



MERRY CHRISTMAS AND A HAPPY NEW YEAR TO ALL OUR READERS!...HO...HO...HO...HO...HO...HO...HO...HO...HO

Minister Opens Shettleston's Latest Development



Minister for Communities Alex Neil MSP and the Association's Chairperson Mary Thomas declare Vesalius Street new build open for business.

The Association celebrated the completion of its Vesalius Street new build scheme on Friday 11th December at a ceremony in which the Minister for Communities, Alex Neil MSP, welcomed the latest contribution to Shettleston's regeneration.

The development of 28 high quality homes for rent, two new shop units and new premises for Lloyds TSB brings a vital improvement and upgrading to the centre of Shettleston and is a major contribution to the Association's strategy to regenerate the Shettleston Road corridor.

Speaking at the opening, the

Association's Chairperson, Mary Thomas, said:

"I want to thank everyone who has worked to deliver this scheme. It needed patience and commitment to get here but that is part of what we are good at. I suspect that any other landlord would have walked away and found something easier to do. We are not 'any other landlord' – we are Shettleston's community based landlord, so we stayed the course and saw this development to completion".

A feature of the scheme was the involvement of pupils from Eastbank Academy who, assisted by the Gorbals Art Project and

with wider role funding from the Scottish Government, designed decorative features for metal fencing and gates in the closes and backcourt area.

The new houses and flats have been greatly appreciated by the new tenants. Linda O'Donnell, who has moved into one of the

new properties said:

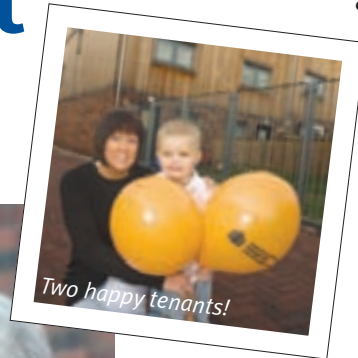
"I love my new home, the kitchen is brilliant and there is plenty of storage space – it's all wonderful".

Association Director, Chris Cunningham, added:

"We are thrilled that this latest development has come off site to bring a vital improvement to the Shettleston Road corridor, enhancing both the streetscape and the neighbourhood as a whole, and producing quality homes for tenants".

The Association also worked closely with Lloyds TSB to relocate the bank from its original building to its new premises. It had been hoped to retain the façade of the old bank but the discovery of a mine shaft directly below it forced the demolition of the entire building.

There are 28 houses in total within the scheme, eight are townhouses on Ardhalm Street and Vesalius Street and the remainder are flats. The scheme can accommodate a total of 148 persons.



Two happy tenants!

The work continues in 2009

News from Technical Services...



Reporting Repairs

Strange as it may seem, some Shettleston tenants are choosing to pay to report repairs to us rather than doing it for free! This is despite the fact that our new FREEPHONE Repairs Line has been well received, with tenants finding the staff to be very helpful and informative. If you are determined to boost the profits of British Telecom or your mobile

phone company then carry on dialing our reception number.

Alternatively, save yourself

some money and get into the habit of using the dedicated **FREEPHONE repairs line, 0808 202 65 65.**

The repairs line should be used for reporting all repairs while our office is open (9am – 5pm Monday to Friday).

Our 'out of hours' service is being provided by City Building and is also a freephone number (0800 595 595). Tenants should use this to report emergency repairs only outwith office hours, at weekends and on public holidays. Please remember that only emergency repairs will be dealt with out-of-hours and standard repairs should be phoned in the next working day.



New Repairs Phone Number: 0808 202 65 65

Don't forget that we now have a Freephone number for you to report your repairs directly to our maintenance team – call 0808 202 65 65 Monday to Friday, 9.00am till 5.00 pm – and we will deal with your repair quickly and efficiently.

Emergency repairs are only those that seriously affect the occupation of your property by posing a danger to health, the fabric of the building or by making your home insecure. Our Maintenance Service leaflet gives more details about what is – and is not – an emergency and you can also find this information on our website www.shettleston.co.uk



External Painting

The painting contractor, JS Harvie, is continuing to work through the 28 closes in the inter-war stock. We expect this contract to be completed by the end of the year.

Landscape Maintenance

With winter now upon us and the growing season well and truly over, our landscape contractor's work is confined to de-littering and pruning. The full garden maintenance programme will resume in April 2010.

Need Help to Read Your Meter?

Did you know that the Association continues to offer the services of our Handyperson Service free to all our older tenants to check meter readings.

This could be especially helpful to our elderly tenants who have received overestimated fuel bills. If you would like to take us up on this offer, please contact the repairs hotline on 0808 202 65 65.



Energy Saving Devices

The Association still has a large number of energy saving devices - including light bulbs and power down devices – provided by EON Energy Services. These are free to Shettleston residents and can be picked up from either our office at 65 Pettigrew Street or the Upkeep office at 24 Fenella Street.

Flooding Protection

As reported in the last newsletter,

the Association had intended to carry out flood protection measures to some of our properties this autumn. However, Scottish Water began major sewer upgrade works in the Loch Achray Street area, and to lessen the disruption to residents, we decided to delay our project until these were completed.

Appointments for Repairs

Association staff and contractors will make every effort to make appointments for repairs or inspections that are suitable to residents. If you are unable to keep this appointment we would ask that you contact us as soon as possible on our dedicated free phone repairs line to rearrange



the appointment to a more suitable time.

Inter-war Render and Window Project

Phase 1 of the above project is now complete, with the decanted tenants having now moved back into their homes at 36 and 46 McNair Street. These properties have been underpinned and received insulated render, new windows, new kitchens and bathrooms and an upgrade of digital TV aerials.

Preparatory visits to tenants involved in Phase 2 of the project were carried out by staff from the Association and contractor, Lovells, and the insulation and render works began on the first close at 15 McNair Street on 30th November. The programme will

then proceed to 25 and 35 McNair Street before moving on to Old Shettleston Road, Etive Street and Shettleston Road.

Residents involved in phase 2, who have any questions about the works, are invited to drop into the 'site surgery' at 500 Old Shettleston Road between 11am and 12 noon every Thursday to meet with resident liaison officer, Lesley McPherson.

Demolition Works

Plans are in place to demolish 21 Balintore Street after the two remaining tenants move into their new homes in December. It is expected that, once disconnections of services within this block are carried out, the demolition can take place some time in the New Year.

Pettigrew Street/Balintore Street Redevelopment

Plans are progressing well for the redevelopment of this large site, where the former GHA inter-war tenements have been demolished. The well respected architect firm of Anderson, Bell and Christie, who designed the attractive block of flats at the corner of Wellshot Road and

Pettigrew Street, recently outlined their proposals to the Association's Technical Services Committee.

The plans will see the redevelopment rolled out over three phases. The first phase will provide amenity housing for older people, including 36 one

and two bedroom cottage style flats, with three specially adapted for wheelchair users.

It is hoped that this development will receive funding approval from Glasgow City Council next spring with work beginning shortly afterwards.

Artist's impression of Phase 1.





Tackling Anti-social Behaviour in Shettleston

Working in partnership with Glasgow Community and Safety Services

Killin Drive Development

The Killin Drive development is now nearing completion. The specially designed wheelchair house is almost finished and the painters are working their way through the other properties. The development is on course to be handed over to the Association by the contractor, JB Bennet, by February.

Annual Gas Servicing

It is imperative that your gas system is checked and serviced annually and it is also a statutory responsibility for the Association to ensure it is done. We therefore really need your co-operation to gain access to your property to have this work carried out and would appreciate it if you would contact us to make alternative arrangements if the programme dates provided by our contractor do not suit you.

Springboig Cladding Project

The first part of the pilot project in Springboig has gone very well. As local residents may have noticed, the bungalow at 11 Greenfield Avenue has now been largely re-clad and works to the other properties included in the pilot will begin at the start of the New Year. Springboig tenants and owners will then be able to see for themselves how successful the pilot has been.

The Association is committed to a zero tolerance approach to anti-social behaviour since we know the damaging affect it can have on our tenants. However, we also recognise that neighbour nuisance and anti-social behaviour is a problem that goes beyond boundaries of tenure, and involves not only Association tenants but also owner occupiers and tenants of private landlords.

We have therefore joined forces with Glasgow Community and Safety Services (GCSS), whose remit is to prevent crime, tackle anti-social behaviour and promote community safety in the city as a whole.

GCSS was formed in 2006 and has been successfully working in partnership with Strathclyde

Police, Strathclyde Fire and Rescue, Glasgow Community Safety Partnership and Streetwatch Glasgow (the operators of the City's public CCTV network) to make Glasgow a safer, cleaner and better place.

We are pleased to have joined this partnership and already are seeing the results of a multi-agency approach to tackling neighbour disputes and anti-social behaviour. Major benefits include the GCSS services of 'out of hours' monitoring, use of professional witness statements and mediation services. GCSS will further assist by ensuring that the appropriate systems are in place to deal with the complex legal and practical issues involved in some situations.

Staff News

There have been a few changes to the staff team over the past months.

After many years with the Association, George Andrew is taking slightly early retirement from his post as clerk of works. George has overseen a number of developments within the Association and has been responsible for supervising many of the major repairs and component replacement schemes carried out by Shettleston over the last decade. All of us wish him well in his retirement. Replacing him

in January will be Bill Mains who we look forward to working with over the coming years.

In addition, Ian McIntosh, who was working with us temporarily, was successful in obtaining a property manager's post and is now employed with us on a permanent basis.

Also working with us on a temporary basis are Elizabeth Hill and Ola Ojobiewe. Elizabeth has been working at reception and in assisting in general administration work while Ola has been working in the finance section.

Shettleston Community Garden/Allotments



Readers may remember that in our newsletter last summer, we included an article about a proposed community garden/allotments project for Shettleston and asked anybody interested in getting involved to contact us. The article got a very good response, with around 30 people getting in touch.

Over the past few months we have made great progress with this project. We held a well attended meeting for potential allotment holders in September from which a few people volunteered to form a steering group to help take things forward. In October, we arranged a fact finding visit to community garden sites in Toryglen and Fairlie to find out how it was done in other areas. These visits were very useful in helping us work out what would be best suited to our site in Shettleston.

We are now actively pursuing funding through the 'Climate Challenge Fund' to get the project off the ground. With the help of colleagues in Glasgow City Council, we have had plans for the site drawn up by a landscape architect and these will form the basis of our funding application.

As you will see from the illustration, our plans for the Shettleston Community Garden are aimed at making growing spaces available to as many individuals and groups as possible. By using a tall, raised bed system of growing, we will be able to maximise our crops and minimise our effort! Unlike conventional allotments the tall, raised bed system effectively does away with digging. We also hope to include communal facilities like a shelter and secure tool storage.

If our funding application is successful, we would hope to start work on creating the community garden in the spring which might mean we could start reaping the benefits in the summer. If you would like to take on one of the 'growing spaces' or if you would like to get involved in the project in any other way, for example by joining the project steering group, please get in touch with Jane McBride at the Association office on 763 0511.



This community allotment site at Fairlie makes the best use of the available space.



Grow your own fruit and vegetables and beat the recession!

News from your Housing Management team...

Housing Matters!



June MacFarlane
Housing
Manager

As regular readers will know, following the transfer of the Glasgow Housing Association stock in March of this year, the total stock for Shettleston Housing Association increased from 1530 units to 2261 units. The figures we report on each newsletter have there increased in tandem.

Re-lets during 2009/10

During the 2nd quarter of this financial year, from July - September 2009, a total of 54 allocations were made.

The allocations were for the following property sizes:
33 x 2apt; 20 x 3apt; 1 x 4apt.

Although 54 allocations were made, the total number of offers to applicants was 80. Of the 26 refusals, the following reasons were recorded:

- 14 locations not suitable
- 2 property too small
- 1 floor height not suitable
- 1 unsuitable decoration
- 1 withdrawn due to rent arrears
- 2 rehoused by other agency
- 2 property type not suitable
- 2 personal circumstances
- 1 condition of property

Rent Arrears

Housing officers are continuing to focus most of their time on tenants who owe money to the Association. Tenants who are in rent arrears will be contacted by telephone, text, letter or in person. As we remind people

every newsletter, rent is important to the Association since it pays for improving and managing our properties.

Whilst eviction for rent arrears is always a last resort, the Association will take legal action against tenants who fail to pay their rent. Any case with an arrear of £1,000 or more will be entered into court and the Sheriff will decide whether or not to grant Decree for eviction. However, it is important that tenants are aware that we will not wait until the arrear reaches £1,000 before entering a case into court. If there is consistent non-payment and failed arrangements then cases can be entered into court at much less than £1,000.

The welfare rights officer, Rhona Imrie, works closely with housing officers to advise and assist tenants who have rent

arrears or require assistance with housing benefit or welfare rights matters. Rhona's main priority is to make sure that tenants apply for all relevant benefits and receive the maximum benefit that they are entitled to. Anyone requiring welfare benefits advice should contact the office and they will be given the first available appointment.

Transfer Tenants (ex GHA Stock)

Although it is now over nine months since the transfer of the GHA stock to Shettleston Housing Association some former GHA tenants are still using their old GHA rent card rather than the new one issued to them by Shettleston. This means their rent is going to GHA rather than their new landlord, Shettleston



Lock-ups for Rent

The Association currently has lock-ups for rent at Wellshot Road & Eskbank Street. The lock-ups are for the garaging of cars or motorcycles and cost £18.95 per month. Anyone interested in leasing one should contact Elaine or Tammy at the Association office on 763 0511.



Lock-ups at Wellshot Road.



Housing Association. Can all former GHA tenants make sure that they are using the new rent card provided by Shettleston Housing Association and discard their old GHA card.

Paying Your Rent

There are many methods of paying rent to the Association so it is a simple matter of picking one of the best that suits your circumstances. You can choose from the following options:

- Housing Benefit Application
- Standing Order
- Post Office Payments
- Allpay
- Bank Payments

At the start of every tenancy, tenants are advised of these different methods of payment and the relevant forms are completed to allow the transaction to take place. However, if you think another method would suit you better, your housing officer will be able to advise you.

Void Properties

During the past three months, from July to September 2009, the Association had 76 empty properties, or voids, returned to us. There are many reasons why tenants end their tenancies with the Association, the following list gives some of the reasons over the past three months:

- 14 transfer
- 10 deceased
- 2 tenant evicted
- 7 property abandoned
- 12 moving to be near family/ friend
- 1 medical grounds
- 1 harassment
- 3 neighbour dispute
- 2 moving to private let
- 1 moving near work

Shared Ownership Properties for Sale



Shared ownership properties at Glenalmond Street and Kenmore Street.

Two shared ownership properties are currently available for sale through Shettleston Housing Association. Shared ownership allows people to get a first step on the property market by purchasing a share in a property, using a conventional mortgage or their own funds, and renting the remainder from the Housing Association.

Property 1

This 3 apartment flat is in the Association's award-winning Glenalmond Street development and was built in 1999. The flat comprises two double bedrooms, dining kitchen, living-room, sun space, internal bathroom, double glazing, communal geo-thermal and solar heating system. The building has controlled entry, common backcourt area and is a 'car free' scheme.

- **Fixed Price: £22,000 (25% SHARE)**
- **Rent: £205.82 approx.**
- **Council Tax Band C**
- **(Services include: Communal Heating, Close Cleaning, Backcourt Maintenance, Common Landscaping)**

Property 2

First floor, 4 apartment flat at 47 Kenmore Street, comprising one double bedroom, two single bedrooms, living-room, dining kitchen, galley bathroom, double glazing, central heating, controlled entry and communal car parking.

- **Fixed Price: £17,500 (previously £22,000) for 25% share**
- **Rent: Approximately £174.11 per month**
- **Council Tax Band B**

Anybody interested in either of these properties should contact Fiona Fellows at the Association office on 763 0511.

Office Refurbishment Open for business!

As everyone will now know, we opened for business at our newly improved and extended office in Pettigrew Street on Tuesday 8th December.

Everyone who has called at the office has been impressed with the improvements that we have made, particularly to the reception area with improved seating and interview rooms and much more space for everyone.

Work to the offices is not quite complete as some environmental works are still to be finished around the outside of the building. This will carry on into January and the building will be complete, including improvements to the street, early next year.

We would like to thank everyone for their patience over the period of our decant at 1682 Shettleston Road. We realise that it was further away for some people but we hope you will agree that our new, extended and modernised offices have made any inconvenience and delay more than worthwhile.



Christmas and New Year Holidays

The office will be closed on the following days:

**Friday 25th, Monday 28th and
Tuesday 29th December
Friday 1st, Monday 4th and
Tuesday 5th January**



Tenants' Right to Repair

The Association aims to complete all emergency repairs within 24 hours. However, tenants who have signed the new Scottish Secure Tenancy have the right to have certain types of emergency repairs carried out within the following specified times below.

If we fail to complete the work in time, tenants have the right to appoint another contractor, from the Association's approved lists, to carry out the work. This applies only to work costing less than £350. Compensation of £15 per job and £3 per day until completion is payable if the Association fails to meet these completion targets. Further information on the Right to Repair Scheme is available from the Association's office.



REPAIR RESPONSE TIMES

Blocked fire or boiler flue	1 day
Blocked or leaking drains, soil stack, or toilet	1 day
Blocked sink or bath	1 day
Complete loss of electrical power	1 day
Insecure window, door or lock	1 day
Unsafe access path or step	1 day
Significant leaks and floodings	1 day
Partial or complete loss of gas supply	1 day
Partial or complete loss of space or water heating	1 day
Toilet not flushing	1 day
Unsafe power, sockets or fittings	1 day
Complete loss of water supply	1 day
Partial loss of electrical power	3 days
Partial loss of water supply	3 days
Loose banister or handrail	3 days
Unsafe floor or stairs	3 days
Defective kitchen or bathroom extractor fan	7 days

How are we doing?

We are happy to say that over the three month period from July to September 2009, the Association met or exceeded 13 out of its 20 targets – three less than in the previous quarter. However, this remains a positive result, given the changes to the stock following the GHA stock transfer.

In each newsletter we report to you on how well we are meeting the 20 targets – Key Performance Indicators (KPIs) – set by committee at the start of the year. We have selected 13 of the most important KPIs to report on, and these are listed in the accompanying table.

The table shows that we exceeded our target for letting houses by achieving 15 days, compared with a target of 20 days. Our performance in letting within 20 days or less has now been maintained over two years. This is a good result for the housing management staff, particularly since the number of voids has been much higher than our original estimate and our stock has expanded following SST.

Our performance in completing routine and urgent repairs exceeded the target for the last quarter and throughout the previous twelve months and is an excellent result from our maintenance staff. Last quarter, we also met or exceeded our target for carrying out pre-inspections.

We are disappointed that the target for current tenant arrears has not been met and that performance is not as good as

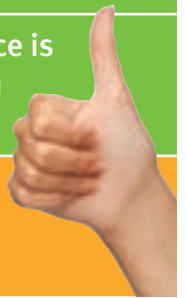
Performance Review 1st July – 30th September 2009			
Performance Indicator	Target	Achieved	Comment
Current tenant arrears (total owed by all current tenants)	4.5%	4.91%	Performance does not meet target
Non-technical arrears as percentage of gross rent	3.50%	2.45%	Performance is better than target
Rent loss from vacant property	0.90%	1.21%	Performance does not meet target
Time to re-let vacant houses	20 days	15 days	Performance is better than target
Proportion of lets to homeless referrals	30%	29%	Performance does not meet target
Emergency repairs	100%	100%	Target met
Urgent repairs	95%	99%	Performance is better than target
Routine repairs	95%	99%	Performance is better than target
Pre-inspection of repairs	15%	15%	Target met
Post-inspection of repairs	15%	22%	Performance is better than target
Neighbour complaint investigations within 48 hours	95%	100%	Performance is better than target
Formal complaints responded to within 3 days	100%	100%	Target met
Staff absence	5%	7.26%	2.26% over target due to long term absence in the quarter

Key: ■ Target exceeded ■ Target met ■ Target not met

the previous quarter. However, housing officers are continuing to focus on pursuing the non-payment of rent. The Association relies on its rental income to carry out essential repair and improvement work and this is

where you can help us by always paying rent on time and ensuring you keep in touch with us if you get into debt or fall behind.

For more information, contact Margaret Paton, Performance and Development Manager.



News from your Welfare Rights team...

Welfare Rights Matters!

The Association's welfare rights officer, Rhona Imrie, offers this round-up of current welfare rights issues, which we hope will be useful to Shettleston residents.



*Rhona Imrie
Welfare Rights Officer*

Important Benefit Changes

We mentioned these important changes to the benefit rules in the last newsletter but we're repeating them in case anyone missed it.

Child Benefit

Since October 2009 child benefit has no longer been included as income in the calculation of housing benefit. This means that some tenants with children, who were previously ineligible for housing benefit as their income was slightly too high, may now be entitled. If you think you might benefit from this change, contact the Housing Benefit Office on 287 1500 or at their office at 125 Westmuir Street.

60 Years Old or Over

On 2nd November 2009 the pension credit threshold increased to £10,000. The previous threshold was £6,000 meaning that those with savings over £6,000 had their pension reduced by £1 for every £500 above that amount. People on guaranteed pension credit who have capital above £6,000 should by now have received additional monies in their payments. If not, call the Pension Service on 0845 60 60 60.

Appointments are Precious

Could tenants please let us know as soon as possible if they need to cancel or reschedule their appointment with the welfare rights officer. This is a very popular service and we want to ensure that as many people as possible can access it. If people fail to attend their appointment it means someone else is missing out on getting advice. Appointments generally start on the hour and last up to one hour unless a longer appointment is required. The same rule applies to home visits.

Community Alcohol Support Service

- **Do you have alcohol issues?**
- **Is alcohol affecting your tenancy?**
- **Are you at risk of losing your home?**

Margaret from the Community Alcohol Support Service is holding a drop-in service at the Association's Offices, every Wednesday between 10am and 12 noon.

If you would like advice or assistance please call in and speak to Margaret in confidence.

Cold Weather Advice...

Here are some handy tips to prevent your home suffering the effects of winter.



- To avoid pipes freezing and bursting, keep your central heating on at a low temperature overnight and, if you are going away, leave your central heating timed to come on once a day and once at night.
- Make sure you know where the water stop cock in your house is located, in case you need to turn off your water. This way you avoid flooding your downstairs neighbour! If in doubt, give your property manager a call.
- Don't be tempted to move your bed into your sitting room if it has a back boiler and gas fire. It is much safer to use your central heating as intended. If you want some advice on the correct way to use your central heating system, call your property manager.
- Be extra careful around the home at Christmas and New Year. Candles, faulty tree lights and faulty electric blankets combined with seasonal spirits can easily cause fires.
- Most important of all make sure you keep yourself warm.



A special service for tenants and residents of Scottish Housing Associations



BE PREPARED!



At this time of year it is just so busy for most people, the last thing you might think about is insurance. But what would you do if you suffered a serious break in, and your Christmas presents got stolen, or you got locked out and had to change the locks, or your TV got accidentally broken. Would your festive season be ruined?

Today household insurance is really a necessity not a luxury. For most people the cost of

resolving these incidents would be expensive and insurance could offer peace of mind. Can you afford not to have insurance?

Your Association has teamed up with Jardine Lloyd Thompson Tenant Risks to offer you a scheme, which is both convenient and good value, from just **£1.53 to £2.59 a fortnight or £1.11 to £1.82** if you are aged 60 or over. (Premiums will be based on your postcode).

How About a Shopping Spree?

Win £50 of high street shopping vouchers sponsored by Jardine Lloyd Thompson Tenant Risks. To be entered into a free prize draw just fill in your details on the form below. Closing date 31.01.10

Terms & Conditions: Free prize draw is open to all Scottish Housing Association tenants and residents. The winner will be notified by post by 28.02.10. No cash alternative, no purchase necessary. The draw will be attended by an independent observer to ensure fair play.



HOME CONTENTS INSURANCE

- Pay fortnightly or monthly by cash at the post office, monthly by direct debit or annually by cheque/postal order
- No home security requirements
- No excess to pay
- No long term commitment
- Christmas gifts automatically covered in December (up to 10% of the sum insured)
- Covers lost/stolen keys and freezer contents
- Minimum cover £9,000 or £6,000 for the over 60's
- Maximum cover £35,000
- For full terms and conditions or an application form call Crystal Insurance on 0845 601 7007

Name: _____

Address: _____

Postcode: _____

Tel: _____

Data Protection Act 1998

The information provided on this form along with any other related data will be held by Jardine Lloyd Thompson UK Ltd and/or its agents. The details which provide may also be used to update our records and those of companies associated to Jardine Lloyd Thompson Group plc, so that we may provide you from time to time with risk or insurance related information or details of events, services or products which we think may be of interest to you.

Please tick the relevant box(es) if you would prefer not to be kept informed of such information relating to personal insurance:

By post

By telephone

Post to: Crystal Insurance Scheme, Freepost SL839, Maidenhead SL6 7XL (no stamp required)

The Crystal Insurance Scheme is a product name arranged and administered by Jardine Lloyd Thompson Tenant Risks. A division of Jardine Lloyd Thompson UK Limited. Lloyd's Broker. Authorised and Regulated by the Financial Services Authority. A member of the Jardine Lloyd Thompson Group. Registered Office: 6 Crutched Friars, London EC3N 2PH. Registered in England No 00338645. VAT No. 244 2321 96

Christmas wordsearch

Find the Christmassy words hidden in the grid and return your entry to us by January 31st for the chance to win some shopping vouchers.

Christmas • presents • decorations • reindeer • family • santa feast • shopping • garland • snow • lights • tree • mistletoe wish list • ornaments • wrapping paper

E	W	S	T	N	E	M	A	N	R	O	R	C	G
L	I	F	H	G	H	Y	J	J	D	K	L	H	D
I	S	S	D	O	R	E	E	D	N	I	E	R	D
G	H	N	D	D	P	F	J	K	A	L	R	I	K
H	L	O	S	F	R	P	N	K	L	L	H	S	F
T	I	I	F	A	E	N	I	E	R	H	J	T	T
S	S	T	W	M	S	N	M	N	A	G	M	M	R
D	T	A	B	I	E	D	W	G	G	J	K	A	E
S	G	R	H	L	N	G	H	C	W	O	N	S	E
S	V	O	M	Y	T	Y	F	K	L	D	G	J	W
C	N	C	S	C	S	A	N	T	A	C	N	J	K
Z	R	E	P	A	P	G	N	I	P	P	A	R	W
C	B	D	J	K	F	E	A	S	T	E	F	H	C
M	I	S	T	L	E	T	O	E	D	W	D	V	R



Name: _____

Address: _____

Postcode: _____ Tel: _____

Last competition result...

Congratulations to **Eleanor McMahon** of South Vesalius Street who was one of only four people to solve all the catchphrases in the last competition, winning herself a prize for her efforts.

USEFUL NUMBERS



General Enquiries 763 0511

Repairs

Freephone 0808 202 6565
(between 9am - 5pm week days)

Emergency Repairs

Freephone 0800 595 595
(after 5pm, weekends and public holidays)

Shettleston Police Station

532 4800

TRANSCO

Gas Emergencies 0800 111999

Scottish Water

24 hours 0845 600 8855

Glasgow City Council

Cleansing Department

Bulk Refuse 287 9700

Environmental

Health 287 6548

Pest Control 287 9700

Stair Lighting 0800 595595

Street Lighting 0800 373635

Benefit Agencies

Job Centre Plus 532 8500

Housing Benefit & Council Tax Benefit 287 1500

Office Opening Times:

Monday – Friday 9.30am – 5.00pm

Association Membership

I am interested in becoming a member of Shettleston Housing Association and request an Application Form and further information.

Name: _____

Address: _____

Postcode: _____

Tel: _____

Signature: _____



Post or hand in to:
Shettleston Housing Association
Helen McGregor House
65 Pettigrew Street
Glasgow G32 7XR
Tel: 0141 763 0511
Fax: 0141 778 5278
Email: sha@shettleston.co.uk
Web: www.shettleston.co.uk