

NEW GORBALS HOUSING ASSOCIATION

YOUR REPAIRS

Information on your repairs and maintenance services



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SIGN UP TO MYNEWGORBALS

Have you signed up to MyNewGorbals, our tenant portal, yet?

Did you know you can:

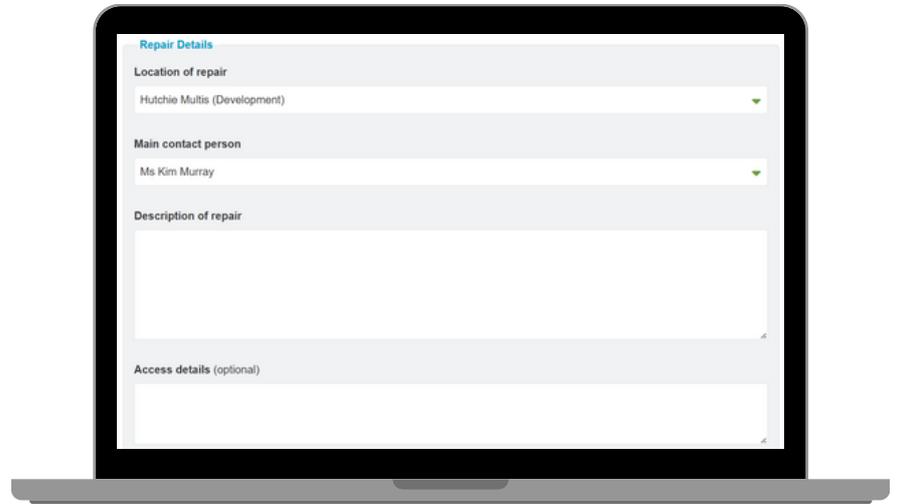
View your rent account

Report repairs

Make a complaint

Pay your rent

All at a time that suits you?



You can access the tenant portal from your mobile, PC or tablet, any time of the day. Scan the QR code (left) to sign up, or visit:

MyNewGorbals.org.uk



REPORTING REPAIRS

You can report a repair by:

 0141 429 3900

 repairs@newgorbalsha.org.uk

 200 Crown Street, Gorbals, G5 9AY

 Speak to staff carrying out work in your area

 Scan the QR code:



REPAIR TIMESCALES

When you report a repair, we have set timescales for how quickly we must fix it or make it safe. The timeframe depends on the type of repair. We use the following repair response times:

Emergency	4 hours
Urgent	3 days
Routine	10 days

91.5% repairs completed right first time 2024/25*

95.9% satisfaction with repairs service 2024/25*

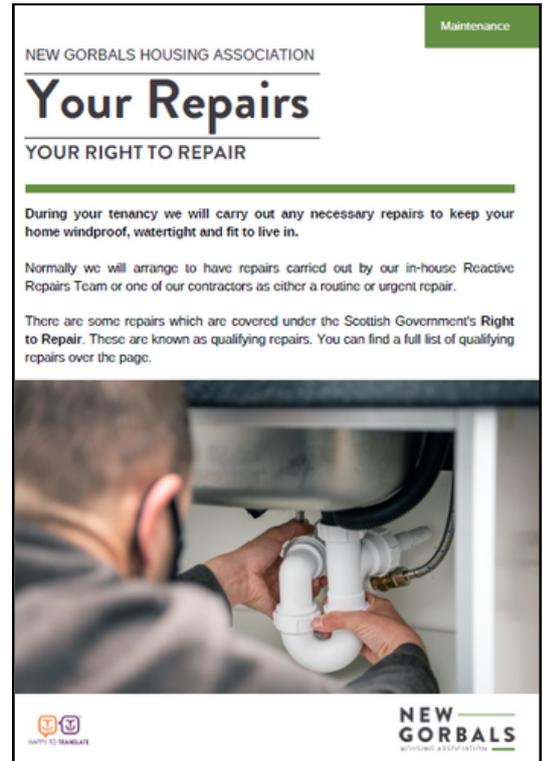
YOUR RIGHT TO REPAIR

During your tenancy, we will carry out any necessary repairs to keep your home windproof, watertight and fit to live in.

Most repairs will be done by our own Repairs Team or by one of our contractors. These repairs are classed as routine or urgent. Some repairs are covered by the Scottish Government's Right to Repair. These are called qualifying repairs.

Qualifying repairs must be completed within a set time, if they are not, you may be able to claim compensation. These repairs include things like blocked sinks, baths or drains, loss of electric power or gas supply, loss of water supply and more.

A full list of qualifying repairs, and the timescale to complete them, can be found in the Your Right to Repair leaflet included with this newsletter.



CLOSE CLEANING

As a result of feedback from tenants regarding the close cleaning service, the Association has employed two Cleaning Operatives who will give closes a deeper clean to supplement the work of our close cleaning contractor.

The Operatives have already begun working their way around Cavendish Street and Wellcroft Place. The Association plans to work through the whole Gorbals area, which may take up to 3 years.

The Scrutiny Group, made up of NGHA tenants and facilitated by TIS (Tenants Information Service), has chosen Close Cleaning as an area of focus for this year. As part of their work, the group is conducting a survey on close cleaning. You may receive a survey by post or email asking you to share your experience of close cleaning in your area. Filling this in will help us improve the service.

MESSAGES FROM THE ASSOCIATION

We may text you about your repairs, or to ask for feedback on recent maintenance work like painting in your block. Any texts from the Association will come from this number:

07908665891

MAINTENANCE OFFICER PATCHES

Your Maintenance Officer is your main point of contact for all repairs enquiries.

Each of our team members cover certain streets and neighbourhoods. There have been a few changes to patches recently so your Maintenance Officer might have changed. You can find out who your Maintenance Officer is below.

If your Maintenance Officer is unavailable when you call, they will call you back as soon as they become available. If your call is urgent, you may be speak to the Duty Officer.

Eddie Robertson

100 - 127 Abbotsford Place, 7 - 57 Alexander Crescent, 126 - 158 Ballater Place, 5 - 39 Camden Terrace, 37 - 85 Commercial Road, 12 Commercial Court, 150, 187, 218, 221-235 Crown Street, 126-195, 235-243, 301, 399, 401, 403, 407 Cumberland Street, 12 - 48 Cavendish Court, 6-57 Cavendish Street, 2-30 Devon Street, 321, 333, 535, 539 Eglinton Street, 56-64 Errol Gardens, 3-20 Hayfield Court, 1-8 Jane Place, 57 McNeil Street, 151-157, 204, 208, 254-258 Moffat Street, 4, 6, 8, 10, 12, 14, 16, 18 Naburn Gate, 270-278, 280, 282, 284, 286, 288-309 Old Rutherglen Road, 34-50 Pollokshaws Road, 6, 8, 20, 22, 24, 55-61 Pine Place, 3, 5, 7, 9, 11, 15, 17, 19, 21, 23, 31-43 Queen Elizabeth Gardens, 60 Sandyfaulds Street, 2 - 31 St Francis Rigg, 50, 68, 72 Surrey Street, 4-16 St Valentine Terrace, 7-27 Thistle Terrace, 141, 145, 147, 149, 153-175 Waddell Street, 6, 20-33, 36, 57, 47-74 Waddell Court



Gary Donald

1-40 Abbotsford Place, 1-29 Apsley Place, 1-15 Bedford Row, 1-25 Bedford Street, 65 Bridge Street, 40 Coburg Street, 191-213 Crown Street, 5, 7, 9, 91-99, 197, 201-229 Cumberland Street, 1-11 Cavendish Place, 1-15 Dunmore Lane, 1, 3, 14-32 Eglinton Court, 201 Eglinton Street, 18-50 Errol Gardens, 130-184 Gorbals Street, 1-23 Margaret Street, 85-113 Nicholson Street, 2-31 Norfolk Court, 31-148 Norfolk Street, 100-114 Portugal Street, 32-46 Pine Place, 2-12 Stirlingfauld Place, 99-103 South Portland Street, 1-34 Stirlingfauld Place, 83 Waddell Court, 2-10 Wellcroft Place



Suzanne Cassidy

215-285 Caledonia Road, 272-276, 380-394, 400, 404, 406, 408-416, 450-514 Cumberland Street, 4-17 Cumberland Place, 4-18 Gilmour Place, 17-29 Hallside Place, 3 – 30 Handel Place, 11-85 Hutchesontown Court, 2-23 Kidston Terrace, 7-21 Malta Terrace, 193 – 199 McNeil Street, 9, 11, 15, 17, 19, 21, 23 Naburn Gate, 125, 440-540 Old Rutherglen Road, 3-20 Oregon place, 1 – 19 Oregon Street, 1-5, 7, 9, 11, 15, 17, 19, 21, 23 Pine Place, 3, 5, 8 Silverfir Court, 14 – 48 Silverfir Street, 3-21 Snowdon Place, 3 Snowdon Street, 2-28 Southside Crescent, 1 Waterside Place, 2-75 Waterside Street, 11 Waddell Court.

Tricia Reed

238-554 Ballater St, 2-36 Benthall St, 36 Bennylynch Street, 7-17 Bennylynch Court, 120-155 Ballater Place, 2-8 Bosco Terrace, 40-86 Braehead Street, 460-482 Caledonia Road, 26 – 87 Commercial Court, 155 161 167 169 175 181 183 Crown Street, 7 – 83 Errol Gardens, 17 – 29 Kilbride Terrace, 1 – 19 Lipton Gardens, 2 – 20 Mathieson Terrace, 2 – 26 McNeil Gardens, 2- 20, 21, 55, 63, 73 100, 131 McNeil Street, 109-124, 126-151, 159-167, 250-260, 279, 281, 283, 285, 287 Old Rutherglen Road, 10, 12, 14, 16, 18 Pine Place, 4, 6, 8, 10, 12, 14, 16, 18, 20, 22, 24, 26 Queen Elizabeth Gardens, 2, 9 Snowdon Street, 6-56 St Ninian Terrace, 7-21 Spring Wynd, 2-33 Turnlaw Street, 140, 142, 144, 148, 150, 152 Waddell Street, 7-19, 24, 34, 39 Waddell Court, 20-36 Waterside Street.



DOWNLOAD THE MYGLASGOW APP

Download the MyGlasgow app to report issues with bins, pot holes, dog fouling, fly tipping and more.



MYGLASGOW

BEING A GOOD NEIGHBOUR

We have received reports and complaints from tenants about fellow neighbours who are leaving bulk items in closes, not disposing of rubbish properly or not picking up after their dogs.

Your Tenancy Agreement sets out what rights and responsibilities you have for your home as well as what you can expect from us. This also includes shared areas like closes, back courts and bin stores.

RECYCLING

Please use all the bins in the bin sets to dispose of your waste and recycling, as Glasgow City Council will not remove any overspill.

Cardboard and other recyclables should not be put out for bulk waste collection. Please use the correct recycling bin instead.



KEEPING CLOSES TIDY

In between your close cleaning service, it is your responsibility as a tenant to keep the close clean and tidy.

This means cleaning up any spills or messes and not littering the close.

Please keep closes clear of bikes, prams, furniture etc. As well as being untidy, this makes the closes more difficult to clean, and can also be a fire hazard if items are blocking an escape route or fire door.

Be a good neighbour by ensuring you follow your **Tenant Handbook** and leave common areas as you found them.

Your Tenant Handbook is on our website:

newgorbalsha.org.uk/my-ngha-home/tenant-handbook/

Please do not smoke in common areas



Pick up your dog's mess, not a fine!



Clean up after your dog - avoid an £80 fine and help keep Gorbals tidy!

BULK WASTE

As part of your rent, we collect bulk waste items once a week from a collection point outside your home.

We collect standard household items like furniture, carpet and lino, kitchen appliances and more.

We **DO NOT** collect builders waste or waste from home renovations, such as bathroom suites, rubble or paint. We are unable to dispose of these items at recycling centres.

*Please note that couches, suites and chairs are collected on a Tuesday and a Thursday.

The full list of what we collect can be found on our website by scanning here:



SCAN ME

And you can find out which day bulk waste is uplifted in your street by scanning here:



SCAN ME

Alternatively you can visit the Bulk Waste Service page on our website:

newgorbalsha.org.uk/my-ngha-home/bulk-waste-service/

HOW TO PREVENT LIFT BREAKDOWNS

Some of our buildings have lifts available to use, which can be a lifeline for those with mobility issues.

However, we have received increasing reports of lifts out of service for unnecessary and easily preventable reasons. These can be avoided by taking a few simple precautions:

- **Please do not put a hand between two closing doors.**
- **Hitting the doors, or forcing them open, can cause the lift to miss-align. This is the most common cause of lift breakdowns.**
- **If you use a mobility scooter or motorised wheelchair, please be take extra care when entering and leaving the lift car to avoid striking the lift doors.**
- **Do not smoke in communal areas – smoke and ventilation systems are linked for safety, causing lifts to go out of use.**
- **Please do not litter the lifts. This can become a fire hazard or get caught in door mechanisms.**
- **Avoid overloading the lift. Please wait for the lift to return if it's full.**

If the lift breaks down

If the doors don't open when the lift stops, push the **DOOR OPEN** button. If this doesn't work, follow the steps below.

Push the **ALARM** button and/or use the intercom for 10 seconds and wait for the receiving centre to respond and assist you.

Do not force open the lift doors.

Do not attempt to leave the lift.

Be patient—help is on the way. You are safe and there is plenty of air. So, relax and wait for help.

GAS AND ELECTRICAL SAFETY CHECKS

As your landlord, the Association is legally required to inspect your home's gas system once each year and electrical system every five years. This is to keep you safe by making sure everything is working properly.

To carry out the checks, we ask you to make an appointment that is convenient for you. It is law that we carry out the checks, so if you don't make an appointment we have to force access.

The cost of this will be recharged to you.

Last year we issued **266** forced access letters for gas checks and **24** for electrical checks

If we do force access to your home, it could cost you up to **£1,000 to repair damage.**

FREQUENTLY ASKED QUESTIONS

We receive a number of queries about our gas safety and electrical safety check process. Below are the answers to the most commonly asked questions:

What is an electrical safety check?

An electrical safety check, also known as an EICR (Electrical Installation Condition Report), is an inspection of the electrical systems in your home.

How long will it take?

An electrical check can take up to 2 hours, depending on the size and layout of your property. The gas inspection usually takes about 40 minutes.

What rooms do you need access to?

For electrical checks, we need access to the fuse board and all rooms in the property, to be able to check sockets, light fittings, switches, and other electrical points. For gas inspections we need access to your boiler, gas meter cupboard and, if any issues are identified, your radiators.

How quickly do I need to provide access after receiving a gas or electrical safety letter?

You must provide access within 2 weeks of receiving your first Gas Safety letter and within 3 weeks of receiving the first Electrical Safety letter. The first letter notifies you that we need access, the second gives you a week to contact us and the third provides the date and time we will force access. You will be recharged if you don't make an appointment to have your check completed.

Why did I receive a letter when I already made an appointment?

You may still receive letters even if you have booked an appointment. This is because our letter process runs automatically until your property check has been completed.

HELP PREVENT DAMP AND MOULD

Mould is often caused by too much moisture (condensation) in the air. Condensation happens when warm, moist air hits a cold surface like a window or wall, running down the surface as water droplets.

You can help prevent condensation, damp and mould by taking these few steps:

Heating

Set your thermostat to a consistent, low temperature (18-21°C) in all rooms to avoid developing cold surfaces. Using low-level background heating all day is more cost effective and efficient than short bursts of high heat

Reduce moisture build up

Close kitchen doors and use lids on pans when cooking. Avoid drying clothes on radiators indoors. If you do dry laundry indoors, use the bathroom with the door closed and the extractor fan on or a window slightly open to draw out moisture.

Ventilation

Always use extractor fans or open windows for around 10-15 minutes in the kitchen and bathroom, especially after cooking or bathing.

Try to leave a small gap between furniture (wardrobes and beds) and external walls to allow air to flow behind them.

Areas likely to be affected by condensation:

- 1** Rooms where a lot of steam is created - like kitchens and bathrooms
- 2** Cold surfaces such as mirrors, windows and window frames
- 3** Outside walls, walls in unheated rooms, and the corners of rooms
- 4** In wardrobes, cupboards and behind furniture

Wipe down daily

Wipe away condensation from windows and sills every morning with a squeegee or cloth. especially in bedrooms, then wring these out in the sink to dispose of the excess water.

Reporting damp and mould

If you have issues with persistent damp, or if you have mould in your home, please report it to us immediately by:

➤ Phone: **0141 429 3900**

➤ Email: repairs@newgorbalsha.org.uk

➤ Scanning the QR code:

➤ MyNewGorbals portal



ENERGY ADVICE SERVICE

If you're finding it difficult to heat your home, please speak to your Housing Officer. We have an Energy Advice Service in place as part of the Energy Redress scheme.

Our in-house Energy Advisors can discuss your energy situation and any support that may be available.



To make an appointment, please call **0141 429 3900**. Home visits available if needed.

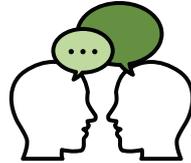
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TENANT PARTICIPATION



Online Meetings

6-8 weekly, nights vary, 6pm via Teams



Livingwell service drop-ins*

6-weekly, Crown Street, Tuesdays, 10am, Devon Street, Wednesdays, 10am, Silverfir, Thursdays, 11am



Riverside

6-weekly on Fridays, 1pm-2.30pm, 39 Waddell Court



Ukrainian Tenants*

6-8 weekly, Wednesdays, 6pm, St Francis Centre



Oatlands

6 weekly, Thursdays, 1pm-2.30pm, Oatlands Hub



Hutchesontown

6 weekly, Thursdays, 6pm-7.30pm, St Francis Centre



Laurieston Estate Action Group

6-8 weekly, Wednesdays, 11am, 166 Gorbals Street



New Gorbals Scrutiny Group*

2nd Tuesday of the month, 6pm, Housing Office



Tenants Panel*

Last Tuesday of the month, 6.30pm Housing Office/St Francis Centre



Rainbow Network

6-8 weekly, Wednesdays, 11am, Via Teams



Groups Collective*

Quarterly, 6pm, venues and days vary

Many meetings are open to all, although they may have a focus on the area in which they are held.

*Tenants' Panel, Scrutiny Group and Groups Collective have a process for joining. Livingwell and Ukrainian meetings are for those communities. For more information phone Susan on

0141 429 3900 or email susan@newgorbalsha.org.uk

GORBALS IDEAS FUND

The Voting Stage for this year's Gorbals Ideas Fund closed on December 19th. The voting campaign saw over 500 people share how they would spend £60,000 on projects in the Gorbals.

The successful projects are:

- **Walking football for Health** – £11,000.00
- **Family fun for all** – £9414.00
- **Northern Soul for the Gorbals** – £10,940.00
- **Conversation Benches** – £12,000.00
- **Community Transport** – £9360.00
- **Taste of the Gorbals** – £7060.00



You can find out more about the winning ideas on the Gorbals Ideas Fund website here:

www.gorbalsideas.org.uk/

REPAIRS APPOINTMENTS

On the date of your scheduled repairs appointment or safety check, please make sure that the area we need access to is clear and safe for us to access.

This might mean moving personal belongings such as toothbrushes from the sink or moving furniture away from wall sockets so we can test them.

Please also make sure that you, or a member of your household, are at home for the time of your appointment. If you're unable to keep any repairs or safety appointments, please contact the office beforehand to let us know.



Working Rite

Age 15 to 25?

Looking for work, apprenticeship or further training?

Workingrite are looking for young people to join their next intake. It involves an initial 10-week programme to prepare a person for work. Participants will either receive a mentored work placement or on-the-job training with a local firm. Paid work experience is offered once in placement.

It's open to those in the G5 area aged 15-25, who are currently not in education, training or employment. For more information, reach out to Joanne: joanne@workingrite.co.uk or call 07867459668.

newsletter

ARE YOU COVERED?

Contents Insurance protects your belongings in case of things like storm damage, flooding and fire.

As your landlord, New Gorbals Housing Association would repair any damage to the building, but this does **NOT** extend to floor coverings or wall decorations or any furniture in your home. These would be covered by your contents insurance.

We are happy to promote Thistle Tenant Risks who offer affordable contents insurance for social housing tenants.

You can visit their website for more information:

www.thistletenants-scotland.co.uk

Please note there are other companies who provide contents insurance. You have the option to shop around to find cover that suits you best.



SAVE THE DATE



**TENANT
CONFERENCE**

Saturday 28th March

**EASTER
EGGSTRAVAGANZA**

Saturday 11th April



**The
BIG
GORBALS
Fair**

Saturday 6th June

This document can be produced in different formats, including in larger print and audio-format; or in specific languages, as appropriate.

Please contact the office to request this document in other formats and languages. Call 0141 429 3900 or email admin@newgorbalsha.org.uk.



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Register of Friendly Societies No.2309 RS Scottish Housing Regulator No. HAL 211