



## Information for Job Applicants

November 2023

Shettleston is a community-based housing association and a Scottish Charity, formed in 1976 by local people who were concerned at the deterioration of their community and who wanted to save the traditional sandstone tenements that embodied that community.

Shettleston in the mid-70s was losing people, losing jobs and in danger of losing its sense of community. Tenements were being demolished or were falling into disrepair and the future looked bleak.

But events were to prove that whilst this was Shettleston's low point, it was also its turning point. Changes in government policy and greater emphasis on the rehabilitation of housing rather than its demolition coincided with community activists and local people calling for a way forward for Shettleston. The result was the Association and a new partnership between Government at all levels and the local community.

While the early focus was on tenement improvement the Association gradually developed, first through building new houses and then through a series of housing stock transfers, starting in the 1990's and culminating in second stage transfer of former City Council housing from GHA in 2009.

The Association has continued to develop new homes to meet a range of housing needs in the area. Recent projects have included the award-winning Cunningham House church conversion for elderly people – the first *passivhaus* development by a housing association in Glasgow. Earlier this year we completed our latest development of 44 new homes for rent at St Marks Court/Muiryfauld Drive. We are also increasingly focussed on major repair and component replacement in our existing homes to ensure that they continue to meet the highest possible housing and energy efficiency standards.

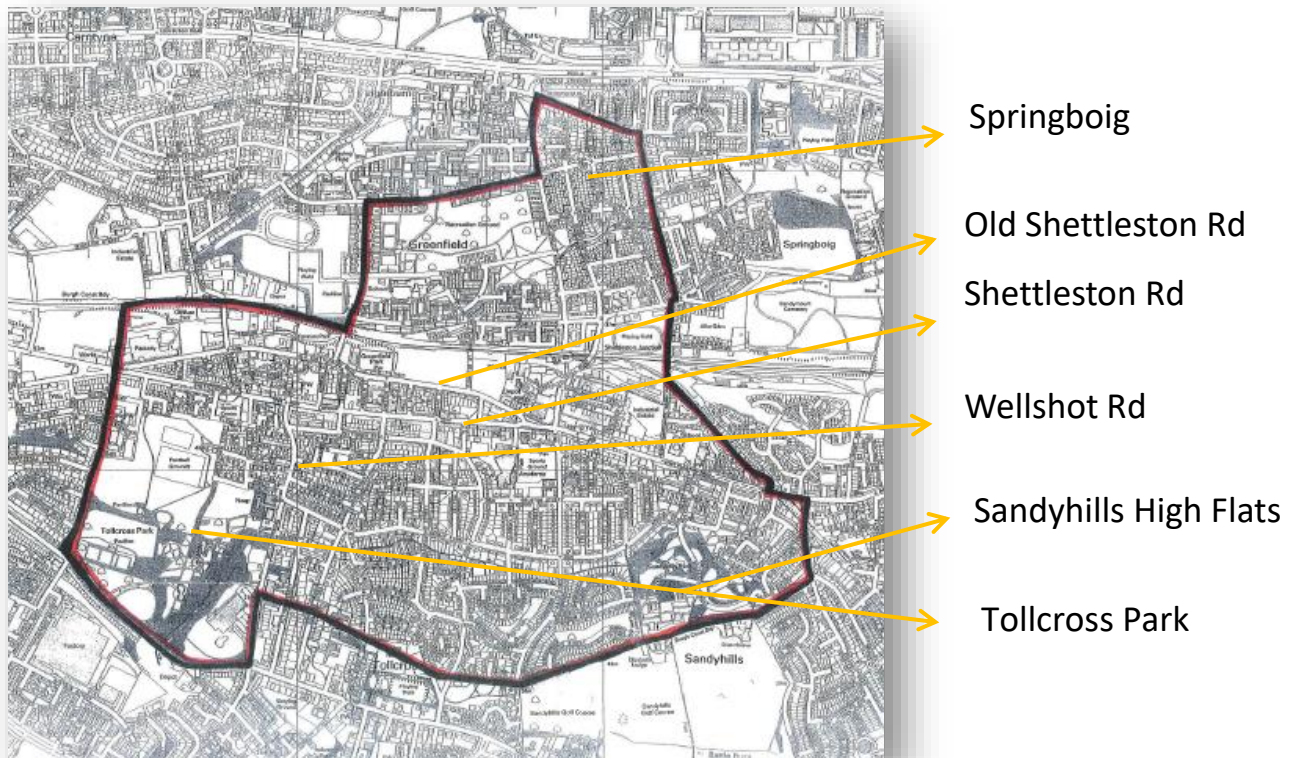
We currently have a total of 2,457 homes for social rent, mid-market rent and shared ownership in management and also provide regular factoring services to nearly 800 owner occupiers and commercial properties in the area. Our approach to service provision reflects our Values which are: *Customer Service; Community Focussed; Team-work and Fairness*.

The Association has never been "just a landlord" though. Our Vision is of "*thriving and prosperous local communities where all residents enjoy great homes and services, an attractive physical environment, and good life chances*". We have developed an important wider role in the community over the years by establishing and supporting many new community projects and services to help with the regeneration of the area, combat poverty and enhance the well-being of local residents. This will continue to be a key focus for the Association in the years to come.

## Area of Operation

The Association's area of operations is set out in its Rules. In broad terms it takes in the area from the Westmuir St/Shettleston Rd junction in the west to the Baillieston Rd/Sandyhills Rd junction in the east. It includes Tollcross Park and the Sandyhills area to the south and the South Greenfield and Springboig areas to the north.

The traditional centre of the area is bounded by Shettleston Rd and Old Shettleston Rd.



## Association Structure

The Association is the “parent” of a Group structure with two wholly-owned subsidiary organisations. They are independent bodies with their own Boards, which are appointed by SHA.

### Upkeep Shettleston Community Enterprises:

“Upkeep” was established in 2005 as a company limited by shares. It is a commercial trading company with a turnover of £2.4 million and employs over 40 full and part-time staff.

It provides SHA and some other RSLs with a range of services including: reactive and cyclical maintenance and major repairs; stair cleaning and back court maintenance; bulk refuse uplift and removal; and landscape gardening.

Upkeep was originally established as a ‘social firm’ and one of its main objectives continues to be the provision of employment and training opportunities for local people.

## East End Housing Development Company:

'East End Housing' is also a commercial trading company set up in 2007 to engage in the private housing market to help deliver on our objective to provide housing opportunities in the local area that the Association as a RSL and Scottish Charity can't. It manages the Association's 32 mid-market rent properties through a lease agreement and has also acquired 13 tenement flats which are let at market rents. Staffing services are provided by SHA.

## The Board

The Association's volunteer Board of Management is the governing body of the Association. The Association's Chairperson is Hugh McIntosh.

Membership of SHA costs £1 and is open to people who live within the Association's area and support our objectives. Our Board mainly comprises a mix of Association tenants and other local residents who are elected by, and from, the Association's membership. Three places on the Board are reserved for co-optees who do not require to be share- holding members or resident within the area. This provides an opportunity to recruit those with particular skills and expertise, as the Board feels is appropriate.

The Association operates with three sub-committees: the Housing & Community Services; Property Services and Audit & Corporate Services Committees.

## Our staff team

The staff team is led by our Chief Executive (Tony Teasdale) and the other members of the Executive team who include: Director of Finance & Corporate Services (Kirsty Brown); Director of Property Services (Colette McKenna) and Director of Customer & Community Services (vacant post). The chart below shows the staff structure currently in place. Note that a review of staffing arrangements within the CCS team is underway aimed at further strengthening our customer focus. The incoming Director will have the opportunity to shape these proposals.

## Other Information

For more information about the Association - including newsletters, Annual Reports and other information – see <https://www.shettleston.co.uk/documents/reports-and-documents>.

# Staff Structure

