0
Average days to respond to a complaint	3.4 days	10.6 days

Lessons learned from Complaints

We try to make sure that we learn from complaints and make improvements to our service based on the feedback we receive. Throughout the year, the lessons learned are reviewed and help inform how the service moves forward.

Compliments

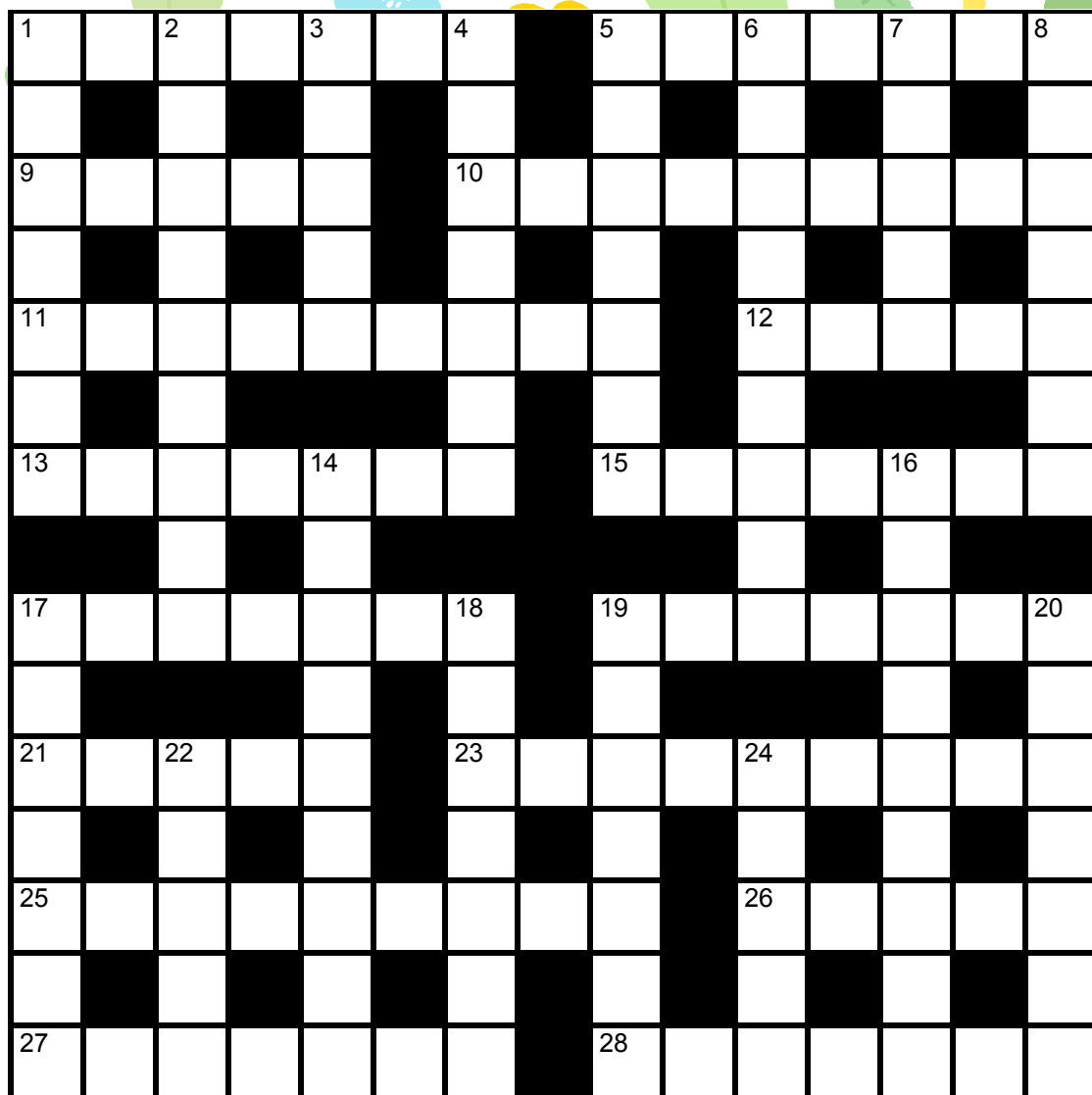
To date, we have received 22 compliments from tenants and other customers expressing thanks for the services we provide, and praise for staff and how they have handled an issue, including the additional community work, welfare advice given, and arranging repairs in both the home and communal areas.

How to contact us

Complaints and compliments can be made via our website, by email, over the phone and in person

Website:	https://www.lighthouseha.com/your-home/complaints
By phone:	0141 445 4418
By email:	hello@lighthouseha.com
In person/post:	1 Cressy Street, Glasgow, G51 4RB

Crossword Puzzle



Across

- 1 Cavalry soldier (7)
- 5 Sawbones (7)
- 9 Middle Eastern bread (5)
- 10 Game show player (9)
- 11 How bidding goes in bridge (9)
- 12 Topic (5)
- 13 Unintended discharge of a fluid (7)
- 15 Green-eyed (7)
- 17 Live together (7)
- 19 Offensive (7)
- 21 Money bag (5)
- 23 Where dolly mixture can be bought (5,4)
- 25 E.g. the DUKW (9)
- 26 Harvests (5)
- 27 Convent (7)
- 28 Packed (7)

Down

- 1 Average (7)
- 2 Bone manipulator (9)
- 3 Long flat piece of timber (5)
- 4 Contemptible person (7)
- 5 Genuine (7)
- 6 Kinsfolk (9)
- 7 Best of a group (5)
- 8 Chats (7)
- 14 Lake Windermere town (9)
- 16 Picked up accidentally (9)
- 17 Skipper (7)
- 18 Bear witness (7)
- 19 Maritime (7)
- 20 Laid open to view (7)
- 22 Mature (5)
- 24 Trunk of the human body (5)

Crossword answers on page 15

Kids spot the 10 differences

