



WELCOME TO YOUR SUMMER NEWSLETTER



Dates for Your Diary

Family Fun Afternoon	Wednesday 5th August 2026, 12pm-3pm in Elder Park
Community Litter Pick	Friday 28th August 2026, 10am-11am, meeting at LHA's offices
Annual General Meeting	September 2026 - watch out for your AGM pack

Upcoming office closures

Our office will be closed on the following dates:

Public Holiday	Monday 15th June 2026
Glasgow Fair	Friday 17th July & Monday 20th July 2026
September Weekend	Friday 25th September & Monday 28th September 2026

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.



LHA AND THE COMMUNITY

2025 was a special year for Linthouse Housing Association as we celebrated 50 years as a community-based housing association. Our anniversary was marked in style with a 1970s-themed party, honouring our registration in 1975.

Alongside our anniversary celebrations—including a joint family fun afternoon with Elderpark Housing Association, who also marked their 50th year—we enjoyed a busy programme of community events with our tenants and local residents.

Throughout the year, we hosted a range of activities, including:

- Our much-loved Christmas parties for over-60s tenants and for families

- Participation in Govan Fair Loves Christmas at the Pearce Institute
- Yoga sessions for older tenants
- *Getting Started*, a six-week beginners' computer course delivered in partnership with Glasgow Life
- An afternoon tea to celebrate International Women's Day

Most recently we had our spring family event at the Fairfield Club during the school holidays which was a great success. Congratulations to Gary, who won our *Guess the Lamb's Name* competition (the correct answer was *Lady!*), and to Hamni, who took home our prize hamper.

As always, these events would not be possible without the support of so many people. A huge thank you goes to our dedicated staff team and to our tenants Norman, Mary, Agnes, Margaret and Patricia, who kindly volunteered their time to help on the day.

We would also like to thank Bell, one of our contractors, for donating Easter eggs, and Angela from Bell, who helped children create their fantastic Easter bonnets.

Events like these are a great opportunity for staff and tenants to come together in a relaxed setting, strengthening connections and building a real sense of community.



LHA'S RESIDENTS' PANEL

As part of adherence to the Scottish Social Housing Charter, LHA is committed to greater involvement of tenants and residents in decision making and scrutiny of service delivery.

The Residents' Panel is part of this and one of the Panel members, Grant Gray, has written some thoughts about the panel:

"The Residents' Panel provides a bridge between the tenants and the staff who run the day-to-day operations of the housing association.

The Panel is an informal, free to join meeting for residents, whether renters or owner occupiers within the Linthouse community, to voice collective concerns, opinions or observations about the housing stock and the policies that the housing association operate within.

The residents' panel undertakes a varied range of activities such as participating in reviewing Linthouse association operating policies, active participation in fun days for children or participating in a regular estate walkabout, with a member of the association, identifying areas for the Association or Glasgow City Council to engage with.

The group meets for an hour and half to two hours in the evening (usually between 6 and 8pm) every 6 weeks or so, with topics of discussion and agendas generated by the residents



group attendees. The meetings don't take up too much of someone's time but can have an impact within the association and the community.

There are usually guest speakers, either from the housing association or external groups that can help develop the effectiveness of the residents' group or identify areas for the group to focus on. The speakers often generate ideas for future meetings and can often provide insights into the regulatory obligations, responsibilities, budgets and political confines that housing associations operate within.

The residents' panel, along with becoming a board member, are the main avenues for your opinion to be heard regularly.

If you are interested in helping yourself and other residents promote and improve the Linthouse community, I would recommend attending the group, if only to see for yourself that you can contribute to the community forum."

If you'd like to find out more about the Residents' Panel then contact Gail Paterson, Community Empowerment Officer.

Tenant Participation

As an organisation that is locally based and managed by a tenant-led Management Committee, LHA recognises the importance of community involvement and participation in providing effective services, and actively encourages local residents to influence decisions affecting their homes.

As well as participating in the Management Committee or Residents' Panel, you can also be involved in other ways:

How can I participate?	What does this mean?	How do I do this?
Join the Association	This is a lifetime membership at a one-off fee of £1.00. You can attend the Annual and Special General Meetings as well as becoming eligible to join the Management Committee. You will also receive a copy of the Annual Report.	Complete a membership form in your New Tenancy Pack and pay the £1.00 fee or contact the office for a form
Join a Registered Tenant Organisation (RTO) attached to Linthouse	The Association currently supports one RTO that operates in the Langlands area. The Association supports the RTO and they have the opportunity to discuss and review strategic documents and policies that affect them as residents of the association.	Discuss this with your housing officer or contact the office
Join the Consultation Register	This is a less formal method of participation that allows members to examine service policies when they are being reviewed. This can be done from the comfort of your own home although you may, on occasion, be invited along to a focus group.	Discuss this with your housing officer or contact the office
Respond to Surveys	It's helpful to get feedback about the services we provide. Every quarter we formally seek this information from you; this is achieved by commissioning an independent organisation to carry out surveys. We also carry out other surveys based on most of our processes and this allows us to monitor service performance.	Simply answer the questions honestly when you are asked
Participate in the AGM	Members are invited to attend the Annual General Meeting to find out about the Association's financial performance.	Discuss this with your housing officer or contact the office

If you are interested in any of these opportunities, please contact Gail Paterson, Community Empowerment Officer.

Our Shannon's a Winner!

We're delighted to share some fantastic news—our Modern Apprentice, Shannon McNee, has been recognised at the SHARE Awards 2026, where she was crowned Rising Star: Modern Apprentice of the Year.

We are delighted for Shannon and pleased her hard work has been recognised and rewarded.

Shannon attended the event alongside Connor McLean, our Welfare Rights Officer, who has played a key role in supporting her training and development.

It was a proud moment for Linthouse Housing Association to be represented at the awards, and we're sure everyone will join us in congratulating Shannon on this fantastic success.

Well done, Shannon!



Energy Advice Project Continues to Support Local Residents



We're pleased to share that the Govan Energy Advice Project has secured a further round of funding from the Energy Redress Fund, allowing the service to continue through to September 2027.

Energy Advisors continue to work on behalf of tenants and factored owners of Govan, Elderpark and Linthouse Housing Associations and hold events and drop-in sessions at various locations throughout the G51 postcode area.

There are currently three dedicated Energy Advisors—one within each association—offering a wide range of support. This includes helping residents to:

- Set up energy accounts

- Compare prices and switch suppliers
- Resolve disputes with energy companies
- Apply for energy grants to help reduce or clear debt

In addition, the team can access funding to provide pre-payment meter top-ups and offer emergency assistance in times of crisis.

Since launching in October 2025, the project has already supported 204 cases and secured £29,282 in financial gains for local residents—making a real difference during challenging times.

If you have any questions or would like support, please get in touch with LHA's Energy Advisor, Sharon de Meza, on **07795 960206**.

LHA Staff Step Up for the Kiltwalk

The Glasgow Kiltwalk weekend took place on 25th and 26th April, bringing together thousands of participants in a fantastic show of community spirit and fundraising.

Around 6,000 walkers took part on the Saturday from Clydebank to Balloch, followed by a further 14,000 participants on the Sunday, travelling from Glasgow Green and Clydebank to the finish line at Loch Lomond.

Among the sea of tartan on Sunday were five of LHA's own staff members—Layla, Leah, Lauren, Karla and Claire—who proudly took on the 23-mile walk from Glasgow Green to Balloch.

The team walked in support of Linthouse Housing Association's chosen charity for 2026, Govan Youth Information Project (GYIP), raising funds to support their work with local young people.

Despite the challenge of aches, pains, blisters and even a bit of sunburn, the team successfully completed the route—and made it back into work the following day! So far, they have raised over £800.

The Association is incredibly proud of their determination, commitment and community spirit.

A huge well done to them all for their fantastic achievement.



Linthouse Community Shop



Linthouse Community Shop, run by Good Food Scotland, is much more than your average wee shop—it's a welcoming space at the heart of the community.

The shop offers a wide range of affordable, everyday essentials, including fresh fruit and vegetables, dairy and meat products, frozen foods, and cupboard staples such as soups, sauces, pasta, noodles and cereals. There's also a great selection of household items and toiletries, with some fantastic bargains to be found.

And it's not just people who are catered for—our four-legged friends are well looked after too, with a range of dog and cat food, plus plenty of tasty treats.

Unlike other shops, the community shop is all about providing what the community wants at the best price so if

there's something you'd like that isn't currently stocked, just let the team know and they'll do their best to get it in for you.

Beyond shopping, the space also offers a private room where members can access a range of helpful services, including:

- **Every second Thursday** – Robert from *Jobs & Business Glasgow* provides friendly, free advice for anyone considering work or their next steps
- **Alternate Thursdays** – Sharon offers free energy advice, ideal if you're worried about fuel bills or looking for energy saving tips
- **First Tuesday of the month** – *Govan Law Centre* hosts a drop-in session, where Adam offers advice on housing and debt, alongside Sharon, their Welfare Rights Officer

More Than Just a Wee Shop...

OPEN
 Tuesday: 2pm – 5pm
 Thursday: 10am – 1pm

Good Food Scotland also runs a popular “Stretch and Stroll” group every Tuesday at 11am, in partnership with Heather from the Good Move team at Glasgow Life. The session begins with gentle stretches in the shop, followed by a walk through Elder Park, and finishes at Elder Park Library for tea, coffee and a biscuit.



If that sounds a bit energetic, don't worry—you can still pop in for a cuppa at the Linthouse CommuniTEA Kitchen. Whether before or after your shop, it's a great place to relax with a hot drink, enjoy a biscuit, have a chat, or browse the book swap and take something home to read.

Becoming a member is simple—just provide your name and address, with no other information required.

You can also keep up to date with what's in store and what's coming up by following Linthouse Community Shop on Facebook, Instagram—and now TikTok too!

If you have any questions, suggestions, or would like to find out more, feel free to pop in for a chat or email linsey@goodfoodscotland.org.



Good Food Scotland



LINTHOUSE COMMUNITY SHOP



linthouse
HOUSING ASSOCIATION



AFFORDABLE FOOD ON YOUR DOORSTEP

Linthouse Community Shop

 **Tuesday - 2pm to 5pm**

Thursday - 10am to 1pm

 **1121 Govan Road, G51 4RX**

Membership is available to all, and no referral is required. You don't need to be unemployed or receiving benefits to join.

We are also now offering wraparound advice and support sessions, which you can stay updated with via our social media pages.



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



Linthouse Community Shop



Linthousecommunityshop

Squirrels Scout Group

The 98th Glasgow Scout Group has expanded and now includes Squirrels, welcoming younger members into the Govan scouting family.

Squirrels is aimed at children aged 4 to 6, offering fun, engaging activities that help build confidence, friendships and new skills. Sessions take place at Govan & Linthouse Parish Church every Friday evening from 6pm to 7pm.

The group is currently looking to welcome more children, so if you think your child would enjoy getting involved, they would love to hear from you. To find out more, please get in touch via email at: 98thglasgowscouts@gmail.com

As the group is run entirely by volunteers, there may be a slight delay in responses but they will get back to you as soon as they can.



Parkrun

Parkrun is a free, friendly community event where people can walk, jog, run—or a mix of all three—in local parks across the county.

At Elder Park, the weekly events include:

- 5k Parkrun – every Saturday at 9.30am
- 2k Junior Parkrun – every Sunday at 9.30am, for children aged 4-14

The Parkrun community is welcoming and supportive, making it a great way for children and young people to stay active, have fun and build confidence.

It would be fantastic to see even more local children and families taking part in the Junior Parkrun at Elder Park.

Find out more at: www.parkrun.org.uk/elderpark



Welfare Rights Service – Income Generated

The Welfare Rights Service has had a highly successful 2025/26 financial year, providing vital support to tenants, factored owners and service users across the community.

Over the course of the year, the team opened more than 470 new cases and successfully generated over £1 million in financial gains for those they support.

This achievement highlights the important role the service plays in helping people access the benefits and financial assistance they are entitled to, making a real difference to households across the area.



Changes to the Two-Child Limit

The UK Government has officially removed the two-child limit on Universal Credit and Tax Credits, effective from 6th April 2026.

The two-child limit, introduced in 2017, restricted payments of Child Tax Credit and the child element of Universal Credit to a maximum of two children in most cases, although some exceptions applied.

With this change, families will now be able to claim support for all eligible dependent children. For those receiving Universal Credit, this should be reflected in the first payment covering an assessment period that includes 6th April 2026.

While this is a positive change for many households, it is important to be aware that the increase in benefit entitlement may mean that more families are affected by the benefit cap.

Linthouse Housing Association's Welfare Rights Service will be contacting households who this may apply to, and the team will also be holding a drop-in session for anyone who would like to discuss their circumstances or review their benefits.

If you would prefer to speak to someone directly or arrange an appointment, please contact the office on **0141 445 4418**.



Tenancy Sustainment – Supporting You at Home

Tenancy sustainment is about much more than simply having a roof over your head—it's about creating the foundations for a stable, secure and meaningful home life.

At Linthouse Housing Association, our Tenancy Support Service is here to help tenants build stability in their day-to-day lives, confidently manage their tenancy, and feel a true sense of belonging in their home.

The service also helps you connect with the wider community, making sure you know about the services and resources available locally—from GP surgeries and dentists to community groups and local shops.

Our Tenancy Support Officer, Jenny, can help guide you through issues that may feel overwhelming or complex. For example, Jenny has supported tenants—working alongside our Welfare Rights Team—to apply for Adult Disability Payment, helping gather medical information and liaise with multiple health professionals where needed. This kind of process can feel daunting, particularly for those with complex health needs, and Jenny is there to make it more manageable.

Jenny also takes time to get to know tenants and understand their individual circumstances. This means she can connect people to other helpful services, such as



Lifeline and GAMH, for short-term mental health support. She can also signpost to opportunities for volunteering and confidence-building, helping reduce isolation and build connections with others.

The support provided is confidential, person-centred and tailored to each individual. While it does not replace statutory services, it helps tenants understand what support is available and how to access it.

If you feel you could benefit from additional support, please contact the Association and we can arrange an appointment to discuss how we can help.

Become a Member of Linthouse Housing Association



Have your say on where you live!

Linthouse Housing Association is seeking new members – people who care about their homes and the wider community. By becoming a member, you'll have a voice in shaping how we support tenants and residents, and in helping to make the neighbourhood a more attractive place to live and work. And it only costs £1 to join!

What can you do as a member?

- Attend and vote at general meetings of the Association
- Elect the members of LHA's Management Committee

- Stand for election to the Management Committee, and/or nominate others
- Appoint the auditors and receive the annual accounts and reports
- Vote on any changes to LHA Rules

Who can join?

Membership is open to anyone aged 16 or over, including:

- LHA tenants
- Other residents living in our operational area
- Other people, including service users, who support LHA's aims and objectives

Applying For Membership

We will ask you to complete a Membership Application Form and return it to LHA along with the required £1 shareholder fee as specified in LHA's Rules.

Interested? Get in touch.

Contact Linthouse Housing Association to find out more on **0141 445 4418** or email **corporateservices@linthousea.com**

Join Our Management Committee - Have An influence, Shape the Future

- **Are you enthusiastic about creating positive change for people and communities?**
- **Do you want to help shape the future of social housing?**
- **Are you a housing professional or someone with valuable skills who is looking to grow and give back?**

If you've answered YES to any of the above, LHA would love to hear from you!

We currently have vacancies on our Management Committee, the body responsible for setting our strategic direction and overseeing our services.

Being a part of the management committee means you can help influence decision-making at a strategic level and make a real, lasting impact for tenants, residents, and the wider community.

We actively encourage diversity of thought, background and experience, and welcome interest from individuals who share our values and want to make a difference.

At this time, we are particularly, though not exclusively, interested in individuals with experience in Finance, Housing Management, Property Development, Risk Management or HR.

We're looking for you to bring the skills to help lead and guide a changing organisation, to think strategically and

with integrity, and to have excellent communication skills and the ability to work collaboratively.

In return, you can expect a comprehensive induction programme, training tailored to your professional and personal development, experience working at a strategic level within the housing sector and the opportunity to be part of an organisation with an ambitious agenda and strong local impact.

The role is an unpaid one (with out-of-pocket expenses paid for LHA business) and meetings take place monthly in a hybrid format of in-person and online, with recesses in July and December.

To find out more, or to arrange an informal chat, please contact Alison Greig, Corporate Services Manager, on **0141 445 4418** or email **corporateservices@linthousea.com**.



Meet Shannon

Modern Apprentice: My First Year



Hi, I'm Shannon, and I am the Wider Role Modern Apprentice at LHA. I have been at LHA for just over a year now, working and learning predominantly with the Wider Role Team, while also gaining experience within our Housing Team.

My role varies day to day. I complete applications and assist with appointments for Welfare Rights, engage with the community during events and activities run by LHA, and cover reception one day per week, giving me the opportunity to learn from the first point of contact with our customers.

Throughout this year, I have been given increasing independence and responsibility as my knowledge and confidence have grown. Now that I have completed my qualifications, I hope to take on additional duties and continue developing a career in housing.

My Top 5 Achievements

1. Being named Share Rising Star Modern Apprentice of the Year 2026!
2. Completing my CIH and SVQ qualifications.
3. Growing in confidence and building positive relationships with tenants.
4. Contributing to the total income generated by the welfare rights service.
5. Working on more individual projects, including overseeing the setup of our weekly yoga classes.

Three Things I Enjoy About Working at LHA

- Engaging with our local community during community events – it's great to see everyone outside of the office enjoying themselves.
- Being involved in the provision of welfare rights support and seeing first-hand the positive difference this can make to individuals and families.
- The investment LHA has made, and continues to make, in me through internal and external training opportunities to help develop my skills and knowledge.

Meet Layla

Modern Apprentice in Property Services

Hi, I'm Layla, and I'm a Modern Apprentice within the Property Services team at LHA. Day to day, my role involves supporting the delivery of property services and helping to keep homes safe, well maintained, and compliant. This can include assisting with repairs processes, liaising with contractors, handling administrative tasks, and supporting the wider team to make sure services run smoothly for our customers.



Over the past year, my role has developed a lot. Alongside Property Services, I've also had the opportunity to work within the housing team, which has helped me gain a broader understanding of how different departments work together to support tenants.

I've become more confident, independent, and better at managing my time and responsibilities. Looking ahead, I'd like to continue learning, build on my experience across teams, and develop a long-term career within housing and property services.

My Top 5 Achievements

1. Successfully balancing my Modern Apprenticeship with day-to-day work responsibilities, while gaining hands-on experience across both Property Services and the housing team.
2. Developing strong communication skills when working with colleagues, contractors, and customers.
3. Building confidence in using systems and handling administrative tasks independently.
4. Completing my SVQ and CIH in Housing Practice.
5. Taking part in the Glasgow Kiltwalk, walking 23 miles with colleagues to raise money for our chosen charity of the year, GYIP.

Three Things I Enjoy About Working at LHA

- Working with supportive and friendly teams across different departments.
- Learning new skills and gaining real, practical experience.
- Feeling that my work contributes to improving services for tenants.

Acquisitions Programme

In 2025-2026, 23 properties that were acquired from the open market with help from grant funding from the Scottish Government, have been let.

These additions to LHA's housing stock help to increase the number of homes available to families and people in housing need and contribute to and support ongoing investment programmes for existing Linthouse tenants.

We have received positive feedback from new tenants:

"The day I got the call to say a home had become available to the day I moved in has been an easy, stress-free process for me and my family. This was my first social house, so I didn't know what to expect. Rachael reassured me right from the beginning. My kids and I are over the moon."

"Being offered our forever home has been life changing for me and my children."

Housing Transfer Incentive Scheme – Opportunity to Move to a Smaller Home

Are you a tenant of LHA currently living in a 3, 4, 5, or 6-bedroom property with bedrooms you no longer need or use? If so, you may be eligible for the Housing Transfer Incentive Scheme with Glasgow City Council.

The scheme is designed to support tenants who wish to move to a smaller, more suitable home. This also helps make larger family homes available for households in urgent need of accommodation across the city.

If this applies to you and you are interested in exploring your options, LHA would be happy to assist you with a transfer application.

If you are offered a suitable property and your move is approved under the scheme, we may be able to refer you to Glasgow City Council for financial assistance towards moving costs.

If you think this scheme may be suitable for you, or if you would like more information, please contact us to discuss your circumstances.

There is no obligation to proceed, and we will be happy to talk you through your options.



Bulk Waste, Fly Tipping & Bin Hubs

Residents across Glasgow are being encouraged to make full use of newly installed bin hubs, part of a wider initiative by Glasgow City Council to modernise waste collection and tackle persistent environmental issues.

The bin hubs aim to address longstanding concerns such as missed collections, rodent problems, limited access to backcourts, and safety risks for waste collection crews. By centralising waste disposal, the council hopes to create cleaner, safer neighbourhoods for all residents.

Under the new system, households are reminded of their responsibility to dispose of waste legally, safely, and

responsibly. Residents are urged not to leave rubbish in communal areas or in front of buildings, and instead to use the designated bin hubs.

A regular cleaning service for both the bins and surrounding areas is provided by the council, helping to maintain hygiene standards.

Early feedback from tenants has been positive. One resident noted that “the bin hub keeps everything in one place, so the back courts look much cleaner,” while another highlighted the benefits of clearer recycling, saying that “the signage makes it easier to manage.”

Who Is Responsible for What?

LHA continues to receive calls reporting dumped waste or requesting bulk uplifts. However, LHA does not provide a bulk uplift service and is not responsible for removing items from surrounding areas or communal spaces.

All residents, regardless of tenure or ownership, are responsible for arranging collection of bulk or waste items directly with Glasgow City Council.

Glasgow City Council is responsible for:

- Collection of general waste, recycling, and food bins
- Provision of bins in most cases
- Setting collection schedules
- Bulky item uplift services (on request)
- Cleaning public streets and pavements

Residents should contact the council if bins are missed, collections are delayed, or bulky waste needs to be removed.

Tenants and residents are responsible for:

- Using the correct bins for waste and recycling
- Ensuring rubbish is placed only in designated bins
- Maintaining cleanliness in communal areas as part of tenancy agreements
- Proper disposal of bulk items

Additional community issues such as fly tipping and dog fouling are also enforced by council services. The Environmental Task Force, operated by the council, investigates reports and can issue penalties where necessary.

With cooperation between the council, housing associations, and residents, officials hope the new bin hubs will lead to cleaner streets, improved recycling rates, and a better quality of life across Glasgow.

Reporting Issues

Any enquiries relating to bins, fly tipping, or bulk uplifts should be reported through the MyGlasgow app or by calling 0141 287 2000.



Streamlined Evictions

Anyone who has a Scottish Secure Tenancy Agreement with Linthouse Housing Association is subject to the terms and conditions of the agreement.

If a tenant commits and is convicted of a serious offence in, or within a one-mile radius of, their property, or knowingly allows their property to be used for criminal activity, the Association may decide to raise court action and request a streamlined eviction. These cases are handled more quickly by the courts than other civil cases.

Serious offences may include, but are not limited to:

- Drug dealing
- Assault
- Robbery
- Housebreaking
- Neglect
- Criminal damage
- Abuse

If the Association becomes aware that a tenant has been involved in any of the above offences, we may request a disclosure from Police Scotland. If the disclosure confirms that a tenant has been charged with a serious offence, they will be invited to attend an interview at the office and issued with a serious crime warning letter advising that the Association intends to seek eviction if they are convicted.

We rely on residents assisting us by reporting criminal activity to the police and notifying the Association so that concerns can be followed up appropriately. Reports can be made anonymously through Crimestoppers on **0800 555 111**, by calling the police on **101**, or through Police Scotland's website <https://www.scotland.police.uk/>

Any report made to the Association will be treated in the strictest confidence. You can notify us after reporting an incident to the police by:

- Emailing hello@lighthouseha.com
- Calling **0141 445 4418**
- Speaking directly with your Housing Officer at the office

As a general principle, Linthouse Housing Association views eviction as a last resort. We do not want anyone to lose their home and will do everything possible to prevent this, including working alongside other agencies to provide support where appropriate.

Communication is vital. If you feel you need support, or believe you may be vulnerable or at risk of becoming involved in serious criminal activity, please speak with your Housing Officer as soon as possible.

While we strive to support every individual, we must also consider the wider community and every resident's right to live free from harm, fear, or harassment.

Responsible Dog Ownership

Please remember that all dog owners must clean up after their pets immediately. This is stated in your tenancy agreement. Dog fouling is not only unpleasant but also poses health risks if not disposed of properly.

Recently, we have seen an increase in complaints about dog fouling in communal back court areas. In some instances, this has prevented grass cutting as part of the summer works programme. This, in turn, prevents residents from enjoying the communal outdoor spaces now that the better weather has arrived.

Under the Dog Fouling (Scotland) Act 2003, anyone caught failing to clean up after their dog can receive a fixed penalty notice of £80, increasing to £100 if not paid within 28 days.

If you witness someone failing to pick up after their dog, you can report it anonymously to Glasgow City Council by:

- Calling **0141 287 1058**
- Using the online reporting form on the council website
- Reporting it through the MyGlasgow app

Please do the right thing and clean up after your pet!



Reporting Slips, Trips and Falls

Keeping Our Community Safe - We Need Your Help

At Linthouse, the safety and wellbeing of all our residents is our top priority. While our property team works hard to maintain and manage all communal areas and LHA-owned land, we cannot do it alone, and that's where you come in.

We ask that all residents remain vigilant when moving through communal areas and shared spaces. If you come across a potential hazard, whether it's a slip or trip risk, damaged flooring, uneven paving, poor lighting, or anything else that could cause harm, please do not ignore it.

Your actions could prevent a serious accident.

If you spot a hazard, here's what to do:

- Act safely and do not attempt to fix or move anything yourself if it is unsafe to do so
- Report it immediately to the Property Services Team in the first instance
- Keep others aware, if it is safe to do so, warn those nearby until the issue has been addressed

Once reported, our team will investigate promptly and take the necessary steps to make the area safe.

Slip and trip hazards are among the most common causes of injury in residential settings, and many incidents are entirely preventable. Taking a moment to report what you see could make all the difference, not just for yourself, but for your neighbours, visitors, and anyone else using these spaces.

Together, we can keep our community safe for everyone.

To report a hazard, please contact the Property Services Team as soon as possible by calling **0141 445 4418**, option 1 for repairs, or by emailing **repairs@linthouseha.com**.

Examples include:

- Spillage of liquid in a communal close
- Loose floor tiling
- Raised slabs
- Trailing cables

Streetlighting faults and the majority of communal stair lighting defects should be reported directly to Glasgow City Council.

Dampness and Condensation

It's important to protect your home and health from the effects of damp and condensation.

Dampness can be caused in several ways:

- Pipe leaks, missing roof tiles etc
- Blocked rainwater pipes
- Missing or defective damp proof course (causing rising damp)
- Condensation

The first three can be fixed with repair work but condensation is trickier. Condensation happens when warm air meets cold surfaces, often during colder months, causing moisture to form on windows and behind furniture placed against external walls and, if not wiped away, can lead to mould.

Visible mould is a clear sign of condensation-related damp and can damage your home, including window frames, furniture, and clothing and can cause serious health problems, such as respiratory issues and asthma.

Stopping the cause of damp is essential – daily activities can create moisture, so there are some simple steps you can take to help:

- Wipe condensation from windows, sills, and walls every morning
- Keep low background heating on during cold weather
- Close kitchen doors when cooking and put lids on pans
- Close bathroom doors when showering and open windows afterward
- Clean extractor fans in bathrooms and kitchens regularly
- Dry washing outside if possible, or in the bathroom with the door closed
- Vent your tumble dryer outside
- Keep trickle vents open and unblocked, even in winter
- Move furniture away from external walls (4–6 inches)

- Ventilate wardrobes and cupboards without overfilling
- Regularly remove mould by wiping walls and window frames with a mould removal spray, or a homemade solution such as baking soda or vinegar.

Please **do not use bleach**, it can produce toxic fumes and it is also advised keeping children and pets away during any treatment.

It's important to address dampness and condensation in your home as soon as you notice any signs. You can report issues to our Repairs Team and a member of our staff will arrange a visit to assess and resolve the problem:

- Tel: **0141 445 4418 (option 1)**
- Email: **repairs@linthouseha.com**

If heating or ventilation is difficult due to affordability, then please contact the office and arrange an appointment with our Energy Advisor, Sharon, who may be able to help.

Major Window and Door Upgrade Programme Completed in Linthouse

We're delighted to share that our major window and door replacement programme in Linthouse has now been successfully completed.

In total, around 1,800 new windows and 692 front doors have been installed in homes across the area. Alongside these upgrades, several buildings benefited from minor stonework repairs, while others required more extensive structural improvements to ensure their long-term stability.

The newly installed windows, featuring a mix of double and triple glazing, are designed to make homes warmer and more energy efficient. These improvements are a key part of Linthouse Housing Association's ongoing commitment to enhancing the quality, safety and energy performance of our homes. At the same time, the stonework repairs help protect the structural integrity and historic character of Govan's traditional tenements.

This £8 million investment programme was delivered in partnership with CCG (Scotland) and HOOS Development, with additional support from the Scottish Government's Social Housing Net Zero Fund.

Linthouse Housing Association Chief Executive, Irene McFarlane, said: *"We are extremely proud of the partnership we have built with our funders at CAF Bank and our contractor, CCG. Thanks to partial grant funding from the Scottish Government and Glasgow City Council, we have been able to invest in essential repairs to the building envelopes of all 800 of our pre-1919 tenements in Linthouse."*



Representatives from CAF Bank, a specialist provider of financial services to charities, recently visited Linthouse to see first-hand the impact of their investment.

Their visit marked an important milestone in the Association's wider programme, highlighting the value of partnership working in improving homes, supporting net zero ambitions,

and strengthening communities across Govan.

Finally, we would like to thank our staff, committee members, residents, and partner organisations for their support throughout this project. We especially appreciate residents' patience while works were carried out, your cooperation has helped make this programme a success.

The Vital Spark Becomes Two New Homes!

We're pleased to share the successful completion of our latest housing development at the site of the former Vital Spark pub on Govan Road.

This project is part of the Scottish Government and Local Authority's commitment to bring vacant buildings back into use and create much-needed, high-quality homes for local communities. Working in partnership with CCG Scotland and HOOS Development, we have transformed the long-empty building into modern, accessible accommodation.

The development includes two new homes, one of which has been fully adapted for wheelchair use, featuring a rise-and-fall kitchen. The second property has been designed with future adaptability in mind, offering step-free access, wider doorways, a wet room, and space for further adaptations if required.

As the building sits within a pre-1919 sandstone tenement in a conservation area, careful planning and design were



essential. We worked closely with our partners to ensure the character and integrity of the building were preserved, including the use of locally sourced sandstone to match the surrounding area.

Although the project presented several technical challenges, including structural considerations and the need to meet modern safety and accessibility standards, the result is a high-quality development that blends traditional features with modern living.

By continuing to think creatively about how we use existing buildings, we aim to not only meet housing demand

but also strengthen and enhance our neighbourhoods.

This development reflects our long-term commitment to providing safe, affordable, and accessible homes for our tenants, now and into the future.

We are delighted to welcome our new tenants to these properties and believe that these accessible homes will really make a difference to their lives.

One of our new tenants tell us, *"the property is truly wonderful being adapted for my husband's needs. It is incredibly beautiful and peaceful, feels like a dream come true!"*



Repairs and Maintenance



LHA is committed to delivering a high-quality repair service and our Property Services Team works hard to ensure services run as smoothly and efficiently as possible.

Repair Timescales

- Emergency repairs where there is a risk to occupants or the building, will be attended within 4 hours. Please ensure access is available during this time.
- Simple, non-emergency repairs will be completed within 5 working days, and our team will confirm an appointment with you when the repair is reported.
- More complex, non-emergency repairs will be completed within 8 working days and the contractor will call you directly to confirm an appointment with you.

However, some repairs are more complex and may take longer. This includes work requiring access equipment, specialist contractors, bespoke materials, or additional processes such as testing or drying out.

How You Can Help

- Provide as much detail as you can when reporting a repair, this allows more chance of completing the repair on the first visit.
- Inform us as soon as possible if you cannot keep an appointment as missed visits result in charges to the association.

- Make sure the work area is clean, clear, and easy to access, and keep pets safely away while work is being carried out. Contractors may refuse to carry out work if the environment is unsafe or unclean.
- Always update us if your telephone number changes.

How to report a repair

All repairs should be reported to our Property Services Team:

- Telephone - **0141 445 4418**, option 1
- Email - repairs@linthouseha.com
- Web - your tenant portal account at www.linthouseha.com

When the office is closed we operate an emergency repair service only:

- **Bell Group** for all repairs except gas – **0141 336 7111**
- **GasSure** for gas repairs – **01294 468113**.

Please respect our staff and contractors who have the right to feel safe and respected at work. We understand at times you may feel frustrated however verbal abuse, intimidation and aggressive behaviour is unacceptable.

We value your feedback and use it to make improvements to the service. If you have any comments about our repairs service, please get in touch.

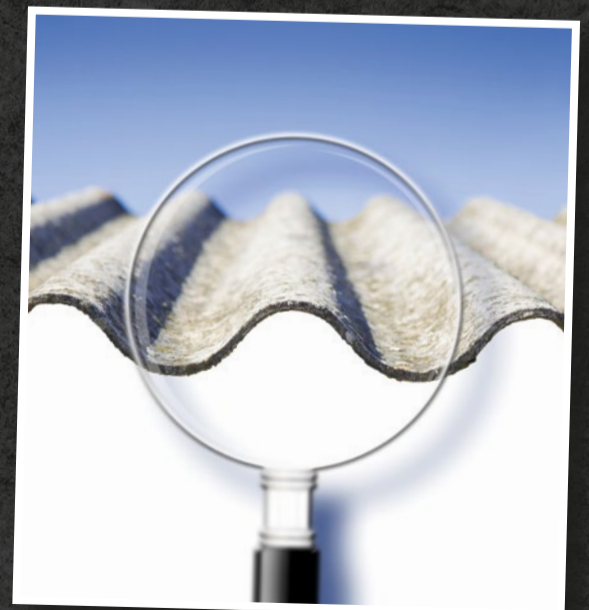
Asbestos Surveys

When carrying out repairs in your home, Linthouse Housing Association has a duty of care not only to tenants and owners, but also to contractors working within our properties. It is important that we are able to identify the presence of asbestos where necessary to help ensure a safe living and working environment.

As part of our repairs procedures, we may need to carry out an asbestos survey in your home. If this is required, you may be contacted by our asbestos contractor, Envirotec.

If Envirotec contacts you, please arrange a suitable appointment to allow the asbestos survey to be completed.

If you have any questions regarding works to your home, please contact the office on **0141 445 4418** and select option 1.



Annual Gas Servicing – Keeping You Safe at Home

As your landlord, Linthouse Housing Association has a legal responsibility to carry out an annual gas safety inspection and service for all gas appliances in your home and this important check helps keep you, your family, your home and neighbours safe.

Your gas safety inspection must be completed within 12-months of your last service therefore please allow access for our approved contractor, Gas Sure, to carry out this essential work.

If the appointment you've been given doesn't suit, it's easy to rearrange, simply contact:



- Gas Sure: **01294 468 113**
- Linthouse Housing Association: **0141 445 4418**, option 1

Central Heating and Hot Water Issues – What to Check Before Calling

If you experience a problem with your boiler or heating, please carry out some quick checks before contacting our office. These checks can help us respond more quickly and ensure any repair visits are as efficient as possible and may even get things working again.

If You Have No Heating:

1. Do you have a pre-pay or smart meter?
2. Do you have enough gas credit available?
3. Does your meter display ON or OFF? (If OFF, this means there isn't enough credit.)
4. Is the boiler switched on? Are any lights or displays

showing? If not, check the fused spur (the switch normally on the wall) hasn't been turned off accidentally.

5. Is your central heating controller calling for heat (switched on)?

If You Have No Hot Water:

1. Is the water running cold at the hot tap?
2. Do you have hot water at other taps?
3. Is there water at your kitchen cold tap?
4. Do your neighbours have water at their cold taps?

Electrical Inspections – Keeping Your Home Safe

Each year in the UK, thousands of accidental fires are caused by electrical faults. To keep everyone safe, it's vital that an electrical safety check is carried out in your home at least once every five years.

As your landlord, Linthouse Housing Association has a legal duty to make sure the electrical installation in your home is safe and, as our tenant, you must provide access so these important checks can take place.

What Happens During an Electrical Check?

- A qualified electrician will visit your home.
- The inspection usually takes 2–4 hours.
- Your electricity will need to be switched off for around 1 hour during testing.

You'll receive a letter or phone call from Linthouse Housing Association or our contractor with an appointment date or a request to contact us to arrange a suitable time.

If you need to reschedule, please contact Lauren McArthur, Asset Coordinator or Suzanne Jones, Asset Assistant on **0141 445 4418**, option 1.

As with all our safety checks, failure to provide access or contact our office may result in forced entry to your property, and any associated costs could be recharged to the tenant.





Fire Safety – Keeping Your Home and Community Safe

Fire safety remains a critical issue, and it's natural to be concerned about potential risks in your home. Both tenants and Linthouse Housing Association play a key role in reducing the risk of fire.

What LHA Does to Reduce Fire Risk

- Periodic testing of electrical wiring
- Annual servicing of gas appliances
- Maintenance and replacement of smoke and heat alarms (LD2 standard)
- Carry out regular communal inspections

Your Responsibilities

To help reduce fire risks in your home or communal areas:

- ✓ Test smoke detectors regularly
- ✗ Never remove or tamper with smoke or heat detectors
- ✓ Ensure gas appliances are in good working order and report any problems to us
- ✗ Avoid using candles near soft furnishings
- ✓ Turn off or unplug electrical items when not in use
- ✓ Ensure cigarettes are fully extinguished
- ✗ Avoid using chip pans where possible

- ✗ Do not overload electrical sockets
- ✓ Only allow qualified and certified persons to carry out electrical work
- ✓ Keep hallways and communal areas clear of trip and fire hazards

Always contact the Property Services Team before making any alterations to your property, in line with your tenancy agreement and follow fire safety advice.

Please let us know immediately if your smoke or heat alarms are not working and we will arrange for someone to visit to rectify the issue: **0141 445 4418**, option 1.

Electric and Hybrid Vehicle Safety



Electric vehicle and hybrid vehicles are becoming an increasingly common sight driven by the move towards lower emissions, improved fuel economy, and greater efficiency continues. As traditional internal combustion engines are phased out, new technologies and designs are emerging, bringing both opportunities and risks.

Electric vehicles rely on high-voltage lithium-ion batteries which, while efficient, can pose significant hazards if damaged or used incorrectly.

These batteries can release stored energy through fire or explosion, sometimes without warning. One of the main risks is known as "thermal runaway," where excessive heat within the battery causes a rapid and uncontrollable fire. Even smaller lithium-ion batteries, such as those used in scooters or vaping devices, can cause substantial damage if ignited.

Fires involving lithium-ion batteries can spread quickly, produce large amounts of smoke, and are often difficult to extinguish. Following a vehicle collision, hidden internal battery damage may also trigger fires hours or even days later.

Other potential risks include:

- High-voltage components capable of causing fatal electric shocks
- Electrical systems potentially affecting medical devices
- Unexpected vehicle movement due to magnetic forces
- Slips, trips, and falls caused by trailing charging cables
- Theft of charging equipment
- Charging equipment that is not fit for purpose

To ensure our insurer is aware of all installations within our housing stock, please notify Linthouse Housing Association if an EV charging point has been, or will be, installed at your property. If possible, please also provide any documentation relating to the installation.

Please ensure that all installation work is carried out by competent electrical contractors and completed in accordance with relevant codes and standards.

Residents may also wish to notify the local Fire and Rescue Service that charging bays have been installed and invite them to carry out a familiarisation visit so they understand the layout and any potential hazards.



MYGLASGOW APP

MyGlasgow is a mobile phone app that allows you to report issues to Glasgow City Council.

The app can be used to report problems such as missed bin collections, illegal fly tipping, a broken streetlight, graffiti, pot holes, illegal dumping of waste and dog fouling.

You can attach photos and videos to your report and pinpoint the exact location of the issue that you are reporting.

The information goes directly to Glasgow City Council for processing and allocation to the relevant team for action.

The app also has handy links to useful information about GCC and their services and can be downloaded on the Apple App Store or Google Play.

We would encourage tenants to use this app to report any issues or concerns as they are then formally logged on GCC's records and this allows the council to identify hotspots and direct resources to problem areas as well as deal with the issue itself.

Managing Fire Risks with Electric Scooters/Lithium Batteries

Electric scooters (E-Scooters) are increasingly popular due to their environmental benefits, ease of use, and cost savings. However, their widespread adoption brings new fire and property risks, especially when stored or charged in homes and workplaces.

What are the Key Risks?

- **Battery Hazards:** Most E-Scooters use lithium-ion batteries, which are prone to fire if damaged, poorly manufactured, misused, or paired with incompatible chargers. Fires can be difficult to extinguish and may reignite due to ongoing chemical decomposition.
- These types of batteries are also present in mobile phones and some power tools.
- **Quality Concerns:** The rise in consumer demand has led to more low-quality, second-hand, or counterfeit devices and components, increasing the risk of faults and fire incidents.
- **Recent Incidents:** Fires have caused significant losses in warehouses and hotels, leading to bans on E-Scooters in some public transport systems.

Storage & Charging Best Practices

- **External Storage:** Preferably store and charge E-Scooters outside, at least 10 metres from buildings and combustible materials. Use non-combustible canopies and waterproof outlets.
- Personal belongings including E-bikes and E-scooters, **must not** be stored in communal areas, as they can hinder cleaning and obstruct safe evacuation in the event of a fire.
- **Do not charge E-bikes or E-scooters in escape routes,**



hallways, or shared areas. Your tenancy states that no items can be stored in the communal close.

- **Charging Cabinets:** For small numbers of batteries, use proprietary, fire-rated cabinets compliant with BS EN 14470-1
- **Charging Batteries:** Avoid charging batteries or storing your E-bike or E-scooter near flammable or combustible materials. As a tenant, you are responsible for any damage to your home caused by portable devices you own.

Handling Damaged Batteries

- Damaged or faulty batteries should be isolated and removed promptly

by reputable waste handlers.

- Segregate these batteries externally or in dedicated, fire-resistant rooms.

Scottish Fire and Rescue Service has home safety advice about lithium-ion batteries on their website: <https://www.firescotland.gov.uk/at-home/lithium-ion-batteries/>

Electrical Safety

- Ensure charging circuits are installed by qualified electricians and can handle the load.
- Use battery management systems, surge protection, and avoid extension leads or multi-plug adaptors.
- Label chargers clearly and group by rating to prevent misuse

Keep Your Factoring Account Up to Date

Setting up a direct debit is a simple and convenient way to help keep your factoring account up to date.

By making monthly payments, you can reduce your overall balance ahead of your six-monthly bill, making budgeting easier and more manageable.

If you would like to discuss setting up a direct debit, please contact Leah McGuire, Senior Housing Assistant.

For all other queries about your factoring account, please contact the office or register for the online portal:

- Linthouse Housing Association, 1 Cressy Street, Govan, Glasgow G51 4RB
Tel: **0141 445 4418**
Email: **factoring@linthouseha.com**
- Register on the LHA website to view your account online: **<https://www.linthouseha.com/>**

Please note that all factoring bills are due to be paid within 14 days of issue.



PAYMENT METHODS

Allpay Payment App

Via Allpay Payment Card: at any Pay point, Pay Zone, or Post Office where you can pay over the counter using your Allpay card.

Allpay Payment: can be made by telephone – 0330 041 6497.

Online Payment: You will need your LHA payment card and your reference number which is on the card. Log onto **www.allpay.net** and enter your details.



Agencies that can help with money / debt advice:



- Money Matters, 18 – 20 Orkney Street, Glasgow, G51 2BX – **0141 445 5221**
- Govan Law Centre, 18 Orkney St, Glasgow G51 2BX – **0141 440 2503**
- Legal Services Agency Freephone – **0800 316 8450**
- National Debt Line – **0808 808 4000**



By Sending a Cheque: made payable to Linthouse Housing Association Ltd. Please put your name and address on the back of the cheque.



By Standing Order/ Direct Bank Transfer:
Account number 00451679
Sort Code 80 -07- 43



By Direct Debit: please contact the office to set up

PLEASE NOTE LINTHOUSE HOUSING ASSOCIATION IS UNABLE TO TAKE PAYMENTS OVER THE PHONE OR CARD PAYMENTS IN THE OFFICE

100 Years Young: Celebrating May, a True Linthouse Treasure

Mary Pollock, known to friends and neighbours as May, marked an incredible milestone on Wednesday 20 May 2026—her 100th birthday. And, as anyone who meets her will tell you, it's an age that's hard to believe!

May is Linthouse Housing Association's oldest tenant and has been part of the community since the very beginning. She first moved into her block when it was managed by Scottish Special Housing Association (SSHA) and she has proudly remained there since its transfer to LHA in 1999.

A talented baker, May is well known for her delicious home baking and preserves. While she may not bake quite as much as she once did, she kept up her passion during lockdown—making jams, marmalade and lemon curd. She even generously shared one of her recipes with LHA for the activity packs distributed to tenants during the Covid restrictions.

May loves spending time in the company of others, whether that's making new friends at her local day centre or enjoying days out with the support of family and friends.

To mark her special birthday, May received a telegram from The King and was delighted to be visited by Irene McFarlane, CEO, and Andrea Walker, Director of Housing and Community Empowerment, who helped celebrate her remarkable milestone.

A true inspiration, May's warmth, resilience and community spirit continue to brighten the lives of everyone around her.

