NEW GORBALS HOUSING ASSOCIATION

November 2026

NEWSLETTER

News and events in the Gorbals community



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Light up the Gorbals

returns

Friday 4th December

Gorbals Piazza

4.30pm

NEW GORBALS HOUSING ASSOCIATION

CHRISTMAS IN GORBALS

Our regular free community events are hosting the following Christmas sessions in December:



Big Gorbals Dinner
Tuesday 15th, 5.30pm
St Francis Hall



G5C - Gorbals Cinema
Friday 18th, 5.15pm
Gorbals Parish Church

SERVICES AT CHRISTMAS

Our office will close at 1pm on Christmas Eve and will reopen on Wednesday 6th January 2027.

Bulk uplift

Bulk waste will only be collected on the following days over the Christmas period:
Monday 28th December and Monday 4th January.

Please present any bulk items the night before for collection. The service will resume as normal from:
Wednesday 7th January 2026.

BIN NOT BULK!

Over Christmas, we often find ourselves with more cardboard packaging from gifts and toys. Please remember to dispose of your cardboard in the recycling bins provided by Glasgow City Council.

Cardboard should not be left out for bulk waste collection – this ends up in landfill rather than being recycled, which isn't environmentally friendly.

MYGLASGOW APP

Download the MyGlasgow App to report any issues with Glasgow City Council services such as bins, pot holes, dog fouling, fly tipping and more.

The app is available on the App Store (iPhone) and Google Play (Android).

MYGLASGOW

BEWARE BATTERIES

Please note that batteries should NOT be disposed of in regular bins.

You can dispose of regular AA and AAA batteries in designated bins at most supermarkets.

Lithium-ion batteries (for laptops, e-scooters, mobile phones etc) can be disposed of at:
Polmadie Recycling Centre
425 Polmadie Road
Glasgow G42 0JP

EVENTS AND ACTIVITIES IN GORBALS

New Gorbals Housing Association hosts a number of regular events and activities for our tenants and the wider community to take part in. From Tenant Participation to food events and community projects, we'd love to see you at one of our next meetings or groups:

TENANT PARTICIPATION

We host six-weekly tenant and residents meetings throughout the Gorbals. Most meetings are open to all tenants; however they may have a focus on the area in which they are held. Some meetings have a process for joining or are for particular communities.

COMMUNITY EVENTS

We host a number of regular events and activities, from our weekly community breakfast at the Way to Go cafe, to our monthly litter pick and lunch. Our events and activities are open to everyone in the community.

GORBALS IDEAS FUND PROJECTS

Gorbals Ideas Fund is a community-led initiative that gives local people a real say in how public money is spent in the Gorbals. A number of projects, like the Community Pantry, Art Group and G5 Cinema have come to life thanks to funding and support from the fund.

To find out when the next events and activities take place:

Scan the QR code

Phone: 0141 429 3900

Email: communities@newgorbalsha.org.uk

Visit www.newgorbalsha.org.uk/your-community/events/

NEW MANAGEMENT COMMITTEE 2025/26

Following the Association's AGM on Monday 7th September 2026, Jean Miller stepped down as the Association's Chair, having served the maximum five-year term.

Liz Peden (right) was elected in her place, with Jean Miller remaining on the Management Committee as one of our longest-standing Committee members.



Aaron Reilly continues as Vice Chair, and Kirsten Adams MacKenzie remains as Secretary. Morag Duncan was elected onto the Management Committee for the first time. We are pleased to welcome Morag to the committee as a tenant member.

ASSURANCE STATEMENT

Each year we submit an Assurance Statement to the Scottish Housing Regulator.

We submit this statement to show that we are complying with the Scottish Housing Regulator's standards and that we are meeting our commitment to good quality service delivery. This supports transparency, accountability and trust.

Our Management Committee approved the statement and are assured that the Association is compliant.

View our Assurance Statement on our website: www.newgorbalsha.org.uk/about-us/our-policies-key-documents

TENANT SATISFACTION SURVEY RESULTS

This summer, we appointed an independent company to conduct a Tenant Satisfaction Survey, to find out your views about our performance.

We are pleased to share that the survey showed largely positive results and would like to thank all tenants who took the time to take part in the survey.
Here are some of the highlights:

95.2% of tenants are satisfied with the overall service provided by New Gorbals.

93.2% of tenants are satisfied with the repairs service

98.6% believe NGHA is good at keeping tenants informed about our services and decisions

94.6% of tenants believe that their rent represents good value for money

You can read the full survey report on our website by scanning the QR code or visiting our website here: newgorbalsha.org.uk/about-ngha/our-performance/

SCAN ME

CUSTOMER SERVICE STANDARDS

As part of the Tenant Participation Strategy 2024/25 action plan, the Association has reviewed and updated its Customer Service Standards.

The standards give people guidance on things like what to expect from us if they visit the office, call us, or contact us online. Our Customer Service Standards apply to anyone who contacts us, whether a tenant, owner or member of the public.

A short life working group was formed in summer 2025, made up of staff and tenants, to discuss our standards and how they could be improved to create a better customer service experience.

Changes made as a result of tenant feedback include:

- **Updated our telephone message**
- **Upgraded our hearing loop system**
- **Made it easier for customers to contact our out of hours service.**

As part of the update, we have also created a Customer Charter which is visible in the reception area of our office.

JOIN THE GORBALITES

Do you want to have fun? Do you want to make new friends? Come along to the Gorbalites and do both.

The Gorbalites is a social club for men and women in the G5 area. We meet on Monday and Wednesday mornings from 11.30am until about 2.30pm in the St Francis Community Centre. On Wednesdays a community bus collects us and takes us home. On Mondays you make your own way to and from the venue.



For the modest cost of £4.50 we enjoy a soup and sandwich lunch, always delicious; we play a game of cash prize bingo and generally have a good blether. We may also play a game of pontoon for pennies.

Please get in touch with Christine or Mary if you would like more details:
Christine: 07725 736803
Mary: 07741 615512

YOU SAID, WE DID

We appreciate all feedback we receive, and where possible we try to make changes to address any issues. Here are some of the things you've told us over the last few months, and how we have addressed them:

We would like to have walkabouts with the housing, Glasgow City Council (GCC) and elected members to address issues in the area

we organised walkabouts with GCC staff and MP John Grady to look at parking, bins, roads and other issues which the council are responsible for.



Parking is an issue at Riverside, particularly from non-residents. We would like to see parking wardens in the area.

We reached out to GCC and their wardens have patrolled Riverside twice so far.



Can Livingwell tenants meet up for joint events and activities?

In August, along with our partners, we helped facilitate a Livingwell BBQ at Devon Street. Livingwell tenants joined together outdoors whilst volunteers prepared food.

People keep parking over the step-free access at the car park in Snowdon Place, can you do something about this?

NGHA arranged for lines to be painted over the area to make it clear this is an access spot, not a parking space.



GORBALS PANTRY THANK YOU EVENT



On 15th October, the Gorbals Community Pantry celebrated 6 months of being open to the G5 community by hosting a Thank You event.

Pantry-goers were invited along for refreshments, freshly baked muffins, and soup, which was made using ingredients from the pantry. Those who attended were also given a soup bag to take away, featuring ingredients from the pantry and a recipe for the soup. It is hoped that meal ideas and cooking support will form part of the long-term provision of the pantry, by offering options based on the food available.

Lentil Soup

Ingredients

¼ turnip, diced
200g red lentils, rinsed
2 medium carrots, diced
1 large onion, diced
1 small leek, sliced
1 stick celery, diced
1.5 litres vegetable or chicken stock
1 tbsp vegetable oil or butter
1 bay leaf
salt and black pepper, to taste

Method

1. Dice the onion, carrots, turnip and celery. Slice the leek.
2. Heat the oil or butter in a large saucepan over medium heat. Add the onion, carrots, celery and leek. Cook gently for 5-8 minutes until softened.
3. Stir in the rinsed lentils and the bay leaf
4. Pour in the stock and bring everything to the boil.
5. Once boiling, reduce the heat and simmer gently for 30-35 minutes, stirring occasionally
6. For a smooth soup, remove the bay leaf and blend (optional).
7. Season with salt and black pepper to taste.

GORBALS IDEAS FUND

The Gorbals Ideas Fund is preparing for another year of participatory budgeting and the team needs you to share your ideas for the area!

Look out for Ideas Stations popping up in the community in the coming weeks. Here you'll be able to find out more about what the Gorbals Ideas Fund has funded in the past, as well as how to get involved and share your ideas.

Got an idea to make the Gorbals even better? Scan the QR code and share it here:

GORBALS IDEAS FUND
IDEAS | COMMUNITY | ACTION

BOOK GAS AND ELECTRICAL CHECKS ONLINE

Did you know that you can now book your upcoming gas, electrical, and smoke alarm safety checks online?

If you have recently received a letter from us about an upcoming safety check, you can scan the QR code to let us know your preferred appointment time. Alternatively, you can also log into MyNewGorbals and book in this way.

We will continue to send out reminder letters about safety check appointments. However, the letters now contain a QR code, and a web address, meaning you can let us know when you would prefer your inspection to take place. We hope this will be helpful to our tenants who may not be able to call us during working hours to arrange an appointment.

Gas or electricity service due? Scan the QR code to book your appointment.

The safety checks we carry out are mandatory, so we must gain access to your home each year for Gas Safety inspections and every five years for Electrical Safety inspections.

INDEPENDENT GAS AUDIT CHECKS

From 12th October 2026, an independent organisation, Gas Certification Ltd, will be carrying out quality control checks on a sample of recently completed gas services.

What does this mean for you?
If you have recently had a Gas Safety Inspection in your home, you may receive a letter notifying you about the audit. The letter gives details of how you can make an appointment. Only selected properties will be contacted.
Alternatively, Gas Certification Ltd may call at your home between 9.00am and 4.30pm on the days they are in your area.



Worried about cold callers?
Employees from Gas Certification Ltd will all be carrying notification, however if you are unsure about a cold caller, please contact us.

How long does an audit take?
The audit should take no longer than one hour and will involve minimum disruption.

OUR PERFORMANCE

We recently sent out our Annual Report and Performance Report to all tenants. These reports contain information on projects we have delivered in the year, how we have performed over the past year and how we compare to other Associations.

These reports are also available to view on our website here:
newgorbalsha.org.uk/about-ngha/our-performance/

COMPLAINTS

Your feedback helps us improve our services for everyone. We aim to resolve complaints as quickly as possible, in a way that puts things right for our customers.

We monitor all complaints to help us learn and improve. Each year, we publish information about our complaints performance. You can view our latest complaints performance information here:
newgorbalsha.org.uk/complaints

MYNEWGORBALS

Did you know that on our tenant portal, MyNewGorbals,you can:

View your rent account

Report repairs

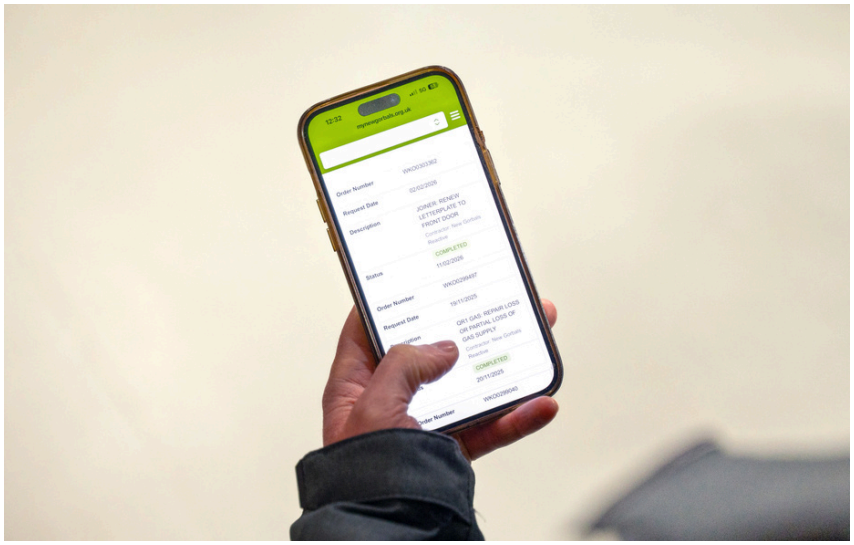
Make a complaint

Pay your rent

Book inspections

View letters from us

All at a time that suits you?



Forgotten your login details?

Call our office on:
0141 429 3900
and we'll be able to help.

Some of our tenants said:

"I found the portal really easy to use and navigate. Changing my household details was simple and painless."

"The information is easy to use and intuitive. Everything works correctly and easily."

WINTER TIPS FOR YOUR HOME

Winter is a common period for leaks and burst pipes, mostly due to the cold weather. Here are some tips to help avoid any issues this winter:

Keep a consistent temperature in your home

We know that energy bills keep rising but it's important to keep at least a low heat in your property to prevent freezing. A minimum temperature of 14 degrees is recommended.

Leaking taps and drips

If you notice leaks or drips from your taps, it is important to report this to us so we can fix it for you. Even a small drip can contribute to a frozen drain or pipe in winter.

Outdoor taps

If you have an outdoor tap, disconnect hoses and drain them so nothing freezes within the pipework.

Know where your stopcock is

You should know where the stopcock is in your property in the event of an emergency. Keep the area around it clear and ensure you know how to turn the water off if it's needed.

Circulation

Allow warm air to circulate all rooms in your property even if there are some rooms/areas you don't use.

For help keeping your home warm this winter, speak to our Energy Advisors. Call 0141 429 3900 to make an appointment.

ENERGY SUPPORT

A successful funding bid means our Energy Redress Scheme partnership with Southside, Craigdale and Cathcart & District Housing Associations has been extended for a further two years.

Two Energy Advisors will continue to be available to New Gorbals tenants three days per week, offering a range of advice and support when it comes to energy use and fuel debt.

Last year, our advisors helped 152 tenants save over £50,000 combined. If you feel you could benefit from a chat with our Energy Advisors, please call the office on 0141 429 3900 or email admin@newgorbalsha.org.uk



GAS SAFETY - DONT RISK IT!

Trying to save money by using an unqualified person to repair or install a gas appliance could have serious consequences.

If you require any gas appliances, like cookers, to be installed or repaired, please ensure you use a Gas Safe engineer. You can check this by asking to see the engineer's Gas Safe ID card and checking they are qualified for your appliance.

Verify your engineer is Gas Safe registered by scanning the QR code:

Warning signs your gas may be faulty:

- ⚠ **Yellow or orange flames**
- ⚠ **Soot or black marks around appliances**
- ⚠ **Pilot lights frequently going out**
- ⚠ **Unusual smells or appliance faults**

If you smell gas:

- ✓ **Open doors and windows**
- ✓ **Turn off the gas supply if safe**
- ✓ **Leave the property if necessary**
- ✗ **Do not use electrical switches, mobile phones, cigarettes, or naked flames.**

PROTECT YOUR BELONGINGS

Home contents insurance helps protect your personal belongings. If your home is affected by events such as a fire or flood, it can help cover the cost of repairing or replacing items that are damaged, destroyed or stolen.



As your landlord, we cover the buildings insurance for your home but you're responsible, under the terms of your tenancy, for insuring your contents.

Thistle Tenant Risks offer contents insurance for social housing tenants. Their policy can cover: furniture, carpets, curtains, clothes, bedding, electricals, pictures, and more.

You can discuss insurance and premiums with Thistle, and apply for cover both over the phone and online:

0345 450 7286 / www.thistletenants-scotland.co.uk

HELPING YOUNG PEOPLE INTO WORK

Workingrite is looking for people to join the next intake of their youth employability programme.

Workingrite gives young people aged 15 to 25 the skills, experience and opportunity to secure jobs, apprenticeships or further training. This is done through an initial four-week induction programme, followed by a 12-week mentored training placement with local employers, to prepare the young person for work.

The young people taking part in the most recent programme, which started in May, have since moved on to a variety of positive training and employment destintions, including opportunities in college courses, four-year apprenticeship programmes, and one young person working in Scotmid retail.

The programme is open to those in the G5 area aged 15-25, who are currently not in education, training or employment. The programme includes a weekly training allowance.

Working Rite

To find out about opportunities with Working Rite, scan the QR code (left) or contact Joanne: joanne@workingrite.co.uk or call 07867459668

GETTING IN TOUCH

To speak to your Housing or Maintenance Officer, please use the contact details at the bottom of the page.

To report a compliment or complaint, please use the contact details below, use the Make A Complaint function on MyNewGorbals portal or visit our website here: newgorbalsha.org.uk/complaints

You can also find us on Facebook and X, however these channels are not monitored 24/7 so you may not receive an instant reply.

New Gorbals Housing Association

200 Crown Street
Glasgow
G5 9AY

0141 429 3900

admin@newgorbalsha.org.uk

New Gorbals Housing Association is registered with the Scottish Housing Regulator (No. HAL 211), as a charity in Scotland (SC041164) and is a registered society under the Co-operative and Community Benefit Societies Act 2014 (No 2309 RS). In the Property Factors Register under section 6 of the Property Factors (Scotland) Act 2011, registration number PF000338.

HAPPY TO TRANSLATE