



Welcome to your Summer Newsletter

Upcoming office closures

Our office will be closed on the following dates:

Spring Holiday Fri 24 May – Mon 27 May 2024

Glasgow Fair Fri 12 July – Mon 15 July 2024

September Weekend Fri 27 September –
Mon 30 September 2024

Emergency numbers when the office is closed are:

For gas boiler or central heating repairs contact GasSure on **01294 468113**

For all other types of emergency repairs contact Timetra on **0808 196 1486**

WHO TO CONTACT

Thriving Places Directory



The Govan Thriving Places Support Directory was updated in 2023 and has details of various organisations, people and places that offer a variety of support in and around Govan.

You can find directories in lots of locations across the area but it can be also accessed online: <https://www.goodaboutgovan.com/thriving-places-directory>

Food Support



Glasgow Community Food Network has an interactive, online map that helps you find food services in your local area.

The map includes a variety of food projects including food banks, free meals and lunch clubs: <https://glasgowfood.net/find-local-food-services>

Glasgow Helps

Glasgow Helps offers free, confidential support, information and advice for citizens on a wide range of issues.

They have an online directory that directs you to services in your local area but they also offer telephone support and can signpost and refer people to the right help: <https://www.glasgowhelps.org/>



Glasgow Helps

Do you live in Glasgow and need a 'wee bit of help'?

Glasgow Helps is a new service set up to work directly with the people of Glasgow.



Glasgow Council for the Voluntary Sector



We offer free, confidential support, information and advice for citizens on a wide range of issues.

We'll listen to what you need, what your aims are, and work with you to help you to access the right support services at the right time in the right place.

For more information, call us on the number below to discuss the support available to you and your family.

0141 276 1185

We are able to make arrangements for an interpreter if required.



Single Father of Two

We are so grateful for the help from Glasgow Helps and if it wasn't for the initial phone call, I am not sure I would have known who to contact.

I feel like a weight has been lifted off my shoulder.



NHS Services

	<p>At www.nhsinform.scot you'll find information, care guides and symptom checkers.</p> <p>NHS Inform</p>		<ul style="list-style-type: none"> • Tooth pain • Swelling to your mouth • Injury to your mouth • Painful or bleeding gums • Advice on oral hygiene <p>Dentist</p>
	<p>Phone 111 for urgent care that cannot wait for your GP Practice to reopen.</p> <p>NHS 24 call handlers can help with self-care advice or refer you to your local health services if you need more help. This includes A&E and minor injuries units.</p> <p>111</p> <ul style="list-style-type: none"> • If you need to go to A&E but its not life or limb threatening • if you need to visit a Minor Injuries Unit (MIU) for cuts, sprains or burns 		<ul style="list-style-type: none"> • Red or sticky eye • Pain in or around your eye • Blurred or reduced vision • Flashes and Floaters <p>Optometrist</p>
	<ul style="list-style-type: none"> • Colds • Cold sores • Sore throat • Diarrhoea or constipation • Indigestion • Aches and pains • Help if you run out of repeat prescriptions <p>Pharmacist</p>		<ul style="list-style-type: none"> • Doctors, nurses and sometimes pharmacists and physiotherapists to help you with both mental and physical health issues. <p>GP practice</p>
	<p>Breathing Space: 0800 83 85 87</p> <p>Weekdays: Monday - Thursday 6pm to 2am</p> <p>Weekend: Friday 6 p.m. - Monday 6 a.m.</p> <p>Mental Well-being</p>		<ul style="list-style-type: none"> • Cuts and minor burns • Sprains and strains • Suspected broken bones and fractures <p>Minor Injuries Unit</p>
			<ul style="list-style-type: none"> • Suspected heart attack or stroke • Breathing difficulties • Severe bleeding <p>A&E or 999</p>

NHS Inform is NHS 24's online health information service. At NHS Inform Scotland you'll find information, care guides and symptom checkers to help you find the right care in the right place: <https://www.nhsinform.scot/>.

If you can't get online but have a general question about

your health, you can speak with someone on **0800 22 44 88**.

However if you are unwell you should phone your GP, 111 (the NHS out of hours number if your GP practice is closed) or phone 999 or go straight to A&E if it's a life or limb threatening emergency.

Glasgow City Council



How to contact Glasgow City Council

- phone **0141 287 2000** (switchboard) - calls may be recorded for quality and training purposes
- Health and Social Care Connect, phone **0141 287 0555** - calls may be recorded for quality and training purposes
- make a comment, compliment or complaint using our online form
- post:
Customer Care Team
Glasgow City Council
City Chambers
Glasgow
G2 1DU

Contacting Social Work Services - Health and Social Care Connect

If you are making a referral or need to ask a question about social work then we have made the process easier. Health and Social Care Connect will provide help or assistance and you can contact them by:

- phone **0141 287 0555** (textphone **18001 0141 287 0555**)
- request support using an online form
- post:
Glasgow City Health & Social Care Partnership
Health & Social Care Connect
Blair Court
100 Borron Street
Glasgow
G4 9XE

Health and Social Care Connect is available during the following times:

- Monday to Thursday, 8:45am to 4:45pm
- Friday 8:45am to 3:55pm

In an emergency situation outside of these times please contact the Glasgow and Partners Emergency Social Work Services on **0300 343 1505**.

If you already have a social worker then you should continue to contact them or their office directly.

NB As with all directories, the information is subject to change so it's always helpful to contact organisations directly about the services they provide before turning up.

BASIC FOOTCARE & NAIL CUTTING SERVICE

£5

A BRAND NEW SERVICE FOR PEOPLE AGED 55+ IN GOVAN

Monday's 11am-2pm at Govan's Men Shed, 31 Arngask Rd, Govan, G51 4TR

£5 per session with a £5 one off charge for your own foot care pack (clippers & file)

Payment must be made in cash

To book your appointment please call 07845430314 on Mondays between 11am - 2pm

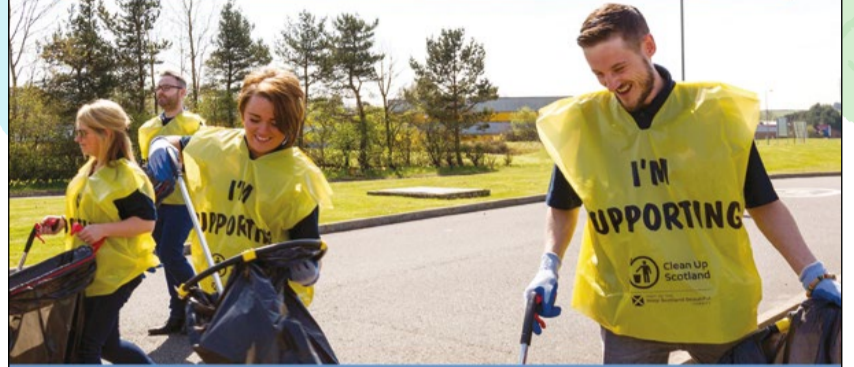
Happy Feet Govan will be run entirely by volunteers. Each volunteer has attended an awareness raising session provided by staff at NHSGCC Podiatry.

The volunteers will be providing a very basic nail cutting service and general advice on footcare. For foot problems/concerns beyond this, they will advise people how they can refer to the Podiatry Team at NHSGCC.

Happy Feet Govan is a partnership project developed and supported by community members, Govan's Men Shed, The Alliance, Elderpark Housing Association, Linthouse Housing Association, Govan Thriving Places & NHS GGC Scotland. The project was developed in direct response to the needs expressed by community members and aims to provide a basic footcare service to older and vulnerable residents of Govan.



Help us make a difference



Join your local Clean Up

Date and time

Thursdays - 9th May, 6th June & 4th July, 10am-11am

Meeting place

Linthouse Housing Association, 1 Cressy Street, Glasgow, G51 4RP

Contact details

Gail Paterson, Community Empowerment Officer - 07881594891

Equipment required

Equipment Provided. No need to tell us you're coming, just turn up



Your charity for Scotland's environment

Keep Scotland Beautiful is a Scottish Charitable Incorporated Organisation (SCIO): Number SC030332. Copyright © Keep Scotland Beautiful 2018. All rights reserved.

Let's Talk



We've recently switched over to our new management software and it enables us to connect with you more easily which means we can better meet your needs. There's a lot going on and we want to make sure that everyone is kept in the know and no one misses out.

In order for us to keep you up to date with information we need you to tell us the best way to contact you. As we're all trying hard to reduce our impact on the environment we'd love to use e-mail but we know that's not for everyone. We can use any of the following methods

1. By e-mail
2. By SMS/text message
3. By telephone
4. By letter

Let us know your preference and we'll update our system to reflect this. There will still be a few things we need to post out to you - but we'll keep that to a minimum.

The simplest way to update your details is to email us at updatemyinfo@linthouseha.com

Please include your name, address, tenancy reference number in the email and your preferred method of contact.

If you do not have access to email, you can call us on 0141 445 4418 or pop into the office.



Need support to increase your digital skills?

Wise Group Relational Mentoring is here to help you.

Are you a resident of Glasgow, currently unemployed and want to learn new digital skills for the workplace and to use in every day life?

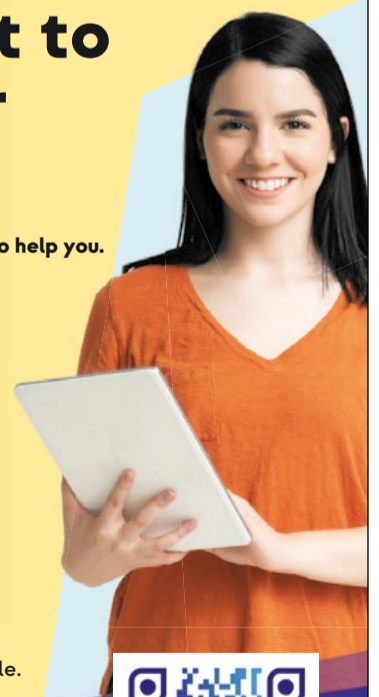
We are here to support you.

Sign up and get support and access to:

- 1-2-1 Digital Skills Mentoring
- Use of a Digital Device and Data
- Skills for employment
- CONNECT: Life skills learning
- Monthly Digital Cafe events

Don't know where to start? Talk to us.

Our service is person-centred, flexible and tailored to suit your needs and learning style.



Mentoring to lift people out of poverty

DSkillsMentoring@thewisegroup.co.uk
0141 303 3131

scam share

Common Email Scams

Trading
Standards
Scotland

To: you@email.com
From: royal-mail@notreal.org
Subject: **Delivery Scam**

The freight payment for your package was declined. To get your parcel delivered to your desired destination point you need to pay an extra fee of £1.99. Click here to pay...

To: you@email.com
From: supermarket@notreal.org
Subject: **Prize Draw Scam**

Congratulations! You have been entered into a prize draw to win a £500 voucher to spend at your local supermarket! Beat the cost of living crisis - click here to claim your prize...

To: you@email.com
From: best-friend@notreal.org
Subject: **Gift Card Scam**

Hi friend, sorry to ask but I've been ill lately and can't make it to the shops. Could you buy a couple of gift cards for me to give my niece? She's in hospital at the moment...

To: you@email.com
From: ofgem@notreal.org
Subject: **Energy Rebate Scam**

Due to the cost of living crisis you are eligible to apply for an energy bill rebate. Click below to find out how to set up a direct debit and receive the refund...

To: you@email.com
From: tv-licence@notreal.org
Subject: **TV Licensing Scam**

Due to outdated details your TV Licence account has been flagged and will be suspended if you fail to respond to this email. Click here to update your payment details...

To: you@email.com
From: paypal@notreal.org
Subject: **PayPal Scam**

After recent review of your account activity, we've decided that you are in violation of PayPal's Acceptable Use Policy. Click the link below to prevent your account being closed...

STAY... SCAM AWARE

Anyone can be the target of a scam and scammers can be very convincing in their attempts to defraud us of our personal information or money.

Most of us will be the target of a scammer at some point or another so by reporting suspected scams it can help prevent other people from being harmed.

If you suspect that you have been the target of a scam, Scamwatch.scot has a quick online reporting tool which is available 24 hours a day, 7 days per week: <https://scamwatch.consumeradvice.scot/>

WHERE TO REPORT SCAMS

SCAMS

In Scotland, report all scams to Advice Direct Scotland by calling **0808 164 6000** (Mon-Fri 9am-5pm) or online at www.consumeradvice.scot

FRAUD

If you have been the victim of fraud, report it to Police Scotland on **101** or **999** in an emergency.

SUSPICIOUS EMAILS

You can forward suspicious emails to report@phishing.gov.uk and send links from websites which you think are trying to scam the public to The National Cyber Security Centre's scam website reporting service at www.ncsc.gov.uk/section/about-this-website/report-scam-website

SUSPICIOUS TEXT MESSAGES

If you receive a suspicious text message you can forward it to **7726**. The free-of-charge '7726' service enables your provider to investigate and take action if malicious content is found.

COMMUNITY EVENTS WITH LINTHOUSE HOUSING ASSOCIATION

Lighthouse Housing staff always enjoy meeting tenants outwith the office in a more relaxed setting and our community activities are a great way to do this. Since the last newsletter we've had some Christmas events and our family event in Elder Park.

Over 60s Christmas Party

We held our "older" tenants' Christmas celebration at the Fairfield Club again this year.

As usual the food was delicious – and plentiful – and we were entertained by

singers, Carolann and Paul. Santa also made time to visit and came bearing gifts.

A big thanks goes to everyone at LHA, the Fairfield Club and the tenants who all helped make the day so enjoyable.



Family Christmas Party

Our family Christmas party took place at Park Villa Community Sports Hub for the second year in a row.

Silvano came and entertained the

children with his magic – along with some helpers – and Santa visited too.

Thankfully this year we had proper music and didn't have to rely on Gail and her DJing skills!



Govan Christmas Light Switch On

This year instead of Govan Loves Christmas, there was a Christmas tree light switch-on celebration at Govan Cross.

Linthouse Housing Association were delighted to be there and thanks to some of the contractors at Elderpark Housing Association, we had a free raffle for families to win Christmas trees with lights and decorations.

Despite it being a very cold night, there was a great turn out and as well as the big light switch-on, we were entertained with music, juggling and a fire spinner!

Santa also managed to fit in a visit to the Govan Youth Information Project (GYIP) grotto with some presents.

A huge thanks goes to everyone who was involved in planning and running the event, in particular the PI, Halo Arts and Make, Do & Grow.



MORE EVENT PHOTOS OVERLEAF...

COMMUNITY EVENTS WITH LINTHOUSE HOUSING ASSOCIATION (CONTINUED)

Family Fun Day

We were very lucky to have nice (dry!) weather for our family event in Elder Park. All the days leading up to the event were pouring with rain so we were delighted that it stayed away.

Families took part in arts and crafts activities with Make, Do & Grow, had their faces painted by Steph, Grace and Joanne and enjoyed balloon models from Silvano.

NSPCC held a scavenger hunt and we had some great wee detectives finding all the clues. With no help from the adults – hmmm!

A huge thanks goes to everyone who helped organise and run the event, the volunteers who kindly gave us their time – Mary, Anna, Margaret – and the Police Young Volunteers who were a massive help throughout the event and in getting everything dismantled and tidied away at the end.



Keep an eye on our website www.lighthouseha.com for more information on upcoming events for 2024/25.

LINTHOUSE COMMUNITY LARDER IS ON THE MOVE



The Linthouse Community Larder has been running since December 2022 from the warehouse at the rear of Linthouse Housing Association offices but it will be moving to new premises in May 2024.

Its new name will be Linthouse Community Shop and it will be based at 1121 Govan Road – what used to be the LUV Café for the Govan old-timers!

The larder stocks similar items to the average grocery shop but at a fraction of the price and includes fresh, frozen and tinned food along with household products like laundry and cleaning products.

Membership costs £1 a month and once you're registered, you can start shopping (you don't need to bring any documents to register) and the money from customer purchases goes straight into buying new stock.

The larder is open to anyone living in the G51 postcode, not just Linthouse tenants, and you don't need a referral to join.

Currently it's open every Thursday morning between 10am and 1pm but the plan is to open on other days once it's established in its new premises.






THE LINTHOUSE LARDER HAS A NEW NAME & LOCATION!



AFFORDABLE FOOD ON YOUR DOORSTEP

Linthouse Community Shop

 **Open Every Thursday**

 **10am to 1pm**

 **1121 Govan Road**

Membership is available to all, and no referral is required. You don't need to be unemployed or receiving benefits to join. Residents with a G51 postcode are welcome to become members.



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

 goodfoodscotland.org
 [goodfoodscotland](https://www.facebook.com/goodfoodscotland)
 [goodfoodscot](https://twitter.com/goodfoodscot)
 [scotlandgoodfood](https://www.instagram.com/scotlandgoodfood)

Gas Servicing



As your landlord, we are legally required to 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 it is important that you continue to allow access. If your appointment that you have been provided with doesn't suit then 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 a 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 display present on the boiler? (If NO has boiler been accidentally switched off at fused spur (switch on wall))
5. Is the CH controller calling for heat (switched on)?

IF NO HOT WATER REPORTED:

1. Is the water running cold at the hot tap? If yes – Please call Gas Sure
2. Is hot water 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 neighbour's have water available at the cold tap? If yes, please contact Linthouse Housing Association and 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 in asking 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, therefore it is vital that an electrical safety check is carried out in your home at least once every 5 years.

As your landlord, we have a legal obligation to ensure that the electrical installation in your home is safe. As our tenant it is vital that you 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 to arrange a suitable appointment, should you need to reschedule please contact our office and speak to Debbie Martin, Property Asset Officer or Katy McGregor, Property Asset Assistant.

Please note 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 you.



Fire Safety – Tenant Information Guide

We understand that you may be worried about the risk of fire in your home, but there are many ways that you can help to prevent a fire. Linthouse Housing Association also has a responsibility as 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 gas or solid fuel appliances
- Maintenance 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 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 over loading 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

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.

The close/common stair is your only means of escape in the event of a fire.



Have you ever thought what you would do if fire were to break out in your close/common stair? It may not necessarily be in your flat! A fire started in a close/common stair could kill you and your family. Even a small bag of rubbish can create enough smoke to fill a whole close/common stair. Items left in a close/common stair are often deliberately set on fire.

Keep it clear

- Get rubbish, old furniture, etc out of the building.
- Make sure storage areas are kept locked.
- For advice on uplifting items contact your local Council.

If fire does start

- Keep doors closed to prevent smoke filling your house.
- Dial 999 and ask for the Fire and Rescue Service, giving as much information as you can.

To request a free Home Fire Safety Visit
CALL 0800 0731 999
For more fire safety advice visit:
www.firescotland.gov.uk



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

Bin Presentation Service

In recent years the bin pullout service for our tenements in Linthouse has been carried out by our Landscaping Contractor, John O'Connor. From 1st April 2024 this transferred to our Estate Caretaking Team. This task is a large undertaking, with the bin collection days on an 8-day cycle meaning that the bin day changes week to week. It is a challenge that the team are keen to meet, alongside their other duties.

For details of your bin collection schedule, please check with Glasgow City Council:

<https://www.glasgow.gov.uk/CollectionDays>, or via the Glasgow CC App.

Phase 4 – Communal Stonework and Windows Programme

LHA is continuing its repair and improvement works in Linthouse with Phase 4 of the window and stonework programme starting in March 2024. Our tenanted properties and common areas are receiving replacement double glazed windows, along with works to clean and repair the buildings' stonework and any necessary roofline repairs.

The stonework's and windows to be installed will be in line with the requirements laid out by Glasgow City Council's Planning Department, as many properties in the Phase are part of a Conservation Area. 19 closes are included in the Phase and works are expected to be ongoing until August 2025.



If you have any questions about the Windows and Stonework Programme, please contact Morven Gourlay on **0141 445 4418**.

CYCLICAL PAINTERWORK

We are pleased to announce that Bell Group have been reappointed as our contractor for our Cyclical Painter Work Contract following the successful completion of the previous contract.



This appointment was carried out via procurement services provider, PFH Scotland.

As one of the largest service and maintenance contractors in the UK we look forward to continuing to work with Bell Group going forward on these works.

Year 1 of this new programme began in April 2024.

CYCLICAL GUTTER CLEANING

Due to our previous contractor deciding to exit the market, we recently carried out a competitive tendering process for our cyclical gutter cleaning contract via Scotland Excel.



Sennit Construction Ltd

The Successful bidder was Sennit Constuction Ltd.

Work began in March 2024 and will work through all properties owned and factored by the association.

We look forward to working with Sennit Construction.

Crossword Solution:

Across: 9 Precipice, 10 Lama, 11 Smith, 12 Rootstock, 13 Telegrams, 14 Tsar, 18 Witness, 20 Riotous, 21 Rile, 22 Sunstroke, 26 Semibreve, 28 Cheap, 29 Alpha, 30 Intercept.
Down: 1 Spasm, 2 Regimental, 3 Tightened, 4 Mirror, 5 Reformer, 6 Bliss, 7 N A T O, 8 Jack Frost, 15 Shopkeeper, 16 Swordsman, 17 Fourscore, 19 Souvenir, 23 Sweaty, 24 U-boat, 25 Spite, 27 Maps.

Update on Former Davislea Care Home Site



In March 2024, we successfully purchased the former Davislea care home site which was made possible with grant assistance from our partners at Glasgow City Council and the Scottish Government.

It is our intention to develop the site with around 39 new units. The types of properties that will be built is still to be confirmed, but we will likely see a housing mix of cottage flats, wheelchair accessible properties, and family front and back door homes with 2, 3, 4 and 5-bedroom homes. **Our waiting list for the new properties is not currently open as the development plans are at an early stage.**

Unfortunately the current building has been a recent target for vandalism, and we are working with our contractor partners to secure the site to be ready for demolition. While the property is inspected and secured daily it is becoming increasingly difficult to keep unauthorised people out of the property, we have therefore instructed our contractors to erect a safety perimeter fence to protect the site. This

measure has been taken not only to secure the site but also protect members of the public due to the condition of the old building.

While there are many external factors that will impact the plans we have for the site and we are unable to commit to a timeline at the moment, we hope to begin the demolition Summer 2024 and potentially begin building in Autumn/Winter 2025. We expect it would then take 1 to 2 years to complete the project.

Updates on the progress, including when we open the waiting list, will be available in future newsletters and also on our website www.lighthouseha.com where you can also find the most up to date information on LHA and upcoming community events.

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 too – who doesn't like a compliment?



Summary of the complaints and compliments we have received in 2023/24

In 2023/24 we dealt with 94 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!

We also received 13 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 of the complaints were responded to by our staff who aimed to achieve a satisfactory outcome for the complainer. 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. The lessons taken away from the complaints this year are ensuring professional conduct by all who represent Linthouse Housing Association, improving the communication between contractors and tenants when attending properties and looking at ways to provide a better service as a whole. 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.

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

Complaints received by LHA 01 April 2023 – 31 March 2024		
	Stage 1	Stage 2
Number of complaints received	94	13
Number responded to within required timescale	92 (97.9%)	13 (100%)
Number of complaints upheld	36 (38.3%)	2 (15.4%)
Average days to respond to a complaint	3.5 days	15.5 days

How to contact us

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

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

LHA's Management Committee Needs You

Following the retirement of a few of our long standing members we are on the lookout for new Management Committee members and would love to hear from anyone who is interested. We are particularly keen to hear from tenants who have an interest in helping and improving the local community, or anyone with an HR or asset development background.

Joining the Committee will have many benefits for you, the Association, and the local area.

Benefits for you

- Personal satisfaction and a feeling of giving something back
- Improve your confidence and self-esteem and have a new sense of purpose
- Develop your understanding, skills and knowledge and boost your CV
- Be involved in an exciting and mutually supportive environment where your views are heard
- Meet new people, and mix with others with a shared commitment to doing what's best for the Linthouse community

Benefits for the Association and wider community

- You'll help to raise awareness of our work
- Your commitment to LHA will directly contribute to our work in improving the quality of life for tenants and the wider community
- You will help us to ensure good quality housing and customer services remain our key purpose
- As a volunteer, you'll join hundreds of other local people across Scotland who play a crucial role in taking forward the work of community based housing associations

If you would like to find out more about what's involved please contact our Corporate Services Team on **0141 445 4418** or email **corporateservices@linthouseha.com**

CHARGING AN ELECTRIC VEHICLE

We were recently made aware of an electric vehicle being charged inappropriately at the corner of Kennedar Drive/Skipness Drive. The method of charging being used by the resident is a health and safety hazard, putting members of the public at risk and it is not an acceptable method of charging.

The incident was reported to the landlord of the property (West of Scotland Housing Association) and they have been asked to look into this matter.

While we understand that charging an electric vehicle is not as easy as it should be there is still etiquette to

follow. Your local electric charging point is at 1 Cressy Street, G51 4RB (2 bays outside Linthouse Housing Association office). This charge point costs £0.20p per kwh and applies an overstay charge of £5 after 4 hours, between 7am and 7pm.

You can also contact the council to identify a need for on street charge points in your area. Further information regarding electric vehicles and charging points is available at

<https://glasgow.gov.uk/index.aspx?articleid=24594>

<https://chargeplacescotland.org/>

New starts

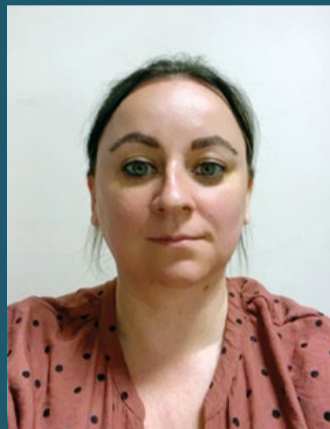
Steven Jarvis

Steven started with Linthouse in March 2024 and is pleased to be part of the Linthouse Housing Association estates team and is continuing to work hard to keep the area tidy. Having worked in housing for over 10 years he is looking forward to the challenges ahead.



Jennifer Thomson

We have successfully undertaken recruitment for a new Tenancy Support Officer and we are thrilled to announce Jennifer Thomson joined Linthouse HA on 30th April 2024.



Jennifer (or Jenny) has over 10 years experience in Social Care and has recently worked with Turning Point Scotland supporting Section 5 referrals accessing new tenancies. She will be a very valuable addition to LHA and a vital support to our tenants.

Jenny will work within the Wider Role Team. However, she will work closely with the Housing Officers and Assistants to provide support and assistance to tenants."



Maggie

Maggie started working within Linthouse around 10 years ago, she very quickly became a familiar face and a friend to many tenants within Elder House. Maggie sadly retired from Linthouse in March 2024. Many staff will miss her presence and chatting to her around the office. Linthouse just wants to say a big thank you for your service and happy retirement.

James

Our Senior Caretaker, James Docherty retired at the end of March 2024. James was a well-known face in the area, having worked for Linthouse for 20 years. He had built up a wealth of knowledge and had been passing this onto our current caretaking team members over recent months. James made a significant contribution to the upkeep of the area and the Association, and he will be missed. Everyone in Linthouse wishes him all the best for his retirement.

With James' departure your new Caretaking team is as follows:

- Steven Benson (Caretaker Supervisor)
- Jack Fletcher
- Steven Jarvis
- Graeme Musleh

Good news

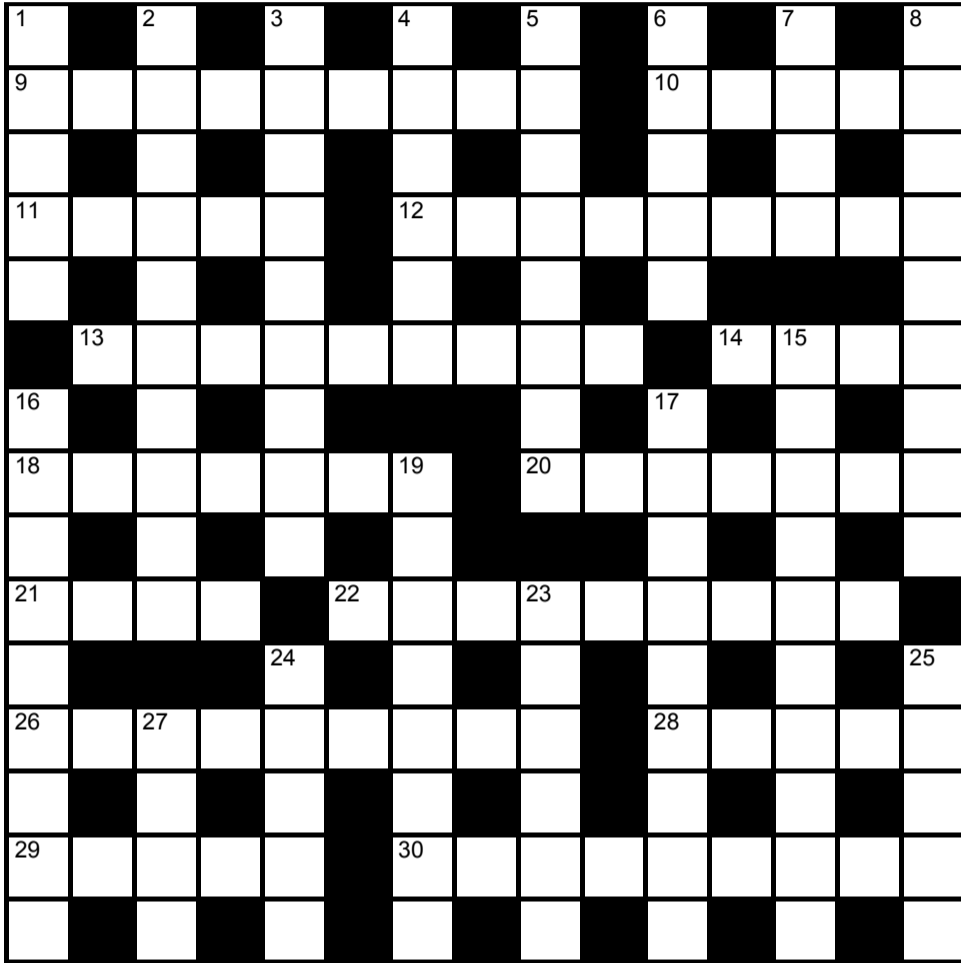


Congratulations to our Clerical Assistants, Ellie Miller and Kirsty Rush who have both recently gained their CIH level 3 Certificate in Housing Practice, via the Chartered Institute of Housing.

They join our Assistant Housing Officer, Natalie Alexander and our Housing Assistant, Leah McGuire, who both completed this qualification in 2023.

We have some other team members who are currently studying towards gaining a qualification and we look forward to updating you in our next newsletter.

Crossword Puzzle



Across

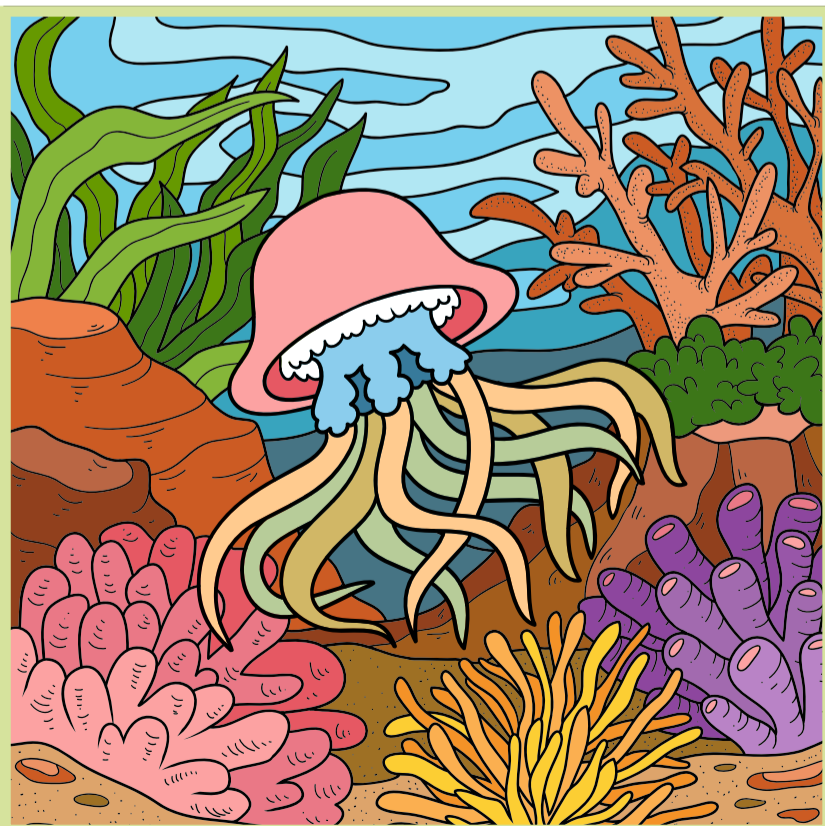
- 9 Cliff face (9)
- 10 South American ruminant (5)
- 11 One who shapes metal (5)
- 12 Rhizome (9)
- 13 Telegraph messages (9)
- 14 Government suprema in a specified policy area (4)
- 18 See (7)
- 20 Uproarious (7)
- 21 Vex (4)
- 22 Caused by overexposure on a hot day (9)
- 26 Musical note (9)
- 28 Inexpensive (5)
- 29 Type of male (5)
- 30 Cut off (9)

Down

- 1 Sudden convulsion (5)
- 2 Type of military flag (10)
- 3 Made more restrictive (9)
- 4 Reflecting surface (6)
- 5 Progressive (8)
- 6 Utter joy (5)
- 7 Western pact (1,1,1,1)
- 8 Cold weather personified (4,5)
- 15 Retailer (10)
- 16 Fencer (9)
- 17 Eighty (9)
- 19 Memento (8)
- 23 Perspiring (6)
- 24 German submarine (1-4)
- 25 Malice (5)
- 27 Charts (4)

Crossword answers on page 12

Kids spot the 10 differences



Welfare Rights Service Update

The service again had a successful year, managing to generate £838,554.65 of confirmed gains for tenants of LHA throughout the 2023/24 financial year. This figure may increase as we confirm other outstanding decisions.

If you are interested in receiving a benefit check or wish to make a claim for benefit, please contact Linthouse HA on **0141 445 4418**, pressing option 2, or by e-mailing welfarerightsteam@linthouseha.com

Universal Credit – Managed Migration

There are ongoing changes that impact the following benefits:

- Income based Job Seekers Allowance
- Income based Employment and Support Allowance
- Working and/or Child Tax Credit
- Income Support
- Housing Benefit

If you receive any of the above benefits, please be aware that you will receive a document called a **'Universal Credit Migration Notice'** advising you that your current entitlement is due to end and what you need to do to move to Universal Credit. You will **not** be automatically moved over to Universal Credit and need to make a claim to

continue receiving financial assistance.

We can now confirm Tax Credit claimants who also have a Housing Benefit award, have already experienced Migration Notices dropping through their letterboxes.

From 9th April 2024

Income Support claimants will receive theirs, including those with:

- Income Support only
- Income Support with Housing Benefit
- Income Support with Tax credits
- Income Support with Housing Benefit and Tax credits.

Housing Benefit claimants will be notified by DWP from **June 2024**

Income-related Employment Support Allowance with Child Tax credits, from **July 2024**

Income-based Jobseekers Allowance from **September 2024**

It's still the case, Employment and Support Allowance (ESA) **only** and ESA with Housing Benefit claimants' transition will be delayed, under MM, until 2028 and will be notified some time nearer that date

If you receive a migration notice. Please do not ignore it. Call our Welfare Rights Service and arrange an appointment to discuss and we can assist with the process. Appointments can be arranged by calling **0141 445 4418**, pressing option 2.

HOUSING MANAGEMENT UPDATE XL BULLY DOGS

On 23rd February 2024 the rules on owning an XL Bully Type dog in Scotland were changed.

The new rules brought in a two-stage process for implementing the new safeguards:

As of 23 February 2024

- XL Bully Type owners in Scotland must ensure their dogs are muzzled and on a lead when in a public place
- Selling, gifting or exchanging XL Bully Type dogs is now prohibited

The second stage of the new rules comes into force on 1 August 2024, when it will be against the law

to own a XL Bully Type dog without an exemption. If you own an XL Bully Type dog you will need to apply for an exemption on or before 31 July 2024 to be able to continue to legally own your dog.

If you break the law or don't follow these rules, the penalties are:

- Up to 6 months imprisonment
- And/or a fine up to £500

You can access help and support regarding muzzles online:

<https://www.dogstrust.org.uk/dog-advice/training/outdoors/muzzle-training>

<https://www.pdsa.org.uk/pet-help-and-advice/pet-health-hub/other-veterinary-advice/how-to-muzzle-train-your-dog>

Helpful and practical support and guidance has been published on the mygov.scot website to ensure owners are made aware of how to comply with the new safeguards on XL Bully dogs.

<http://www.mygovscot/controlling-your-dog>

<https://www.mygov.scot/xl-bully-dogs>

We are also taking this opportunity to attach a tear off slip and would ask that **ANY** dog owner informs us about their pet, and we can ensure our records are up to date, as well as ensuring you have signed a Permission to Keep a Pet Form and you are aware of the conditions of keeping a pet within your Scottish Secure Tenancy agreement.



Name:

Address:

Phone number:

Email:

Dog Breed:

CAB - Gambling awareness

Our housing management team recently had some interesting and informative gambling awareness training from Peter and Vicky of the Citizen's Advice Bureau in Airdrie.

They are on a mission to raise awareness of problematic gambling to teach people how to spot it in their friends and loved ones and signpost to the help that is available for anyone struggling with a gambling problem.

"It presents most commonly as a debt problem initially" explains Peter. "People tend to come to the Citizens Advice Bureau or other organisations for help when their debts get out of control as a result of gambling. Our advisers generally have to draw the information out of them about the root cause so that we can signpost to the right help".

It's an issue that affects all ages and walks of life, from young people who

get drawn in via video gaming all the way through to older people and more traditional forms of gambling. The impact on our communities is huge, and it's a growing problem.

Gambling is an activity where you are at risk of losing money or belongings based on chance. There are many types, with varying degrees of social normality and acceptance.

It includes arcades, betting, bingo, casino, lotteries and gaming machines. More recently emerging technologies have blurred the line between gambling and other forms of digital entertainment such as gaming including skin betting; loot boxes and smartphone premium games.

However some people are vulnerable to gambling harm. When it becomes an addiction it leads to a host of personal and financial problems that are destructive in every sphere of life. Harms include anxiety and poor health, neglect of family,

relationship breakdown, absenteeism or poor performance at work or study, financial hardship, debt and ultimately sometimes theft and crime.

Tragically, it sometimes leads to suicide.

The Gambling Commission estimates that of the 2 million adults in the UK who experience some form of gambling harm, 340,000 are problem gamblers. Problem gambling is when the level of harm becomes disruptive and damaging to you and your family. And for each problem gambler an estimated 5-8 other people within their circle are affected.

The lockdown since the beginning of the pandemic has led to significant increases in online gambling. There are many easy and accessible ways of gambling online. Its been used as entertainment and online socialising for many people stuck at home. For a percentage of people though, it has become problematic and post lockdown the problem persists.



WOULD YOU LIKE A GAMBLING AWARENESS PRESENTATION FOR YOUR GROUP

(virtual or in-person)

Peter and Vicky are available to deliver gambling awareness training to any groups or organisations on request. Please contact peter.innes@airdriecab.casonline.org.uk or Vicky.Lyons@airdriecab.casonline.org.uk Phone **01236 757334**

GAMBLING HELP RESOURCES

- **National Gambling Helpline** provide 24/7 support on telephone **0808 8020 133** or visit the BeGambleAware.org website for more advice and to speak to an advisor. www.begambleaware.org
- **Gamblers Anonymous Scotland** A fellowship of men and woman sharing their experiences. **0370 050 8881** www.gamblersanonymous.org.uk
- **Gamcare** and partners is a moderated online forum, live chat with daily online group chat rooms and one to one treatment – online, face to face or telephone. **0808 8020 133 -** www.gamcare.org.uk
- **Gam Anon** - For those affected by someone else's gambling. **0370 050 881.** www.gamanon.org.uk

HOW TO TELL IF SOMONE MAY BE STRUGGLING WITH GAMBLING

- Declined credit
- Agitated and upset for no apparent reason
- Household valuables missing
- Multiple cash withdrawals
- Unexplained expenditure
- Arrears with bills
- Being secretive or defensive about money
- Missing work, school or college
- Being late, not answering calls

Please do not hesitate to contact Linthouse Housing Association if you would like more information