



**Living in new homes in Glasgow's regeneration areas:
the experience of residents in the Pollokshaws and Sighthill Transformational
Regeneration Areas**

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Executive summary

This report is one of a number from GoWell examining the experiences of households living through the process of regeneration in the city, which has been ongoing since 2005. The report looks at how the occupants of new build housing provided in two of Glasgow's Transformational Regeneration Areas (TRAs) have fared since moving, and considers the extent to which different elements of their residential environment support better health and wellbeing.

The two study locations are the Sighthill and Pollokshaws (Shawbridge) TRAs. Eleven householders living in new build housing were interviewed in-depth in each location in July and August 2016.

With regard to the homes themselves, residents in both locations expressed appreciation of having secure entrances, light and bright dwellings with large windows, warmth and cheaper energy, and larger kitchen/dining rooms. The main drawback of the dwellings was a lack of storage space and small-sized bedrooms; these things were more noticeable among family households in Sighthill. The benefits of having a spare bedroom were particularly noticeable for the older residents in Pollokshaws.

Occupants derived psychosocial benefits of pride, self-esteem and the stability of being settled and wanting to create a long-term home in their new house. This was often in contrast to not feeling the same about their previous homes in the high-rise blocks, and was facilitated by using disturbance payments to invest in new furniture and furnishings, thus helping people feel they were making a 'new start'.

As a result of both how people felt about their new homes, and due to the design of the dwellings, several behavioural changes were reported by participants including: eating family meals together, cooking in their new kitchen and eating at the dining table; improved social and family relations as a result of inviting friends over and having wider-family members to stay; ceasing smoking indoors, and in some cases reducing their level of smoking. Some participants with health conditions reported being better able to cope with their conditions in their new homes which were warmer, more comfortable, and easier to live in than their previous homes.

In both locations, participants talked of friendly, cohesive, safe and supportive communities, more so than they had experienced latterly in the high-rise flats. Where new build occupants knew their neighbours from the estate previously, this aided their sense of community. New build occupants in Sighthill also reported changes that could be expected to benefit their wellbeing, including the area being quieter, safer and better for children. Diversity in the community – in terms of ethnicity, age and types of household – was also spoken of with positive value in the case of Sighthill. In Pollokshaws, there were positive expectations about community renewal through new and replacement residents in the future.

Not everyone experienced all these benefits from their new homes. There were participants who felt lonely, including some with physical and mental health issues and others who wanted employment, and as a result some people lacked the means, ability or confidence to go out and/or to make social connections with others. There were clearly occupants of new

build housing who would benefit from outreach and support work to help them make the most of their new situation.

Both locations benefited from having nearby supermarkets or main shopping streets, but both also lacked facilities in the immediate vicinity such as cafés, local shops, a post office and children's play areas; these absences were inconvenient, but were also noticed by residents because they reduced opportunities for casual social interaction within the community. The presence of housing, health and library services in the Pollokshaws study area was valued by residents. Sighthill, in contrast was said to have lost several local amenities and services in recent years including shops, a post office, a library and the local bus service.

New build occupants were hopeful that the regeneration process would replace some of what was missing in the areas, although knowledge of what was planned seemed greater in Sighthill than in Pollokshaws. The need for regeneration to be able to provide fully functioning neighbourhoods within a reasonable period of time was evident from participants' accounts of their daily lives in newly built homes provided as part of the regeneration process.

Introduction

Background

Area regeneration has been underway in Glasgow since around 2005, enacted across eight Transformational Regeneration Areas (TRAs). Following consultation with local communities and other stakeholders, a range of options were considered and decisions taken which led to mostly demolition of the existing social housing stock, which often comprised mass housing estates in poor physical condition, and its replacement with lower density housing of mixed tenure, i.e. large proportions of both social housing and owner occupation and a lesser proportion of other 'affordable' options, including mid-market renting and shared ownership. It was also intended that the original residents of these estates would be offered the option to remain living on the estate in the newly built homes. In practice, many of the residents accepted offers of housing elsewhere, though often nearby, to enable the demolition process to proceed, with a smaller group of original residents remaining and hoping to live in the new homes in the area.

The eight TRAs proceeded at different paces and some are more advanced than others over ten years later. Masterplans were produced for all the TRAs in 2005-6 and have been revised since, and they include a range of other amenities to be provided as well as housing. GoWell has been studying three of the TRAs, and two are covered in this report: Pollokshaws and Sighthill. In both cases, all the original high-rise blocks that constituted the estates have been demolished, but only the first phase of replacement social housing had been provided and occupied by mid-2016 when the study was conducted. Much of the two estates were still awaiting redevelopment and no private sector housing had been built, nor any of the proposed additional amenities (such as parks, nurseries, shops). In the case of Pollokshaws, the second phase of GHA new build housing has now been completed. In the case of both areas, procurement is also underway to bring in private housing developers.

Having earlier studied families living in high-rise flats in the TRAs, GoWell has previously reported on the effects on residents of poor housing and neighbourhood conditions and the impacts of living in a declining neighbourhood. In this report we take the opportunity to look at what benefits and changes accrue to residents who eventually move into newly built housing on the estates. Even though the redevelopment process is incomplete, we would expect there still to be identifiable effects upon households of living in new homes. Residents' expectations and concerns about the future of the estates also merit investigation since there can always be uncertainty in regeneration, and within such processes it is important that the residents' voices are heard.

Study context and study sites

The two study sites are the Transformational Regeneration Areas (TRAs) at Sighthill and Pollokshaws (formerly Shawbridge). These are two of the eight TRAs in Glasgow which Glasgow City Council, Glasgow Housing Association (GHA) and the Scottish Government (under the aegis of 'Transforming Communities: Glasgow' or TC:G) agreed as priorities for large-scale regeneration in 2005, following council housing stock transfer to GHA in 2003. After the formation of TC:G, a business plan was developed which set timescales for the development of all eight TRAs over a 10-20 year period from that point forward.

Both areas underwent a masterplanning exercise in 2005-6, including consultation with residents. These masterplans have undergone revisions over time and formed the basis for the 'activation' of the TRAs, at which point a Local Delivery Group (LDG) was established for each area, comprising community representatives, local elected members and GCC officials, and officials from GHA and Scottish Government, plus local development partners where relevant. The LDGs are also intended to be a means for community engagement in each area.

Sighthill and Pollokshaws provide different types of regeneration area to compare and contrast. They are located in different areas of the city, north and south. Sighthill has a range of different styles and types of new build housing whereas the new housing development in Pollokshaws is more homogenous. In Sighthill the houses are more recent, having only been occupied for one year at the time of the study. In contrast, the new build development in Pollokshaws was four-and-a-half years old. At the time of study both areas were 'unfinished'; there were future regeneration plans including more housing (social and private) and the provision of neighbourhood amenities and services. Thus, at the time of study both areas were in a state of flux.

Pollokshaws TRA

Pollokshaws TRA is situated approximately three miles to the south of Glasgow City Centre. The Shawbridge Estate as it was then called was built in the 1960s comprising a mixture of nine multi-storey blocks, low-rise tenements and deck-access flats. Work to transform the area began in 2005 and in 2008 the first multi-storey block was demolished. The final high-rise block on Shawbridge Street was demolished in 2016. The area's name was changed to Pollokshaws at the time the regeneration plans were agreed, in order to reduce the stigma associated with the area.

An early phase of redevelopment providing 93 homes for social rent was completed by Glasgow Housing Association in 2012 which is the focus of this study. The development comprises mainly two-bedroom flats in a four-storey block. There is also a row of seven terraced houses on Riverford Road.

The next phase of development will be a further 47 new build flats for social rent by GHA coming off site in early 2017. Five of the new flats will be built for wheelchair users. This completes the 'reprovisioning' process. Loretto Housing Association has also put forward proposals for 42 dwellings for social rent in two blocks along Pollokshaws Street. Moving forward, there will be six phases of further development with the private sector providing 350 houses for sale predominantly suitable for family living. Construction should start on these in late 2017.

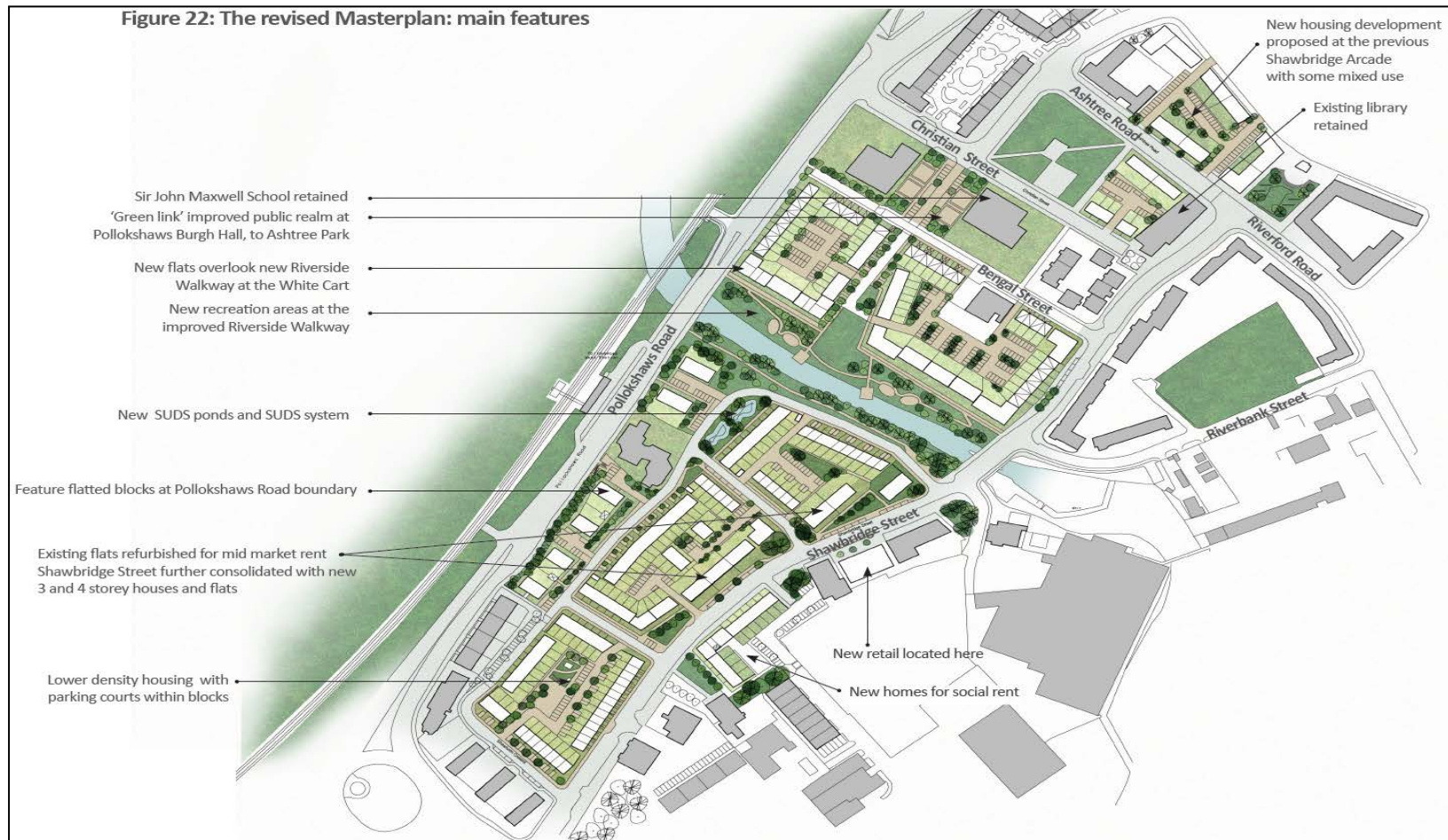
Figures 1-3 show the first phase new build development in Pollokshaws, and the revised masterplan for the area's regeneration.

Figure 1: Plan of Pollokshaws new build development (phase 1).



Source: Transforming Communities: Glasgow. Pollokshaws Transformational Regeneration Area, May 2016

Figure 2: Revised masterplan for the regeneration of Pollokshaws.



Source: Transforming Communities: Glasgow. Pollokshaws Transformational Regeneration Area, May 2016

Figure 3: Photograph of Pollokshaws new build housing (phase 1).



Sighthill TRA

Sighthill was built in the 1960s originally comprising ten 20-storey slab tower blocks, seven 5-storey maisonette blocks and five rows of tenements. Its location is very close to the city centre and to Glasgow's major road and rail networks. The high-rise flats were demolished between 2009 and 2016. In the first phase of new build, 141 new homes for social rented housing built by GHA around Huntingdon Square and have been fully occupied since 2015. They comprise a range of styles and sizes.

The current masterplan for Sighthill dates from 2014, when it was revised to form part of Glasgow City Council's (unsuccessful) bid to host the Youth Olympics 2018. At this time, the phasing of the estate's regeneration was brought forward in time as part of the TRA programme. Future regeneration plans for the area include a further 650 homes for sale and alternative tenures; some retail units; a new community campus school with sports facilities; infrastructure works including new pedestrian and road bridges; and environmental improvements including parkland, allotments and a public square. However, in order to be able to deliver the masterplan, historical ground contamination issues require to be addressed, which Glasgow City Council are engaged in across a large part of the site.

Figures 4 and 5 show where the new social housing is situated in Sighthill, and the different styles thereof, while Figure 6 shows the revised masterplan in full.

Figure 4: GHA new build housing site in Sighthill (phase 1).



Figure 5: Photograph of GHA new build housing styles in Sighthill.



Figure 6: Revised (2014) masterplan for Sighthill.



Source: Transforming Communities: Glasgow. Sighthill Transformational Regeneration Area, May 2016

Study aims and objectives

Aims

The study had two broad aims:

- To understand the use and experience of housing and neighbourhoods by occupants of new build housing provided as part of Glasgow's ongoing regeneration programme.
- To identify what aspects of their new housing and neighbourhoods occupants particularly value and what support and assistance they require in order to make the most of their new situation.

Objectives

The research had the following specific questions:

Homes:

- What aspects of their new homes and developments do residents particularly like or value? How do these impact on satisfaction and wellbeing?
- What do residents think of any particularly different or innovative features provided as part of the new housing or developments?
- How do residents (tenants/owners and other household members) make use of the spaces provided as part of their new homes and developments?
- To what extent, and how, do residents decorate and personalise their new homes?

Neighbourhoods, communities and amenities:

- To what extent and how have residents become familiar with their new neighbourhood?
- What amenities do residents make use of in their neighbourhood? What other amenities would residents wish to use or have available in the area?
- Have residents developed new social relations with people in their neighbourhood and/or continued with prior-existing social relations from where they lived before?

Lifestyles and support services:

- Do residents consider that they have made significant changes to their lives, and the lives of their families, since moving to new housing? Do residents still desire to make changes to their lives? And if so, why have they not made those changes yet?
- What services do residents receive from Wheatley Group and other agencies and how do they help?

Methods

A qualitative research design was used, involving in-depth interviews with residents and the taking of photographs of people's homes.

Recruitment

The research team worked closely with Wheatley Group in recruiting to the study. Wheatley Group provided the addresses of their new build properties in each area (93 in Pollokshaws and 141 in Sighthill). The researchers then randomly selected one third of the addresses in each area, ensuring a balance of different types/sizes of properties, based on details also provided by Wheatley. Letters were sent out to tenants via Wheatley (who held the personal contact information explaining the purpose of the study and the recipient's potential involvement, with the opportunity to 'opt out' (with details how to do this) or 'opt in' (through contacting the researcher by phone, text or email). In both Pollokshaws and Sighthill three people opted in. Only a minority in both areas opted out. By an agreed date, researchers made contact with tenants who had not opted out, through telephone calls/texts and door knocking. Over a period of approximately one month, the target of 11 participants per area was achieved.

Tables 1 and 2 provide a summary of key characteristics of the two samples of residents, including: household composition; reason for moving; size/type of new build; and, other information considered relevant. One notable difference between the two samples is that the participants in Pollokshaws were older and mostly Scottish, whereas in Sighthill the participants were generally younger, including several migrants from African and Middle Eastern countries.

Sample

Table 1. Pollokshaws sample.

ID (gender)	Household composition (age)	Reason for moving	Size/type of new build	Other information
SB1 (M)	Couple (age 58) Grandson stays over frequently	Clearance	2-bed flat, 2nd floor	Both working. COPD (male)
SB2 (F)	Woman (45) and son (14). Partner sometimes stays	Clearance	3-bed house, adapted	Not working. Multiple health problems
SB3 (F)	Single woman (70s)	Clearance	2-bed flat, 1st floor	Heart problems, loneliness
SB4 (F)	Single woman (60s)	Clearance	2-bed flat, 2nd floor	Poor health, COPD
SB5 (M)	Single man (22)	Moved from Peterhead	2-bed flat, 1st floor	Working. Baby due who will live in flat part time.
SB6 (F)	Couple (60s)	Voluntary move	2-bed flat, 1st floor	Chair of Community Council
SB7 (F)	Woman (82) lives with son (54)	Clearance	2-bed flat, 1st floor	Poor health
SB8 (M)	Couple (60)	Voluntary move	2-bed flat, 2nd floor	Health problems, retired
SB9 (F)	Single woman (85)	Voluntary move due to mobility issues	2-bed flat, 1st floor, adapted	Mobility problems
SB10 (M)	Couple (62, 59) and daughter (35)	Voluntary move due to health and disability issues	2-bed flat, ground floor adapted	Multiple health problems; severely disabled daughter
SB11 (M)	Single man (45)	Clearance	2-bed flat, 2nd floor	Mental health problems

Table 2. Sighthill sample.

ID (gender)	Household composition (age)	Reason for moving	Size/type of new build	Other information
SH1 (M)	Couple (51, 55)	Voluntary, health issues	1-bed, ground floor flat, adapted	Male not working, multiple health issues; BAME migrant
SH2 (F)	Single woman (59)	Clearance	1-bed flat, 2nd floor	Not working, mental health problems
SH3 (M)	Single man (26)	Voluntary, from Maryhill	1-bed flat, top floor	Part-time job (waiting for college); BAME migrant,
SH4 (F)	Woman (23) lives with parents	Clearance	2-bed ground floor flat, adapted	Family have fast-food business; BAME migrant
SH5 (M)	Single man (71)	Clearance	2-bed flat, ground floor	Retired
SH6 (F)	Woman (28) lives with partner and 3 children	Clearance	2-bed flat, 2nd floor	Not working; would like bigger flat
SH7 (F)	Couple (34, 37) and 14 year old son	Clearance	2-bed terraced house, adapted	Female is husband's carer (disability)
SH8 (F)	Couple (30s) and 6 children	Clearance	5-bed house	Parents both not working
SH9 (F)	Couple (both 38) and 3 children	Clearance	3-bed house	Female not working, partner in work; BAME migrants
SH10 (F)	Woman (46) and 3 children	Clearance	3-bed house	Part-time work; BAME migrants
SH11 (F)	Woman (50), daughter (24) and grandson (4)	Clearance	3-bed house	Not working (older woman), daughter part-time work

Methods: interviews and photos

The research took place in July and August 2016. Participants were given an information sheet that the researcher explained, and signed a consent form agreeing to the conditions of the research. Researchers interviewed participants in their homes at a time and date convenient to them. Each interviewee received a £20 shopping voucher in acknowledgement for their participation. Interviews took place with the householder or their partner but other family members were frequently present and joined in the conversation.

A semi-structured topic guide was developed and used along the following themes:

- Background information – where they came from, reasons for moving, process of getting a new home.
- New home – likes and dislikes, comparison with previous home, how it could be improved.
- Space and personalisation – how space is used, comparison with how space was used in previous home, décor, buying new things or not, how they feel about space and décor.
- Neighbourhood – services and amenities available and used, other areas they go to, what they would like available locally, views on local regeneration.
- Community – what kind of people live locally, neighbours, sense of community, opportunities for meeting people.
- GHA/Wheatley Group services – what they know about, have received, would like to know about; how support services have helped or not. Services specifically asked about were: welfare benefit advice; fuel advice; money advice; employability advisers; volunteering programme; tenancy support service; Eat Well¹; Home Comforts²; lone parent support and advice network; Better Future Bursaries³; Silver Deal⁴.
- Life changes – feelings about life since moving, changes to their lives that have been made, changes they would like to make, types of things/supports that might help to make changes.

In addition, the researcher asked participants for permission to take photos of their homes to illustrate how space was being used, and any particular features they did or did not like about the new home. Five participants did not give permission to take photos. Those who gave permission to take photos signed a second consent form allowing their photos to be used in future reports and publications, such as this one. Where the participant gave permission, participants guided the researcher round the house indicating the types of things they wanted the researcher to take photos of.

Analysis

Interviews were audio recorded, professionally transcribed, and analysed by the research team in accordance with the stated research objectives.

¹ Eat Well - Pilot scheme to support customers with debt, budgeting and money advice. It is not a foodbank service but also provides access to food parcels for customers while they are in receipt of the support services.

² Home Comforts - Furniture and white goods recycling and distribution service.

³ Better Future Bursaries - Provides tenants and their children with a bursary of up to £1500 to access further/higher education.

⁴ Silver Deal – variety of programmes for tenants over 60, and disabled/vulnerable tenants under 60.

Findings I: Pollokshaws Transformational Regeneration Area

1. Resident backgrounds

In this section, we review who the participants are and how they came to move to new build housing in Pollokshaws, which in most, but not all cases, involved relocation out of the high-rise blocks demolished on the estate.

Participant profile (see Table 1)

The majority of participants in Pollokshaws were older people in their 50s and 60s. There were five single people; the remainder being couples and two families. There was only one child (age 14) in the study apart from grandchildren staying occasionally with grandparents. Most participants had extended families so although only occupying one of their bedrooms, they had a spare bedroom to use for grandchildren or other family members. The majority of participants did not work which was largely due to old age and poor health. All were White Scottish/British.

Many participants had health problems. Examples include COPD (SB1, SB4), brain condition, disability (SB2), heart condition (SB3), arthritis, sciatica, cancer (SB7 and SB8), mobility issues (SB9), disability, strokes, asthma, arthritis (SB10) and mental health issues (SB11). Disability or mobility issues were experienced by three families in particular.

One family moved to a three-bedroom house, while the remaining families moved to two-bedroomed flats.

Circumstances and process of moving

The new build housing in Pollokshaws was mainly allocated to people who had lived in high-rise and low-rise blocks on the estate, but other people considered local to the area also gained access to the new houses, either originally or as second occupants, if they had long term residence in the area. Participants' reports showed that other people with particular needs gained access to the new homes with the help of advocacy or intermediary agencies.

Six participants had moved because of clearance and had "waited it out" or "hung on" in order to secure a new build home in the area. Some examples follow:

SB1 and his partner had lived in high rises for 15 years and said that by the time they were offered the new build they *"were absolutely desperate tae get oot that flat"*. They were impressed with the process of being kept informed about what was happening and choosing things such as the kitchen: *"Yes, I seen it on plan. Aye, they kept us updated on what was happening then we picked our ain kitchen. An' your tiling"* (SB1). As soon as they got their new keys they moved in and were settled within hours:

"We moved intae this flat, we got the keys for this flat six years come the thirty-first o' August. I got them at half past two in the afternoon an' by five o'clock I moved in here. I had carpets doon an' everything." (SB1)

Another participant (SB4) talked about putting up with the dire conditions in the high rises in order to secure a new build in the area:

"I hung out for here. I hung on an' hung on because a lot o' the tenants were moved out tae elsewhere. ...but I wanted to stay in Pollokshaws so I kinda put up with the conditions to ensure that I got somewhere that I wanted to stay in and this was where it was." (SB4)

SB4 had expected to get a house (rather than a flat, as had been the case) as she thought the majority of the new builds would be houses rather than flats:

"Well, I sort of expected like one of those round the back there with a back and front door, so it was kinda unexpected when I seen it was flats going up. But, having said that, that was soon put to the back o' my mind when I actually saw the flats an' I was quite happy." (SB4)

SB7 chose the Pollokshaws flats over other ones being built in the area due to their closeness to shops and things to see:

"Well, we were asked did we want one o' them. And I could have got one in Pollokshaws Road but I didnae like it because nae shops, no nothing there, you know, so, I says 'no, I'd prefer here'." (SB7)

SB11 who stayed in the high-rise flats ("for about a decade") in Pollokshaws was originally told there were no flats available for him but then he got a phone call from the housing officer telling him one had become free so he went to view it.

"I viewed this and said, 'Yes' instantly, cause I looked at it and I thought, 'Oh, this is all modern,' I thought 'oh, very good.'" (SB11)

Only one participant had moved in from outside the area. He worked for the prison service in Peterhead and got a transfer to Glasgow. Previously he had been in the army and said he got help from the charity Help for Heroes in getting this flat:

"I did use [Help for Heroes] when I left the army, yeah, for a bit o' help... the only thing I can thank them for is the flat that I got 'cause it was their housing officer in there that helped me fill out the application and got me high up on the list and stuff like that. She helped me oot quite a lot." (SB5)

He got a phone call offering him the flat and said he had no doubts: *"Took it on the spot":*

"A flat. Single person. Kid on way. Two bedrooms. It's good. It's ideal." (SB5)

SB5 had only moved in six months previously. He was the second person in the flat as the original occupant was an older person who had died. There are other examples of people being 'second in' due to people dying or changing their minds. The implication of this is that they do not have the same privileges as being 'first in' when you get to choose things such as kitchen units and tiles.

"I think it was an elderly person that stayed here before... I think she's passed away now." (SB5)

Some people whose flats were not being demolished were nonetheless offered a voluntary move because they lived in the local area:

"Wi' us being there for so long, when they were allocating the houses to the folk who were moving fae Pollokshaws Street they had sent us a letter and said that we were eligible to

take part in the rehousing o' the new properties and they gave us a few different districts... And we wanted to stay in the area, so we thought, 'Right, we'll just...' 'We'll go local'." (SB6)

In a similar position, SB8 explained the process by which they were offered the new build:

"They phoned and offered us it... I don't know if it was because I was born here. We werenae rent arrears, we baith worked, so, and I had – I never got the offer the first time because I didnae make the 12 years, didn't I, no? So, the people who had been here longest got the offer... See people might want the choice, people that were in flats an' that were getting demolished, they were the first option. Aye, they were first offered then tae us." (SB8)

Two participants were offered accommodation and moved voluntarily because they had health or disability issues. SB9 was 85 and living on the second floor in a block of flats. She got a letter from the housing department about the new builds asking if she was interested. Although she liked her house, she felt she had to move for mobility reasons but did not want a ground floor flat as she was concerned about safety and security issues.

"I left a lovely house. It was all nice, you know. No, it was all papered and painted an' that... No, I really liked my house over there... but when I got the letter from the housing department asking me if I was interested in having a house here, well my son says 'well, just take it because one up'. I couldn't live in a ground flat, I'd have been terrified." (SB9)

SB10 had multiple health problems and she and her partner had a disabled daughter. Their daughter was in a wheelchair and was unable to leave the house. In addition, their own health had started to deteriorate. They lived upstairs in a private four-in-a-block house which was becoming increasingly unsuitable for their needs. They got assistance from their social worker and occupational therapists who contacted GHA in an effort to find them suitable accommodation. They sold their house at a loss in order to buy things for their new home when they moved:

"We weren't actually originally in the catchment area, it's for people who actually stayed in the flats being demolished in Pollokshaws. But because we needed a flat adapted for a wheelchair because of [daughter], there was no other person waiting for a wheelchair access flat. So we were offered the flat then." (SB10)

"...my arthritis got bad. We were upstairs... it was four-in-a-block cottage flats... [daughter] had had an accident, was now in a wheelchair, which meant that... for two and a half years she never got out the house... You had had two strokes by that time. My arthritis had got worse so basically we were cut off... And [we] moved in and we've never regretted it despite [our] problems." (SB10)

2. New builds: likes/dislikes, space and personalisation

In this section, we consider how the occupants of new build properties in Pollokshaws felt about their homes, including the design and provision of space and storage. We also look at how people furnished and decorated their homes, and the benefits they felt they got from that. In many instances, participants compared their new situation to their previous homes and living arrangements.

All new build flats in Pollokshaws have the same layout: a long corridor with storage cupboards off and five rooms. The bathroom is an internal one at the end of the corridor. Flats are accessed via a communal stairway. On each landing there is a door to access the flats on that level. Corner flats have bigger dimensions. There are shared gardens at the back of the flats.

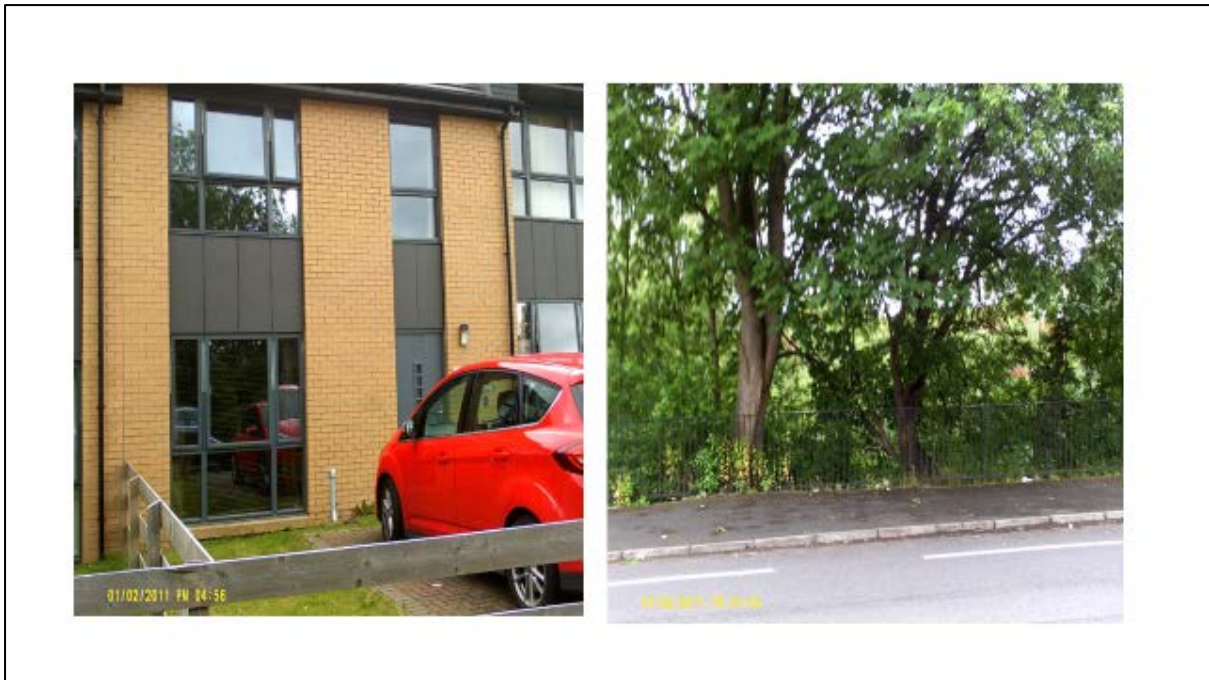
The only house in the study was a three-bedroom house (all bedrooms were situated upstairs with a bathroom). On the lower level was a living room, kitchen, utility room with toilet and storage cupboards. There was also a private back garden.

Figures 7 and 8 show the exteriors of the Pollokshaws flats and of one house.

Figure 7: Photos of new build flats in Pollokshaws.



Figure 8: Photos of new build house and its outlook in Pollokshaws.



Particular features liked or disliked

Design aspects

Key aspects of their new homes which occupants liked included: the secure entry arrangements and privacy; the light and airy design and pleasant outlook; and the warmth, comfort and energy efficiency. These things were often in stark contrast to prior conditions in the high-rise flats. There were alternate views about the stairs and lack of a lift within the building, and some complaints about the uplifting of bins.

The majority of participants really liked the flats (*"they're fantastic"*). One participant who previously lived in a listed building felt the new builds lacked character but still liked them:

"Well, the previous flat, it's an old property and it was full of character... I mean these places, they don't have any character, but there you go... No, there's nothing I don't like." (SB9)

The entrance to the flats is communal, but then you enter through another door on each floor to access the flats on that landing. Most liked this design feature in that it gave them more security, and allowed people to decorate their own landings with plants, flowers and furniture and make their communal space more personal. A few felt this design aspect meant you were less inclined to talk to neighbours.

"When you come in and the glass, the door there, you can see it, there's just two flats, my neighbour and myself. That's the way it is, you know. So, people are not passing by your door." (SB9)

Some commented on the design of the windows:

"And the windows, the big windows. And the big windows an' that. It's bright." (SB8)

"Light and airy." (SB3)

One participant commented on missing her veranda in her old flat and would prefer a balcony or more accessible outdoor space:

"I was sorry to leave that flat because it had a lovely big veranda... You know, you're oot in the summertime in the morning, up in the morning and go oot and you can sit there all day. That was great. That's about the only thing I miss here is my veranda." (SB7)

Stairs/lifts

There are no lifts in the flats. Some talked about the difficulties of getting up the stairs if you had mobility problems or heavy shopping to carry, although most felt the width and style of the stairs compensated for this aspect. Again there were positive comments about windows:

"I was that used to the lift, at Pollokshaws Street I had the lift just stopped at the door. But sometimes when I come up, well one flight of stairs, it still sometimes can be kinda out of breath." (SB3)

"The stairs are no' a problem because they're wider... And they're no' steep stairs if you know, they wider built, they're no' as steep an' that noo. Aye, but even coming up the stairs, you can stop at the first landing. There's a window there if you want tae get your breath. And that's – the way it's designed as well, you've got a separate door coming up the stairs intae your [landing]." (SB8)

Warmth and lower heating costs

A key benefit commented on by the majority of participants was the warmth and heating system, particularly relative to living in the high-rise flats:

"The rain doesn't come in, there's no draughts at the windows. It's just so different." (SB2)

"They changed the heating system [in the high rises] and it wasnae very good." (SB6)

"There was just damp and mould and continual flooding and they couldn't find where the leak or the flooding was coming from because the buildings were all... the plumbing's all weird in the high flats. So the last five years were horrendous." (SB4)

Also having control over the heating which most never had previously was a benefit:

"It's likes of having the boiler now, used to have to put on the water heater in the thing, but now you've got the boiler and you can just go in." (SB3)

"You can control your heating yourself... it's good for that." (SB3)

Having instant hot water meant you could take a bath whenever you wanted:

"You've got hot water when you want, you know, and if you want to take two, a couple of baths during the week, instead of one, you can do that, you know." (SB3)

Related to this was energy efficiency and lower bills in the new homes:

"The fuel efficiency, the insulation, and the... mainly the insulation. I mean, my bills are really, really low in comparison to... what I'm paying a month for in here I was paying a week for up there and that's one o' the big pluses, definitely." (SB4)

"What we save on electricity is unbelievable. It was, gas, electricity. I mean, we got a gas cooker put in because we always wanted a gas cooker. So, we took oot the electric and I got my gas in. And what we save on electricity compensates for your – the extra council tax you pay." (SB8)

One participant commented on the insulation and soundproofing effects:

"When it comes to wintertime, you can just boost it on for an hoor, heat the place up, and once your heat's in the hoose... It stays, it doesnae go. See with this type of building an' that, it's no' the brick, it's insulated in between it and that keeps it, once the windaes are shut there. It keeps the noise oot as well." (SB8)

Only one participant had an issue with the soundproofing:

"I would say if they were gonnae dae anything, put another density on the windows at the back... noo that they're taking other buildings doon, the birds are everywhere, they're squawking at night time, it's horrendous. That's the only thing. But I mean fine at the front, but in the back I would definitely say... triple-glazing." (SB6)

Privacy and outlook

Some participants commented on the privacy aspects of their new homes. The design of the building meant that most dwellings were not overlooked by other houses:

"Aye, naebody looking over you." (SB1)

"You've got your own privacy. I know it sounds funny when I've got a main door but when you were up the flats an' there was so many different people walking up and down by your door." (SB2)

Some commented positively on the view from the new flats:

"Oh I love it. I love it here. Got a great view here. Delighted... And a nice view of the graveyard [at the back]." (SB7)

"And plus the fact, we've still got a view." (SB8)

"And it's a nice outlook ...the council, when they were finished building the houses, they landscaped that, you know? And they come round and they cut the grass and it's not vandalised." (SB9)

Bins / council

There were some complaints about the council and bin issues:

"We keep fighting wi' them about the bins and things like that, but I think that's in everywhere that you've got that." (SB6)

"There's one thing I don't like. 'Cause we're in the middle between twenty-two and fourteen, they forget about us. See the, they gave us bags but... They came and emptied twenty-two's, the only gate intae eighteen is through twenty-two. Sorry. Number twenty-two there's a gate you open and that lets you in, the interiors, but they have to come through there tae empty oors." (SB10)

Size, and use of space

Most participants felt their new homes were spacious and reported that they had more space than in their previous homes. This was partly because their household size was relatively small in relation to the space they had, and in fact many had a spare room:

"They're lovely big houses... When I come in to view this I said 'oh, my goodness, the size of it'." (SH9)

"Plenty of space. Well, for me and my son, anyway. He's got the back room there, it's a smaller room than mine, so, but, no, it suits us perfectly." (SH7)

"It's more spacious, it's more modern, it's less cramped, and it's mine." (SB5)

Only one family felt their flat was too small and cramped for three adults living together:

"Aye, I think if they're building new houses I think they should, for families, increase the size o' rooms for the people... they're fine but I think they think a family o' three adults, very small." (SB10)

Flats situated on the corner of the building had bigger dimensions:

"In circumference, area-wise this is the biggest one. So I think we landed lucky here." (SB6)

Rooms, particularly kitchens, were reported to be bigger than previously. Living rooms were adequate. Storage space tended to be limited, especially compared with what was available in the high rises. Most now had a spare bedroom so they could accommodate family/grandchildren more so than they could previously.

Kitchen

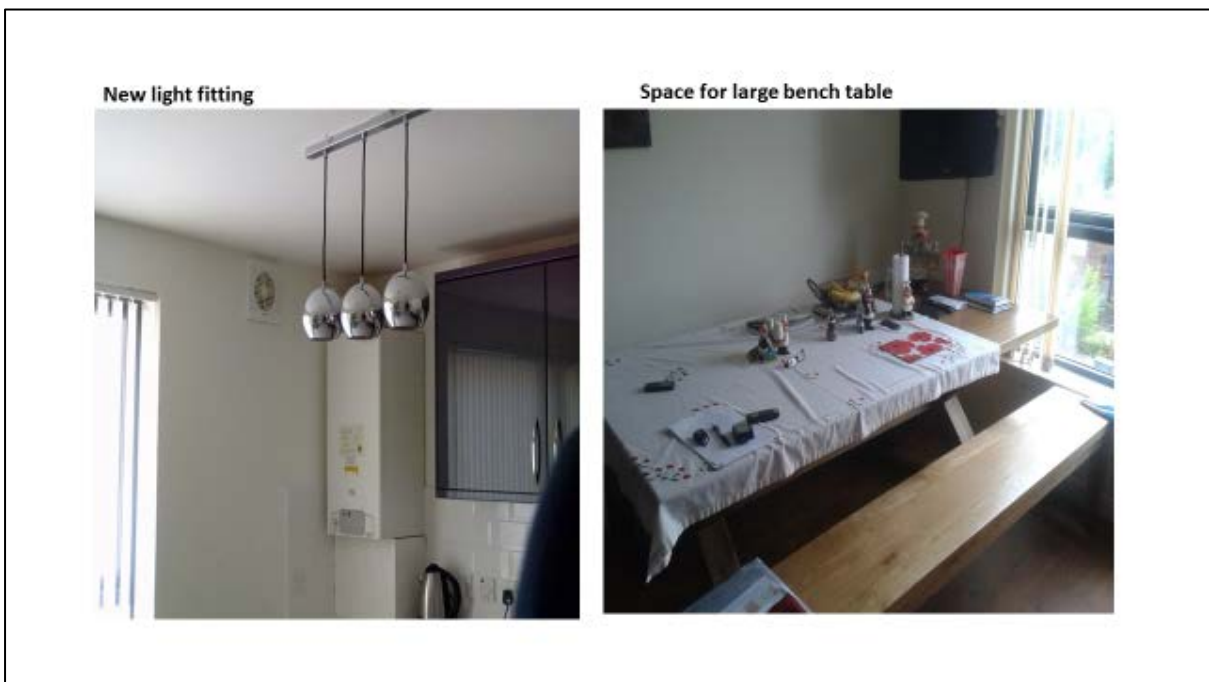
All kitchens in Pollokshaws flats have the same layout. They are large and rectangular with cupboards down one side with room for a table at the other, and a large window at the front. There are spaces for appliances under the cupboards. The majority of kitchens were nicely decorated showing attention to detail with matching appliances, colour schemes, new lights and flooring. Most said they used their kitchens for cooking, eating and socialising. One participant had a very sparse kitchen as he had not been in the flat long and spent a lot of time away from it through work and eating out.

Figures 9 and 10 show the different styles of kitchen.

Figure 9: Photos of kitchen styles in Pollokshaws.



Figure 10: Photos of kitchen styles and features in Pollokshaws.



Most participants were happy with their new kitchens. They liked the size of the room and the fact they could spend more time in the kitchen, and there was space for more equipment and a table:

"I love my kitchen. It was tiny in the [previous] flat." (SB2)

"My kitchen in there is massive. Really massive. My other kitchen was just an ordinary kitchen. Long, lengthy... But that in there could have a bloody house in there it's that big." (SB7)

"I love the kitchen, it's nice and big and airy." (SB10)

One respondent reported an increase in cooking activity as a result of the larger kitchen:

"I would say with the fact that my kitchen's bigger. My wife's a chef ...she does mair because she's got mair equipment an' things like that in the kitchen." (SB1)

Two participants also commented on changing their eating behaviour because of an improved kitchen:

"I eat in the kitchen noo. I eat in the kitchen... I like a table tae sit like a family." (SB1)

"In the flat, you couldnae sit in the kitchen, so, it was... the mess in the living room. You're sitting in the living room and eating, whereas here, everybody's in the kitchen. No allowed to eat in the bedroom, they've got to come here and sit and eat." (SB8)

One criticism made by some participants was that there could have been more storage or better use made of the shape of the room to accommodate more cupboards and a breakfast bar:

"'Cause if you go an' look at the kitchen they've to build things to the one side o' that, so that's disappointing, they should've put them on this side as well, cupboards, know what I mean? Make breakfast bars and things like that." (SB1)

"I would've liked mair [storage] in the kitchen. On where the cooker is, I'd have liked mair units there. I don't know if you could still buy them to put them up or whatever. We did go tae Ikea and we thought about buying shelving to put up for to put pots, and use the drawers for other things." (SB6)

Living room

Few comments were made about living rooms. By comparison, some participants felt they were bigger than previously:

"The living room is great. The space is definitely the key to it. It's just something I never imagined that I would get, I thought it would be, like, the old model, up a tenement flat, something like that, from the council. And it's not, it's totally different." (SB5)

"The living room's a good size as well." (SB8)

In contrast, others considered that their living room was smaller than in their previous home:

"This living room is a bit smaller but I've got this unit, it makes it look smaller." (SB7)

"And the living room's smaller as well... the thing is a bit bigger suite we got." (SB10)

Figures 11 and 12 show how living room space has been used.

Figure 11: Photos of living rooms in Pollokshaws.



Figure 12: Photos of living rooms in Pollokshaws.



One participant made a positive comment about the fact that their living room was separated and no longer connected to their next door neighbour's living room. Previously when their neighbours used their remote control to turn over their television it also turned off theirs:

"Your living room's not connected to your next door neighbour. It's separated, so, it's good... when you're sitting there, you're no' disturbing, you're no' listening to somebody else's [TV]... our TV used to turn channels because the living rooms were back tae back. And their TV must have been the same corner as us, so, you'd be watching – they'd change their TV but it'd be changing oors an' all!" (SB8)

Bedrooms

All flats in the study had two bedrooms (the house had three bedrooms). Most bedrooms were neat, well organised and personalised. Most participants were happy with their bedroom space, although several felt their bedrooms were relatively small or had limited storage space:

"Bedrooms could dae wi' an extra couple o' foot." (SB1)

"And the bedrooms have got small wardrobes. ...They don't have any shelves in them either so they're just sorta big empty cupboards and so things are building up on top o' each other an' it's difficult tae get tae the bottom." (SB4)

"I've still got stuff under the bed... there's no room to put anything else in. You couldnae put another wardrobe or that in or something." (SB7)

"It's slightly smaller, especially main bedroom. That is probably the hardest thing." (SB10)

Figure 13 provides examples of the use of bedroom space.

Figure 13: Photos of bedrooms in Pollokshaws.



The majority of participants occupied one bedroom and had a spare room for grandchildren, or when family or friends wanted to stay over. This helped people maintain family relations and provide practical help to other family members, particularly those with job commitments:

"[grandson] he's got his ain bedroom. Aye, he's got a cot an' everything. He's got absolutely everything he needs. When [daughter's] oot on placement he can stay up tae three or four nights a week." (SB1)

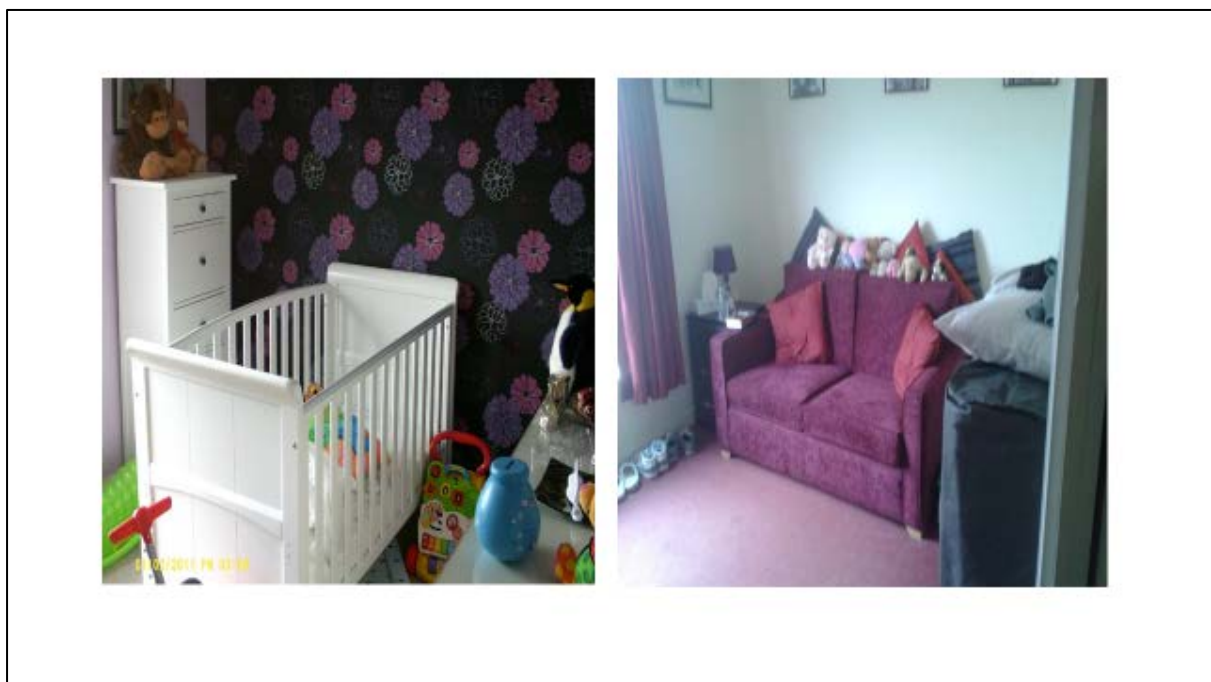
"My sister stays in Irvine, sometimes she comes down... And it's quite handy, it's quite handy that way." (SB3)

"I've a granddaughter who stays in Liverpool and she comes up, she works up here... she'll come up to visit us and maybe stay here. So that room, the spare room is used for that." (SB6)

"This is the bedsit for the weans... well, [granddaughter], she's, that's the one that's 13, she's practically was living here... Say we only had our one-bed, we wouldnae be able to have anybody to stay." (SB8)

Figure 14 shows how spare rooms have been used and decorated.

Figure 14: Photos of spare bedrooms in Pollokshaws.



Bathroom

Participants liked the size of their bathrooms, and some mentioned showers that they never had previously, with walk-in wet rooms making life easier:

"And there's a good size bath, bathroom. Well, I've got the shower and the bath." (SB3)

"I was getting a... a wet room put in. And a shower, because I had bother wi' my knee and I'd been in and had heart surgery as well. So this was all getting done through the social. So they wouldnae dae it over there because they knew we were moving here. And I quite understood that. So they've did it for o'er here, so that's fine." (SB6)

"I've got my walk-in shower." (SB9)

"That's one of the adaptations rather than a bath... It's a wet room." (SH10)

The main issue participants identified about bathrooms were that they are internal so did not have a window, which would have been preferred. However, most seemed happy regardless:

"Bathroom again wi' no window, 'cause that seems to be the way that they're dae'in things now." (SB6)

"A small bathroom. Just nice and neat, no window in it. That's the only thing." (SB7)

"The only thing I never got is the bathroom windae." (SB8)

Storage

There were two or three storage cupboards off the hallways in the flats and the bedrooms had fitted wardrobes. Views on storage space were mixed. Most participants found there to be less storage, or cupboards were smaller, than they were used to. Fitted wardrobes in the bedrooms meant there was less space for free-standing furniture. Some felt there could be better storage or cupboard space in the kitchens, as previously indicated:

"I've got the same number of rooms but certainly not the same cupboard space... I try tae count my blessings that I've got a brand new home and, you know, I can put up with it. But that's about the only thing." (SB4)

"I would say it's different in the sense that I've no' got as much over here [compared with before]. So I'm having tae compact everything like in the cupboards in the hall... Everything's used. I mean I don't think there's a cupboard in here that's no' used to the hilt." (SB6)

"We've plenty cupboards... Two big cupboards in the hall. But the only thing about the cupboards in the hall, there's nae lights in them." (SB8)

Smaller households coped better with the storage space. SB5 who lived by himself but was expecting a baby commented that he was *"struggling to fill the space"*. SB2, who lived in a house with her son, said she had so much space that she was able to store all her mother's household goods (many contained in big boxes) in her house when her mother was moving. By this she meant space in the rooms (living room, bedroom) as opposed to specifically designed storage space:

"There's loads more space. It wasn't that long ago that I had my mother's house load in here as well because she was sorta in between houses. I had her whole house. See behind that door [in living room]? I don't know if you can see it, big storage boxes the whole way up near the ceiling." (SH2)

Figures 15 and 16 are examples of hall and bedroom storage.

Figure 15: Photos of hall storage in Pollokshaws.

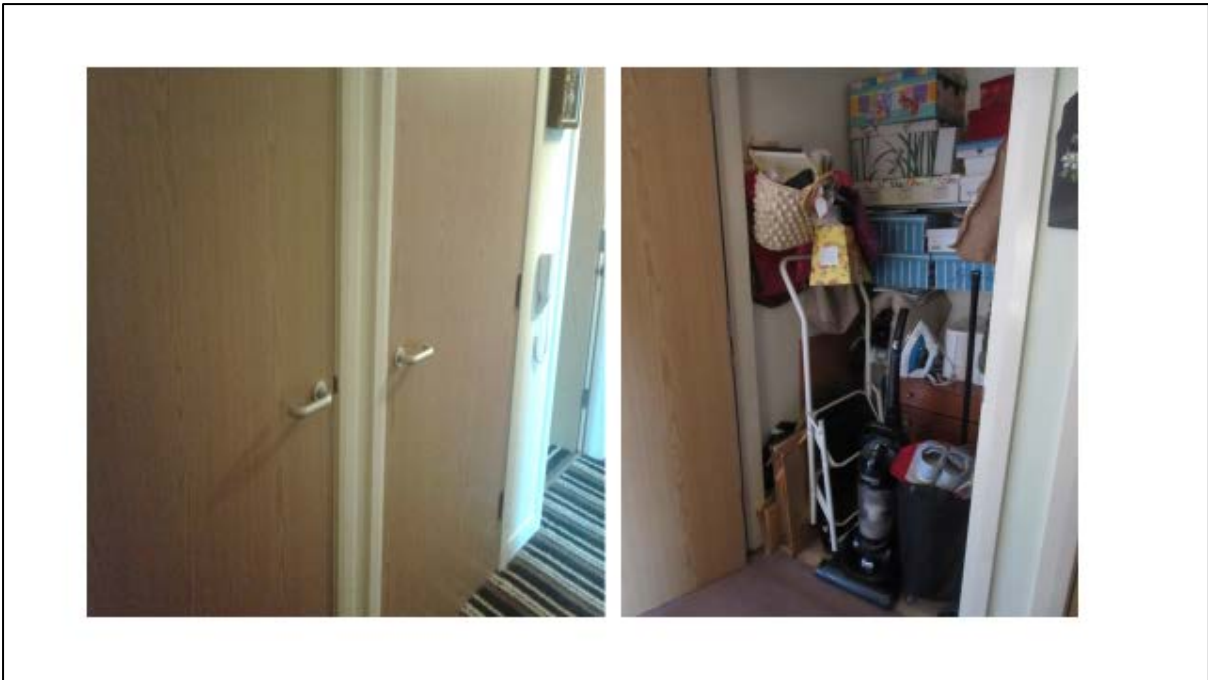
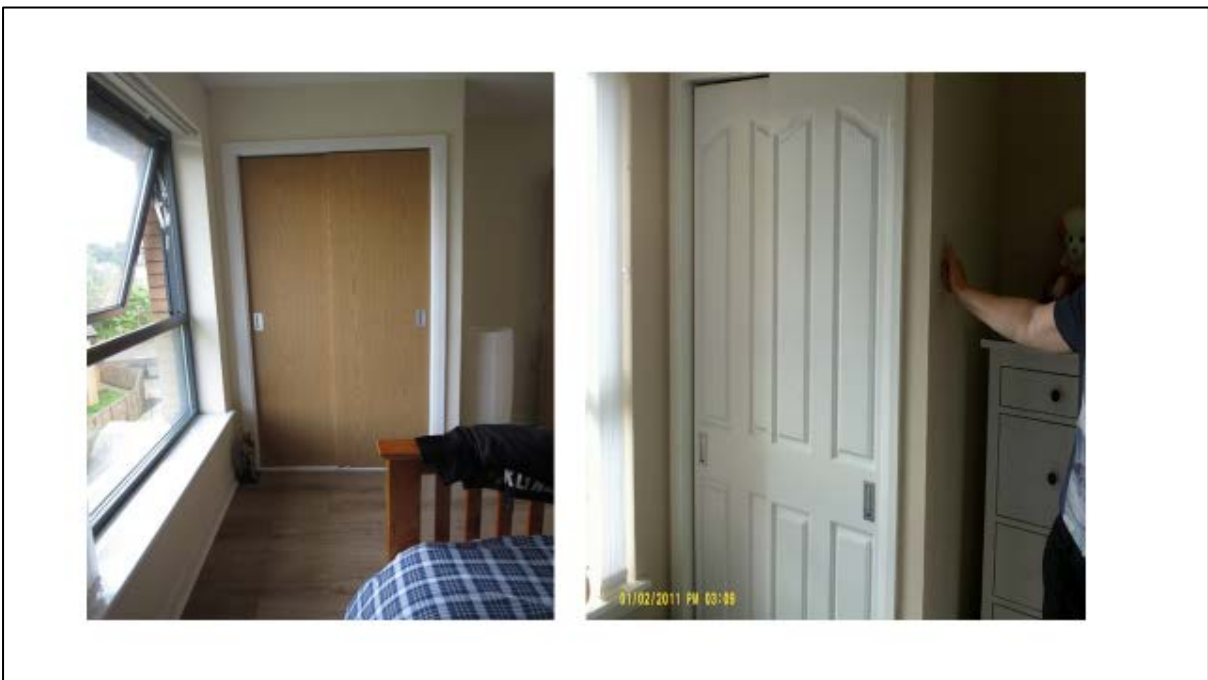


Figure 16: Photos of bedroom storage in Pollokshaws.



Garden / outside space

Outdoor space comprised communal gardens for those living in flats and private gardens for those in houses. Some appreciated the outdoor greenspace that they never had previously:

"It's a lovely back green we have... Ours is one o' the best, we've got a cracking big back green. Because we're on the corner." (SB6)

One participant had a table and chair that he took downstairs to sit outside when the weather was good:

"See when we have the sunshine, I sit doon the back there, we've a table and two chairs. I go oot there and I go and get my carry oot and a bag o' ice and sit down there wi' my magazine, my radio an' that." (SB8)

Only one participant mentioned using the outside garden as a space for children to play. SB1 had a slide that he would sometimes take outside so his grandson could play in the garden.

"I've got a chute an' a' that for him that I take doon the stair." (SB1)

The gardens have shelters for bikes, scooters and so on. There were some issues of collective use and maintenance of these facilities mentioned by participants. One participant had an issue with the bike shelter in her section of the garden, which she said was overcrowded with bikes, buggies and scooters and not looked after properly, though others did not have such concerns:

"'Cause it's a communal thing, you know, it's for the whole close. And they sent letters out and they got rid of about two. Wait and I'll show you. It makes the place look dirty... I mean you've got scooters in it and buggies. And then you've got an old holdall in it, that blue thing. I mean it's bad enough the, none of the bike sheds, these bike sheds have not been washed once since these houses went up... Sometimes I feel like going down and throwing a bucket of water at that bike shed, because it's that bloody dirty." (SB3)

Other beneficial aspects of outdoor space that were mentioned were for drying clothes and car parking space:

"And I can put washing oot... See if it wasnae raining, all the washing would be oot." (SB8)

"The parking and all that is great as well. There's a wee carpark round the back, which is good." (SB5)

Figure 17 shows outside space from the back of the flats.

Figure 17: Photos of outdoor space in Pollokshaws.



Personalisation and decoration of the home

In this section we look at the psychosocial benefits that tenants in Pollokshaws derived from their new homes, and how they made their new houses feel like their own through a mixture of bringing belongings from their previous homes and buying new items to furnish and decorate their new homes.

Pride

The vast majority of participants said they had more desire than previously to make their new homes nice and pay particular attention to them. Many had not bothered to decorate in the high rises because of their poor condition and the fact they knew they would be moving out:

"I've decorated... Last year. I hadn't decorated in a long time in the flats." (SB2)

"I would probably say I would pay more attention to this house than I did an', like, decoration-wise than I did [previously]... Because I knew eventually I was moving out it. So this one, I know I'm never gonnae move at my age. I'm 58." (SB1)

Some talked about having a sense of pride in the new flat and feeling ownership of it:

"I thought 'Oh, gosh, I can hang wallpaper for the first time in twenty-odd years'. So I take a sense o' pride in that, as opposed to up there." (SB4)

"It's my first proper flat, so, I want tae... [make it nice] ...compared to [previous home] Yes, because it's mine. Alright I rent it off the council but it's mine as long as I want it. And I can do what I want to it, so, definitely, hundred percent." (SB5)

"I feel this is more like home." (SH10)

"It's nothing fancy, it's just a home for me, you know what I mean? Comfortable an' that's it." (SB7)

New furniture and belongings

The majority bought new or replacement second-hand furniture and other belongings either because the condition of things in the previous flats was poor, or because they wanted to make a new start. Some talked about how this made them feel good:

"When I moved oot o' that flat I didnae bring anything. I just left the whole lot o' it an' come intae the flat. Bought everything. Absolutely. The only thing that I think I brought was our bed." (SB1)

"Nearly everything was all new. The stuff up the flats was old an' tattered an' I had lost interest in the house in the flats." (SB2)

"I brought the stuff I had previously for a short time and then I bought all second-hand furniture. Yeah, I felt good even though it was second-hand." (SB4)

"I got new worktops for it [kitchen]. They were about £150, I fitted them myself... Bought, like, a new fridge-freezer and washing machine, dishwasher an' that." (SB5)

"I just tossed everything out and got all new. Then new beds and all that, you know, so practically everything was all new... It was good." (SB3)

A few participants brought things with them if they were in good condition or had been recently bought:

"When we came, I came wi' the suite that I had over there. I came wi' the bed. The suite and the bed, the television, and these wee units, 'cause we hadnae long bought them... So our bedroom had got done. The kitchen got done. The hall got painted. In here. The only two places is the bathroom, and the spare room. But being in here five years, it's – there's nothing much wrang wi' them." (SB6)

One very elderly tenant did not buy new things as she did not consider it worthwhile at her age:

"That's the same furniture I've had for years [in living room]. Aye. But, I mean, what's it at my age, changing furniture, you know. Well, the carpets in the bedroom and the living room, that's from my old house." (SB9)

Many participants talked about the disturbance money they received when relocating from the high-rise flats, which helped them and enabled some to buy new things:

"But then they helped us, they gave us so much towards it, you know? Which was a big, big help. Definitely a big help. I'm glad o' it cause it wouldnae have been the same going into a new hoose, you know, and my carpets and that, I just left all them." (SB7)

"I got it fully furnished. Well they gi'd me money, the housing they gave me money in a cheque... a cheque and I got it done up.... And what I spent was exactly the amount that they gave me. So it was clever actually, they knew exactly the amount, you know." (SB11)

Those not entitled to disturbance money were aware that others had received money for resettlement and in most cases accepted this as fair treatment. Some of those who did not get disturbance payments took a while to raise enough money to get all the new things they needed:

"We didn't even get any help wi' flitting or nothing... You're taking it on yourself and that's it. We got the option to move, we didnae get anything. So, we put wur money oot, in this, you know, we spent what we had and what we could in here ...so we feel that we got oot it what we wanted, but only through we're ain determination. Naebody helped us tae get, you know, there." (SB6)

"We were voluntary. We werenae backed out, if you know what I mean? We didnae have to move. We got offered this house, we didnae come under the resettlement... Well everything we done was at oor ain cost, like, you know? We'd go and pick something and then I'd say 'Right, how many weekends do I need to work to pay for this?' We never got anything on HP. Everything we got, we paid cash for. So, that's how we... It was oors, I'd say 18 months. Then we had everything." (SB8)

"Apparently when most of the people that came in, people came from these flats, well they got two-and-a-half thousand or more, you know? ...because it was disturbance allowance. They were getting knocked down. Well, fair enough... It was my choice [to move]. I wasn't entitled to it." (SB9)

One participant was able to get external help with the costs of moving. SB5 talked about the help he got from various charities so that he could buy things for this new flat:

"Well, basically, I took this house and because I left the army, I was getting help from a charity called Helping Heroes, in Glasgow. So, they apply to different charities from the regiment I was in and stuff like that, the Royal Engineers Charity, Scottish Welfare Fund an' that tae try and help me get furniture, to give me a wee helping hand to get started, but nobody would help me at all. Couldn't get any help whatsoever, so, I've just had tae, kinda, work extra shifts loads and loads, borrow money off people, tae kinda get it tae the condition it's in just now." (SB5)

3. Neighbourhood and community

In this section, we consider participants' views about amenities and services in the local area within walking distance of their homes, and their hopes for the future development of the area. We also review participants' thoughts about the social composition of the local community.

Amenities

The immediate vicinity was said to still have various services and amenities that people used, including the housing office in the precinct, the health clinic, library and a newsagent:

"Everything's here. Doctor... My dentist is just round the road on Coustonholm Road." (SB2)

"We use the amenities for the clinic and things like that." (SB6)

"And the housing because o' the benefit section and things like that. The wee hub roon the corner." (SB6)

"There's a wee newsagent, I get my papers in the morning." (SB7)

Some made use of the local library although most people said they did not use it:

"Well, [daughter] goes tae it tae do all her printing out. [Son] does all his CVs an' college applications an' stuff like that." (SB2)

Public transport was considered good by most participants with the area being close to train stations and covered by a range of bus services, which also seemed to help participants access amenities across a much wider area:

"There's your transport, you've got the buses, you've train station." (SB8)

The area's close proximity to the centre of Shawlands about a mile away meant many saw this area as a place to shop, socialise and use services:

"I'm in Shawlands a lot... three or four times a week if I can. Iceland, Poundland, Sainsbury's, Poundstretcher, M&Co. The opticians." (SB4)

It is also close to big supermarkets like Lidl and Morrisons:

"There's a Lidl's there and it's got a cracking wee bakery in it that does a' fresh stuff, which is good, I like that. There's a Morrisons just further up. If you go to Govan, there's an Asda, so, that's no' too far away. There's a McDonald's five minutes up the road. Plus side. Everything's to hand, really." (SB5)

However, most participants were quite negative about what the immediate local area had to offer in terms of local shopping facilities, and things to do at night-time. In addition, the local precinct which had existed on the original estate and still stands was considered an eyesore and blight on the area:

"It's just like a wilderness noo, a complete wilderness. It's like a ghost town after six o'clock at night. I don't go out at night, not unless I'm accompanied." (SB4)

"I don't use the new shops or anything like that, the local shops, no." (SB1)

"No, no, no, no, that's the one blight on the area is the shopping cen-... all there is is there's one carry oot place, there's a paper shop which is a very good paper shop and there's a bookmakers. And then there's the GHA offices, they're upstairs as well. Everything else is closed down." (SB10)

There is no local post office, which was a problem for those with mobility issues as they could not easily use public transport:

"And the only thing I don't like about it is there's no Post Office in Pollokshaws. No Post Office, because we've gottae go into Shawlands. No buses, get a taxi, and your money's coming off your pension. I don't think that's fair." (SB7)

The only community facility mentioned was the community garden across the road from the new flats, but most did not use it or feel it was for them, saying it was used by people outside the local area:

"There's a new Community Hub. They grow vegetables an' a' that." (SB1)

"I know they've made this old nursery across here into a community hub. I don't know where they come from but it's not for the people o' Pollokshaws. They come from other areas." (SB4)

"You've got this wee community hub, but I've no' been in yet." (SB8)

Some participants remarked on the lack of places to socialise like pubs or cafés, and that the area would benefit from more opportunities to get together with neighbours:

"A nice pub would be nice. The only pub here is the Old Stag an' it's been there before time, if you get what I mean. It's one o' they ones, you walk in an' there's sawdust on the ground... Don't get me wrong there's nice pubs in Shawlands, which is a ten minute walk." (SB1)

"There is nowhere tae meet up for a coffee, for a chat... quite a few, meet up on a Thursday in the local pub up there. And the older ones, they have a game o' bingo. That's aboot the only place we can meet up, in a tiny, tiny pub once a week." (SB4)

"That's what's really needed... a befriending service, which we are actually talking about in the church at the moment, is going roon and just sort of a getting to know your parishioners, getting to know the folk that stay roon aboot and if they need help or they need a wee blether." (SB6)

"If we had a sorta social thing, sometimes in that, at lunch-time we sometimes would just go down and use the local pubs round about here and it was always quite crowded and it surprised me that it shut down. But I mean there is one pub which is across the road, there's an old-fashioned tenement block and it's got a, it's quite good, it's got a hairdresser, a sandwich shop and then the local pub, but I must admit I don't use that one, I tend tae go into Shawlands." (SH10)

Some also identified the need for more things in the area for children and young people:

"Stuff for the young yins, aye, definitely." (SB6)

"They've got the park. Just over that wee lane... and that's Pollok Park there and that's it." (SB8)

Future development of the area

There was a concern that with the regeneration of the area – and the demolition of the precinct (Pollokshaws Arcade) – some of the essential local services would disappear:

"If they take the arcade doon, which is no' just a presumption, it's gonnae happen at some point. You've got the services, benefit section, the housing, and all that, we really need that in here, the clinic, we need that in the area. Because I use the clinic for my feet an' a' that. My husband's diabetic, he goes. So we really need these things in the area." (SB6)

"The shops across there are getting pulled down. You know, an' the arcade's a' getting pulled down, so, they're building a big, like, Aldi or something shop down at the bottom of the road there, but that's for people down there." (SB7)

Few participants knew what the future held for the area and how it was going to be redeveloped through the regeneration. Some were frustrated with the situation:

"Well the top of Pollokshaws Street where they've pulled the multis doon. They're building new gas houses up there. And they used to have shops up there, but me, they pulled them down, so I don't know what they're going to do up there. ... Whether they'll put other things in the area when – because likes of them up there, they were, I mean that's the shops away, so they've no' got any shops up there." (SB3)

"Really frustrating because there's such a lack of... nobody can tell you anything. Complete lack of information on, you know, what's this earmarked for, what's that earmarked for? They were talking about the council tax offices closing, they temporarily set up in the library. Now the housing offices are gonnae close and they're talking about moving all that up tae Castlemilk. So you're further isolated, you know, if you've got a problem in your housing, especially all this new development – you'd have to go up to Castlemilk... there's no information anywhere." (SB4)

Others were hopeful that the plans – even though little detail was given as to what they were and what was going to be developed – would come to fruition, although they had no idea when this would be:

"It will be lovely [when complete]. If it had tae come oot the way we've shown, seen photograph, it'll be beautiful. But is that just a pipedream? And you don't want to tell folk a lot aboot it because they might get their hopes up and then it doesnae come." (SB6)

"Seemingly, they're gonnae build quite a few houses. I saw a sketch at one time, if it turns out that way, it looks really nice. But until then I don't know if I'll see it no' but... I'm just happy wi' everything that's here." (SB7)

Community

The vast majority of participants expressed positive comments about the community in Pollokshaws and felt it had improved with the regeneration of the area. Some talked about their being more 'sense of community', being more respectful, people looking out for one another and feeling safer.

"When I lived in the flats there was a lot of addicts, alcoholics, drug addicts, a lot o' homeless flats, so people didn't seem tae care so much aboot the place. But now... it's not nice tae say but they've moved a lot o' that sort out... And it is, it's a lot o' respectable, decent people that care aboot the area an' it's not just the case o'... like, up the flats they used tae throw their rubbish out the windows an' syringes out the windows an' stuff like that." (SB2)

"The community spirit's coming back to the area." (SB8)

"It's nice and quiet, but if you need help there's people there... I think if something bad was happening people would look out for one another." (SB10)

Most participants had good relationships with their neighbours:

"The lady next door, we're great friends and we go to Lidl's together. And she's older than me, so, I've got her key and she's got my key." (SB3)

"The neighbours are great. It's all elderly neighbours, no noise an' that at night." (SB5)

"We're in a very good bit. Lovely neighbours. Fantastic neighbours. And they're very, very friendly. We don't go into each other's hooses, we just see each other, we're there for if they need any help, we're there for them." (SB7)

Most people were from the area originally which led to a feeling of familiarity:

"People that I know are very very friendly. The people that came from the old buildings that I knew, but we all just knew one another." (SB7)

"But you find that the whole lot o' them are original people fae Pollokshaws." (SB8)

"It's just it's familiar to me, first of all. And where I'm actually situated, I picked this particular flat for that reason – to look out onto the main street, just to be able to see people that I know maybe walking past." (SB4)

The main view was that it was an older population now living in the area, as older people had longer tenancies so were more likely to be re-housed in the new build accommodation:

"I think it must be because I think the criteria you had tae meet tae get one of these was 17 years unbroken tenancy, and the first ones tae get them were elderly tenants who had lived a long, long time in the high flats. So in the last two years alone there's been quite a few have passed away so it's kinda like that." (SB4)

"We've got a big ageing community here. And in these houses there's a lot o' them." (SB6)

"And we are the weans in the close basically. You know you... God help us!" (SB10)

Currently few families and children were thought to be living in the new builds:

"There isnae any families in this block except for here. And it's only one wean there. Used to be the two up the stair." (SB8)

At the same time, it was recognised that as the older people died, 'new' people were moving in thus creating a community with more families, which was seen as a good thing:

"You see pensioners, how long are they gonnae live? An' what's gonnae come in at the back?" (SB1)

"So I think when it's complete I think it'll be a kinda thriving family community again in the long term, but right now it's mainly elderly." (SB4)

"When I first moved, I said to him 'these are family hooses. These arenae for us', And I knew as soon as people started passing away or moving, they would start putting the families in." (SB8)

There was also a view that the wider community was more mixed than the people living next to them. Some participants mentioned people coming from outside the local area to live in the area, young people and people who looked like they had had a 'hard life':

"So it's good that there are folk that you know. But everybody else roon aboot is like... a few of them came fae Pollokshaws Street, but other folk came fae outlying districts... So it's been quite nice that you're getting to know different people." (SB6)

"I think there's quite a lot o' people who don't work, actually." (SB1)

"A lot of people [here] look like they've had a bit o' a hard life as well. And some young people as well, so, there's a wide range." (SB5)

4. Life changes and supports

In this section we look at how participants felt about themselves and their lives following their move into new housing, and what difference this had made for them. Participants' awareness of GHA/Wheatley support services and use thereof is also reported.

Feeling better and having pride

Many participants talked generally about feeling better about themselves and their lives since moving, having a "fresh start" and "getting a sense of pride" in achieving a new home:

"A fresh start when I moved here... I'm 58. I'm never gonnae move. Council's never gonnae gi' me another flat, are they? Me an' the wife's oot o' here in a box an' that's it." (SB1).

"It gives you a sense o' pride as well, obviously, paying your own way an' that and having your own, kind of, pad. [life] It's on the up.... Definitely on the up." (SB5)

"...it gives you a sense o', like, I don't know, it gives you, like, a good feeling that you've managed tae, like, do something and make it your own really." (SB5)

"Well it made me feel as though I'd achieved something, I'd scored a goal." (SB11)

Some compared the move with how they lived previously, when many felt depressed and miserable:

"[if I stayed in the flats] I think I would've jumped out the windae before now, tae be honest." (SB2)

"Well I think it's changed it as far as living conditions. I think it's a lot better. Compared with what it would be if I was still up there. I wouldnae be the same." (SB3)

"Towards the end I think all of us were depressed up there and I think that contributed to feeling of disaffection and just disconnection wi' the place. It was just a place where we had tae sleep. This is a place where we live and enjoy." (SH10)

Some had more pride in their lives and their homes. One participant reported that the flats looked like they were private rented and that made him feel good:

"Obviously it looks good, it looks good fae the outside, inside it looks, I would almost say it kinda looks like a private rented, not a GHA. So, I would say it's more it looks that way, so, you don't really need to tell friends that it's a council house." (SB5)

"I'm ower the moon aye... I'm ower the moon being retired. See when I get up? I get up and I look at my house, that's great stuff." (SB8)

Improved family relationships

Some participants reported improved relationships with family members, particularly grandchildren. This was linked to better home conditions and more space. One family had a large bench-style kitchen table that all their family could fit around when they visited. They had made the spare room into a bedsit with sofa bed and television for when their grandchildren stayed. Another family

regularly had their baby grandson stay over with them. These things appear to have made a big difference to participants' happiness and life satisfaction.

"[grandson] that's changed my life the last 18 months nearly. He's never away fae here."
(SB1)

"I'm in contact wi' a lot more o' my family. They're more round about now." (SB2)

"I think when the grandweans come, you're no' on edge because you're no' nine floors up like, know?" (SB8)

"This is a place where we live and enjoy. We've got our grandweans...Yeah, yeah. I mean they're roon all the time which is great. All of them come round 'cause o' the big kitchen they can... I like to bake sometimes. I bake and they'll each bake." (SB10)

Health issues

Poor health was a big problem for several participants in the study. Moving to a new house helped some people manage their health problems in a better way: basic things such as being on one level and having better living conditions, particularly warm homes and walk-in showers.

SH8 who was diagnosed with cancer not long after moving said she would have found coping more difficult if she still lived in the high-rise flats because of the stairs and the wind. She had regular stays in hospital and outpatient appointments. Having a decent home was important to her convalescence:

"[illness] See if I was up there? I wouldnae be able to go oot much because of the hill. And see when it's windy up there? It might no' be windy here, it'll be windy up there. I would have been struggling." (SB8)

SB10 had multiple health problems and a disabled adult daughter. Although they could not alleviate their ailments, moving house helped them manage their conditions better through being in an adapted flat with a better neighbourhood for them; they described their previous neighbourhood as *"totally cut off"* and as it was a second floor flat their daughter could not get out:

"I just enjoy life more here. I really do. I love it." (SH10)

"I mean [we've] had our health problems. We have a file that thick. [daughter] is basically chapter three of that thick, I mean it really is like that... Let's put it this way, I'm really surprised at both o' us considering we're here, ... In a way I'm... achieved a goal, yeah, now we're both alive." (SB10)

SB2's condition and disability was deteriorating:

"Health is getting worse. It's getting harder every day tae get through the day type thing."
(SB2)

However, things had changed in her life that were helping her to cope with her illnesses – she had started a new relationship, was expecting a grandchild, planning holidays and said she had *"a lot to look forward to"*:

"Started a new relationship... Nearly a year now... We're gonnae have a wee grandchild."
(SB2)

"We've got plans, we want to go an' visit lots o' parts o' Scotland an' he wants to go camping. I'm not really into camping. But yeah, we want tae get out an' about now I don't have, as they say, kids tae worry about an' that sorta thing." (SB2)

Two participants had COPD. SB1 who had been diagnosed with COPD was coping by looking after his grandson and was planning to change his work patterns, going from night shift to day shift with his work as a train cleaner.

"I've only been diagnosed wi' it (COPD) aboot 18 month ago but at the moment it's no' got any worse." (SB1)

SB4 who also had COPD talked about things being easier because the house was low maintenance and on one level, plus she had a lot of family support but expected at some point to have to move to a ground floor flat. However, she was looking for more things to do to keep her occupied as she was feeling bored and fed up:

"And I suffer from COPD so with it all being on the one level it's really quite... it's low maintenance really." (SB4)

"I turned 60... well, my health has been quite poor the last two years I think an' that's restricted me a lot. I've got family and friends that mill around kinda thing. Other than that, I just feel as if I'm sitting here waiting tae retire." (SB4)

"I'd like to achieve something like that an' go out an' do something like that. So it's just kinda sitting here an' vegetating... I'd like to get out more. I'd like to get out in some sorta sociable environment in the local area." (SB4)

SB9 who was 85 and had leg/vein problems also missed opportunities to get out and about and be more sociable:

"I miss being able to, well, I can't help it 'cause my leg an' that, you know... I miss being able to get out." (SB9)

"Everything's downhill since the vein on my leg... If I was a bit more active, it'd be fine, 'cause I'd be able to get out and about... I mean, ten minutes' walk takes you round to Shawlands, you know." (SB9)

Support and loneliness

Several participants in the study had good levels of family support. Many talked about family members who lived locally or visited and helped out:

"I've got my daughter, but, grand-girls there. I've got seven grandchildren. Five of them are adults but the two I've got, they live over in Pollokshields and that. Now, they're 11, but, so, their mothers and that, their mothers come and they look after me, you know? My family are very attentive, you know? So, no, I must say, aye, I'm quite contented." (SB9)

At the same time, some talked about feeling lonely and feeling afraid in case they did not feel well in the night or if things went wrong:

"When you're in it yourself it's okay during the day, it's at night time, you know, you get quite lonely. And 'cause I have got I mean, I've got plenty of friends, you know, but it's just at night time when you're sitting yourself, you know, and you don't feel too hot, you know,

nobody to turn round to and say "I don't feel too well." You just got to go into your bed, and that's that." (SB3)

"A lot of my friends have passed away since I moved." (SB7)

"My daughter, she moved to Merrylee. I miss her and her family... We saw each other all the time, you know. But the boys are up noo – they're 31 and 25, but I miss them. I really dae miss seeing them a' the time." (SB7)

GHA/Wheatley services

Most participants were aware of basic services that GHA/Wheatley provided such as yearly gas checks, repairs and the helpline. Most were positive about their relationship with GHA:

"I'm fine. I just pay my rent and if I need any repair done I just lift the phone and get it done and things like that, you know what I mean?" (SB1)

"I'm just phoning the helpline type o' thing now because you don't get housing officers the way you used tae." (SB2)

"And our housing officer is brilliant, every time you phone up about something, he'll go, "Oh, not again..." but then he gets it done." (SB6)

There was a mixed response with regard to knowledge of the specific services GHA/Wheatley offered:

"I don't know about any [services GHA offer]." (SB2)

"It's the GHA that you see on the vans but it's called a handy man. It's just a contract I've got with the GHA, if you're a pensioner, they come and do things for you... Likes of they come and do your windows. And if you want them to hang up curtains, they'd hang up curtains... and it doesnae cost you nothing." (SB3)

"The only one I think is the handyperson. I think if you're over 60 an' you need help around the house, I think there's a handyperson." (SB4)

"None, I don't get any services from them...[money/fuel advice] I noticed it when I, kinda, took the flat. Yeah, I got told about that and noticed it but it's something that I've really done on my own initiative." (SB5)

"No, we don't dae that. They're maybe come a day we'll need that, so, I wouldnae use it until I really needed it [e.g. Silver Deal, handyperson service]." (SB8)

"I get the handyman now." (SB9)

There was a little confusion regarding some services e.g. Eat Well and Silver Deal. SB2 had done a healthy eating programme but realised that it was probably a referral from her GP and not GHA:

"I've done Eat Well. I done Eat Well, I done through my doctor's initially that. I'm sure that's... Aye, well, maybe it wasn't the Eat Well. I'm sure it was through that I got the referral tae the gym an' that at the doctor's." (SB2)

“I don’t know what Silver Deal means, I’ve never – Silver Deal, what is it? Jewellery, are we talking about jewellery? Oh, right, just a nice way of saying you’re old. An old pensioner.”
(SB9)

There were no examples given of support from GHA/Wheatley (or other agencies) that had enabled participants to move forward or tackle issues they had.

One participant had received help from the charity Help for Heroes:

“[Help for Heroes] I did use them when I left the army, yeah, for a bit o’ help, but, I would say the only thing I can thank them for is the flat that I got...” (SB5)

Other types of support that were identified as having potential to help people were more things available in the community and better local facilities.

5. Summary

There are several features of the new build homes in Pollokshaws that were appreciated by participants in ways which could support their improved health and wellbeing, including: secure entrances; light and bright dwellings with good visual amenity outside; improved warmth and comfort offered by better heating and insulation, with lower energy bills; and more space for cooking and eating in the kitchen/dining room. All these things can serve to support good physical and mental health by lowering anxieties and offering comfort and enjoyment at home. The main drawback of the dwellings was a lack of storage space, and in particular bedrooms without much room for stand-alone furniture and storage beyond the built-in wardrobes provided.

Many participants derived psychosocial benefits such as pride and self-esteem from the fact that they had obtained a new, good quality home, often for the first time in their lives. These feelings were reinforced by the fact that many people had 'started again' by purchasing new furniture and belongings for their new home, leaving behind their past lives in the high-rise flats; relocated participants had clearly found the home loss and disturbance payments very helpful in this regard.

Pollokshaws residents benefited from good transport connections, including to nearby Shawlands where many amenities and services could be accessed. There were also some more local services that were important to people, particularly housing and health services and the local library. Amenities that were lacking in the immediate area were identified as a post office, shops, and social venues such as cafés, plus an absence of social or community organising to help bring people together. Participants were concerned not only about whether future developments in the area would provide some of these missing elements, but also about whether they were due to lose some of what they already had, without replacement. It was recognised that the community mainly comprised people with a local connection, including long-term residents, and was of an older age group. However, the prospect of community renewal through replacement by younger and different kinds of people was welcomed rather than feared.

The main change or improvement to people's lives beyond the benefits of the home itself was in terms of improved family relations for participants who had a spare room to enable family members to visit and stay, especially grandchildren in the case of older residents; increased visits from children and grandchildren made a big difference to quality of life for some people. There were however, some participants who reported loneliness and who would benefit from some kind of outreach service to bring them into contact with others. Many participants had health problems which restricted them from going out much, although there were several reports that the new build homes had helped them cope better with their conditions, being warmer, more comfortable and easier to live in than their previous flats. GHA's handyman service was well known and appreciated, but there was only vague knowledge of the other support services on offer through GHA/Wheatley.

Findings II: Sighthill Transformational Regeneration Area

1. Resident backgrounds

In this section, we review who the participants are and how they came to move to new build housing in Sighthill, which in the majority of cases involved relocation out of the high-rise blocks demolished on the estate.

Participant profile (see Table 2)

Within the Sighthill sample, there were seven 'family households' incorporating 17 children and young people, three single-person households and one couple (part-time couple as the female partner lived abroad much of the year where she had a job). The age range was between 23 and 71. Five participants were of Black and Minority Ethnic (BAME) backgrounds, while the others were White British/Scottish. The majority were not in paid work.

Nine of the 11 participants previously lived in the high-rise flats in Sighthill and were rehoused in new builds in the area because of the regeneration/clearance process. Two participants came from outside the area. One came for health/disability reasons as an adapted ground floor flat was available, and another found the flat on the Homefinder website. Participants had all moved a year previously (except SH3 who had moved approximately six weeks previously) into a range of flats and houses, three of which were adapted for people with disabilities.

Circumstances and process of moving

The majority of participants came from the high-rise flats in Sighthill. Due to the length of their tenancies and 'waiting it out' they were given the choice of a new build in the area. Because of the phased demolition of the flats, most talked about how they had been decanted and moved around the area several times, living in different properties before moving to their newly-built home. There had also been a degree of uncertainty regarding whether the flats would remain and when they would find out or be able to move:

"Eighteen up, because I had the kids, you werenae allowed to be that high wae the kid. The second one was dampness. The other one was dampness and then I got moved into the final one, which was the 31 flat, which was the best flat out them all." (SH6)

"But I got decanted from that block to the front block, so they could demolish the back block first... and then we got decanted over to 35, Pinkston, that's when we got told we're getting one of these new houses. It was all through clearance, that's why I've moved so many times... cause they decided 'we'll keep these flats' and then they decided 'no, we'll knock them down'." (SH7)

"I expected to get a house, 'cause I've been up here for quite a while, so I thought obviously I'll get offered something in Sighthill." (SH11)

SH2 talked about "frustration and embarrassment and depression" with moving from block-to-block over several years. She and her family considered moving out of the area (to Springburn) to flats

owned by a different housing association “because the GHA don’t own them so there’s no threat of them being knocked down”:

“Cause you were depressed for quite a long time when you were told to move. ...It’s like limbo in that other block because your stuff was still in boxes. You couldnae find anything.” (SH2)

SH7 thought her final move to a high-rise flat in the area was their last move and they felt quite settled. When they told there was the possibility of a brand new house she said “we jumped at the chance”:

“But at the time we thought it would be a flat, but when we got told it was a house, that was even better. We’d said we go for a flat, one up or ground floor and then we got a letter out, it would’ve been probably about March last year, I would say, or just before, saying that we’d got the house and a tear was shed.” (SH7)

Two participants moved from outside the area into Sighthill. SH1 had health and mobility problems. His home in Springburn had steps going up to it so he was finding access difficult. He explained that he got a letter asking him to view the property:

“In Sighthill, because [the] housing, [sent me a] letter, because this house is empty and brand new. ...I’m sick and the house is okay, is very good and I have got a disability as well... my old house, I have it a step is going up and down.” (SH1)

SH3 who was originally from Sudan lived in a Home Office flat and then moved to Maryhill. He said he found the new house via the Homefinder website.

While the majority were happy with the outcome of being re-housed in a new build in Sighthill, some were not happy. SH6 felt the allocation process was unfair:

“I wanted a back and front door. But was told I wasn’t entitled to it – but there’s people living in the back and front doors just now that I’ve never known in my life to be in Sighthill, so they’ve just moved into Sighthill and got back and front doors.” (SH6)

SH6’s circumstances changed since moving as her partner moved in and she had a third child:

“It was just me and my two kids that moved in, at first – no, just me and I was pregnant wae my son when I moved in. I’m overcrowded, so I’ve to apply for a bigger house, now. Well, there’s somebody leaving in the back and front doors, so I’ve just to wait on it coming up on the GHA finder and try and bid for it.” (SH6)

One family in particular had not wanted to move being comfortable living in the high-rise flats and would have liked to remain there. They then regretted their decision to stay in Sighthill as their friends had moved to a house in the Gorbals that they considered better and wished they had picked there instead of Sighthill. They hoped to get a chance to move again in the future:

“We didn’t wanna move. We had to move, obviously, ‘cause they were demolishing the flats. If they didn’t demolish our flats we would stay there as long as we can. Basically, the flats were safe, they were nice to stay at, it was near buses and everything. But then after when the Gorbals flats were built one of our friends moved there. And when we saw the houses we

actually regretted not picking them. And, obviously, we thought, 'Okay, we'll put Sighthill. Let's see how that is'. Obviously that didn't turn out great ...If we get a chance to move again, we would. And we wanted to apply for another area but it's, obviously, about 10% chance you would get the area." (SH4)

2. New builds: likes/dislikes, space and personalisation

In this section, we look at what the occupants of new properties in Sighthill thought about their homes, including the design features, room arrangements and provision of space. We also hear about how residents had furnished and decorated their homes.

The size and design of the new builds in the study ranged from a one-bedroom flat to a five-bedroom house. Figures 18 and 19 illustrate the variety of styles from the outside.

Figure 18: Photos of new build flats in Sighthill.



Figure 19: Photos of new build houses in Sighthill.



Particular features liked/disliked

Newness

Many liked the newness and 'freshness' of their new homes:

"It's brand new." (SH1)

"It's fresher, no dampness, new doors... everything." (SH6)

"It's totally different, totally... this is a proper house, proper house where you can breathe the fresh air." (SH10)

Windows and doors

Many liked the design of the windows and the openness, light and freshness they gave to their homes, particularly those living in flats.

"I like the windaes. 'Cause they're good for my plants... and you see the birds more in your garden, things like that." (SH2)

"[high rise] was not light enough. You can say it was total different to this... bright and clear." (SH9)

However, the number of windows and associated lightness was a drawback for one participant who had an issue with her lack of privacy since moving. She said she felt more exposed in her new house as it was on the corner (with lots of windows and light) and people could easily see into it. When she lived in the high-rise flat high up she had more privacy:

"If you're getting dressed you've to make sure all the curtains are shut. Or even if you're struggling to fix a Hoover and you can't get it to work, you don't want somebody watching you, and this kind of thing. You're glad to see each other outside but you don't want to start waving to everybody... But also, if you're doing stuff like struggling to fix something, or dying your hair or something, you don't want everybody to see you." (SH2)

Another family living in a ground floor flat had concerns about safety and security so kept their blinds shut during the day thus negating the benefits of the windows:

"For safety reasons we have to keep blinds closed. Even though we don't have much of valuables... we don't trust anything so we just keep the blinds closed even though we want some sun in, but we can't." (SH4)

One participant liked the access he had from his sitting room to the front garden so he did not need to walk all the way round the house. There was a small door giving direct access from his living room to the front garden, which also provided more fresh air and light in the room.

SH3 commented on liking the sliding doors that separated the kitchen from the living room:

"I think, well, just the doors are good... they're well designed for a house." (SH3)

Stairs

One participant with three young children (two babies) lived in a second-floor flat. She talked about the difficulties getting two prams up the stairs:

"I'm pleased I moved here, yeah, I just struggle getting up the stairs wae the two prams. There's no lifts in the flats. It's a lot harder for me, now... I've counted 34 stairs to get up wae two prams. So I've to bring one up and then bring the other one up." (SH6)

Warmth

Compared with the high-rise flats, the new houses were reported to be damp-free, warmer, with instant hot water and lower heating costs:

"It's all thermostat control... the temperature in here 24.8, but say I wanted it even hotter, I can, that's a regulator you can move that up. And switch the water on, there you go, that's the water coming on." (SH5)

"...the heat, the warmth. You don't even need to put any heating on." (SH7)

"Dampness-free and warmer. Bit cheaper than there to run. It just... feel better. I think cause of the gas... over there it was electricity, seems cheaper... and better." (SH11)

Defects and snagging

Several comments were made about things falling apart or not working correctly in the new homes after a relatively short period of time. Examples included the following:

"That's only been one year. The sink is falling off. Toilet seat, it's only been a year and that's broke. I mean, in our old flat it took about, maybe, seven, ten years. The radiator... One of them that's inside the toilet, that's basically half off." (SH4)

"The cupboards inside the kitchen, two of them nearly came off but they told us how to fix it. But they shouldn't be coming off, to be honest." (SH4)

"The toilet pan seat's fell off. They'll no gi'e me a new one. Apparently it's no' a necessity. I need to buy one." (SH6)

"I tell you, wall not as strong [for television]." (SH1)

"Rain is coming... water is coming inside. Is door for kitchen. See, this one is rain is coming inside." (SH1)

"The toilet's damp, it's covered in black." (SH9)

"I've had, my gate had tae get fixed a coupla times, noo my shower's no' working. Every time I put the switch on it trips my light, you know." (SH11)

Size, and use of space

Most participants were happy with the size and space in their new homes relative to what they had occupied previously. In most cases all the space was used and there was no spare bedroom. Only one participant was single and living in a two-bedroom flat; he had a spare bedroom which he found useful when family came over to stay.

Two participants felt they did not have enough space. SH1 was housed in a one-bedroom flat with his wife (who lived there part-time). He felt his house was fine for one person but not two:

"For one person perfect... but for two people, is not." (SH1)

Another family (two parents and three children) housed in a two-bedroom second floor flat felt they had inadequate space, and were hoping to move into a bigger home when one became available.

Kitchens

Kitchen space was bigger than most participants had experienced previously, with adequate storage and space for a table:

"That's enough. Cupboards enough, for kitchen is enough." (SH1)

"Also have a big kitchen so... my dining room is inside the kitchen." (SH3)

Some participants remarked on changing their behaviours through having more space in the kitchen and using the table for eating, homework and studying:

"I think changed because I have dining. Before I didn't have it." (SH9)

"The kitchen is way bigger than we had so we used to eat in the sitting room, because the kitchen doesn't fit the chairs, but now we can eat there, we can make everything, noise, dirt and then we have to clean it and then. ...All in the kitchen. 'Cause they read, they study, because they eat whatever we do in the kitchen, unless we want to come and watch TV, which is great. Homework, breakfast, lunch, anything to do with eating, they don't come here to eat. I always say go there, because we have big kitchen with chairs. Kitchen is used for eating." (SH10)

However, some had tables in their kitchens that acquired clutter so they did not use them or ate elsewhere:

"I did have a dining table. I did have a big glass one, but the space in the kitchen was just no' – it was just too much clutter." (SH6)

"My kitchen's amazing. You can get a dining table and everything in it now... was just gathering things and then when you put it in the living room it just gathers things as well. But there's plenty of room for a table. We eat in here [living room]. That's my husband's little table there, but if we're doing like big meals, I'll get the table out and we'll put it in the living room. We done that for Christmas." (SH7)

Figures 20-22 illustrate how kitchen space has been used.

Figure 20: Photos of kitchens in Sighthill.

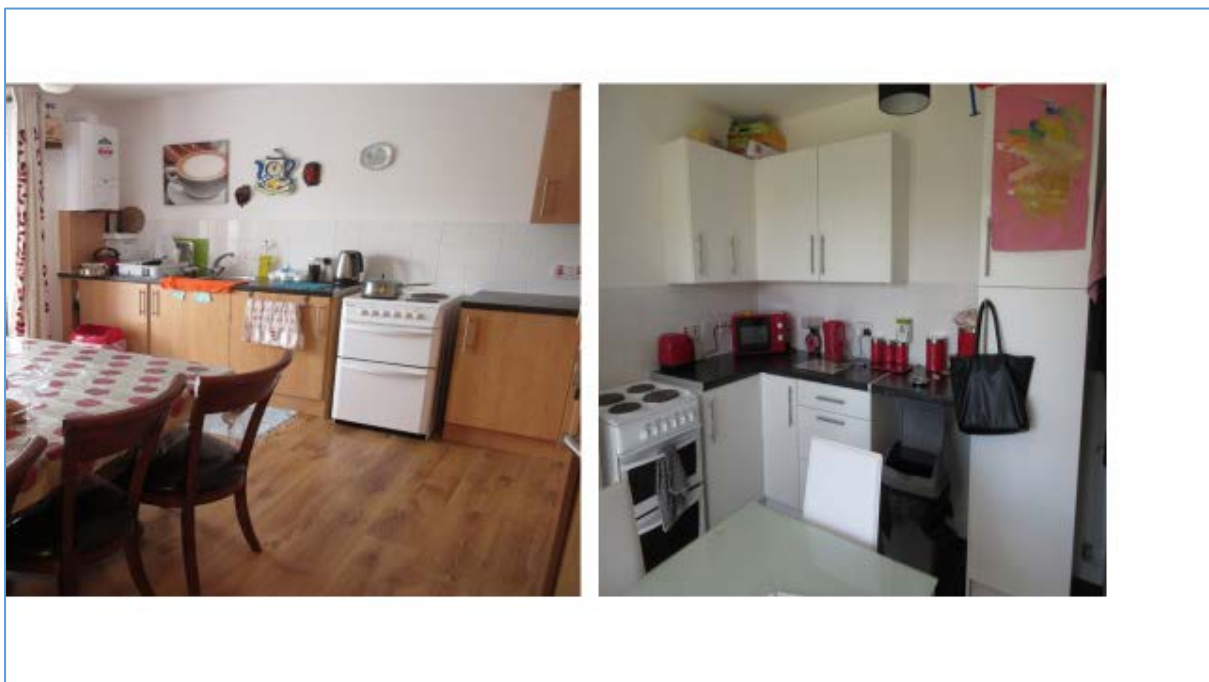
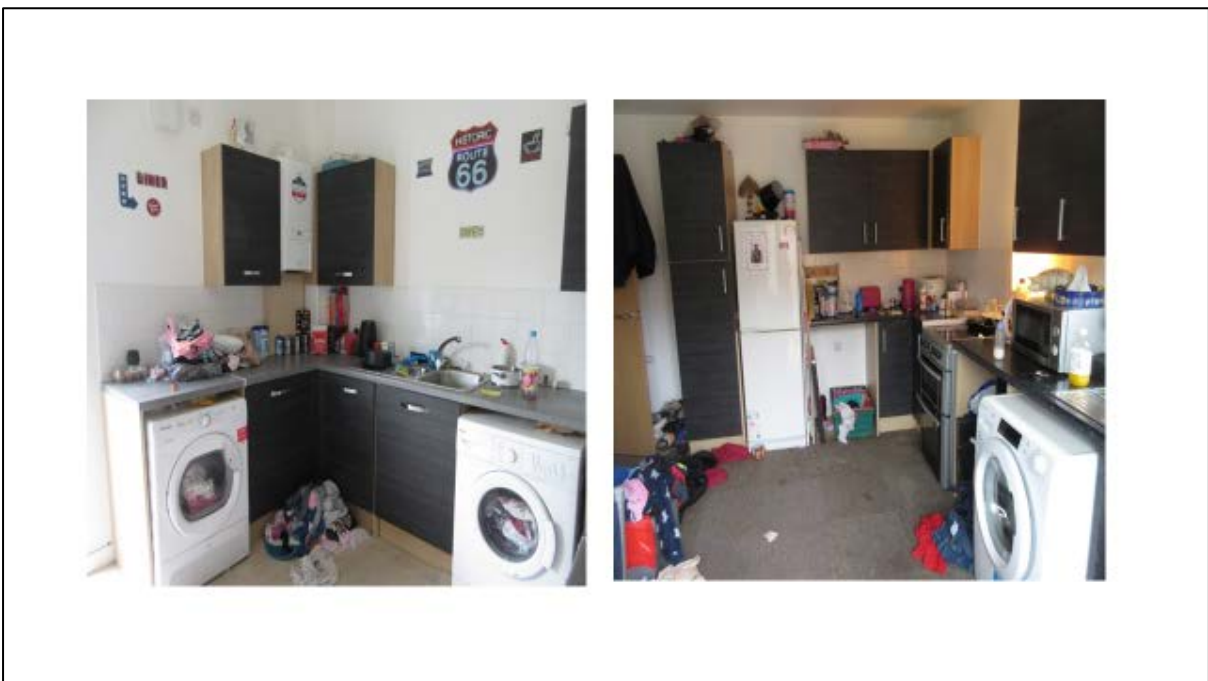


Figure 21: Photos of kitchens in Sighthill.



Figure 22: Photos of kitchens in Sighthill.



One family (SH4) did not appreciate the extra space in their kitchen. For cultural reasons they ate their meals on the living room floor so would have preferred a bigger living room and smaller kitchen:

"We don't really have a table but, obviously, people from our community usually put something on the floor, eat on it." (SH4)

Living room

Few comments were made about living rooms with most participants finding them adequate and meeting their needs:

"We sit here and watch the TV, my mum, me and my mum." (SH2)

"The living rooms aren't as big as what you were before, you manage." (SH7)

"And I have sitting room, I can sit, I use here for spend time with my family, watching TV. It is good." (SH9)

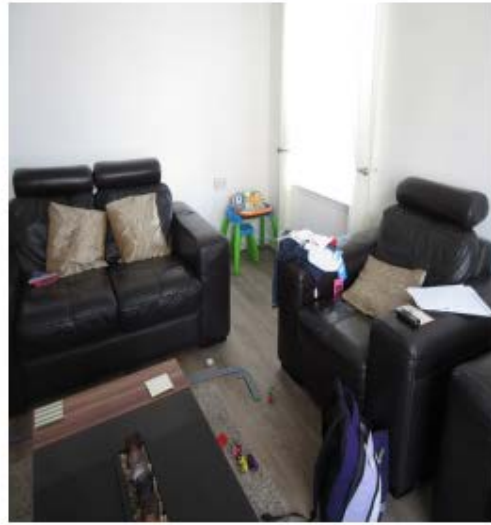
"Just nicer and cosier." (SH11)

Figures 23 and 24 show examples of how living room space is occupied.

Figure 23: Photos of living rooms in Sighthill.



Figure 24: Photos of living rooms in Sighthill.



One family had created a bed space on the floor in the living room with a mattress and pillows for resting during the day, or when people stayed over, as can be seen from the drawing in Figure 25 (family did not give permission to take a photo):

Figure 25: Living room drawing showing use of space (in Sighthill).



Bedroom

Views about bedroom sizes varied with some participants feeling they had more space compared with the high rises and others less. Bedroom sizes varied within flats, often having one very small room relative to the others:

"My daughter and my son's room is totesy compared to my room. My room's massive." (SH6)

"Bedrooms are bigger. I must admit, the bedrooms are bigger... The bedroom space is so much easier for getting... In the flats, you would only have at each side of your bed, if, certain ways that you put the bed, if it was close to one wall, you would only have this bit to move. If it was close to each side of the wall, you would only have so much room, but you've got so much room up there, you can walk right round and oh, so much space." (SH7)

"The bedrooms, to be honest, my son's bedroom is not big, but it's enough for him. I don't complain. But comparing to the other one, it's way bigger, the other one... But it fits his bedroom, his computer desk, what he needs. His cupboard." (SH10)

"My room's big, my daughter's room, my wee grandson's just a wee tiny room." (SH11)

Only one participant had a spare bedroom that he found useful when family or friends wanted to stay over:

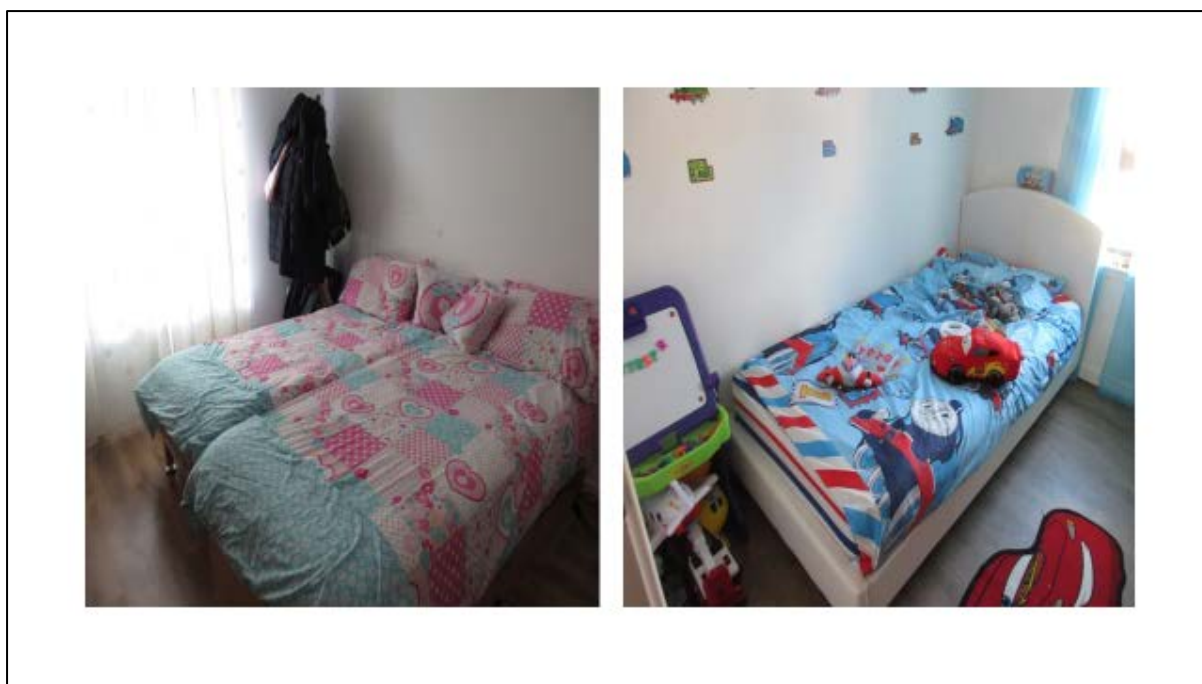
"They could come up and see me, yes, but they couldn't stay over. But now they can. Oh yeah, it's a change because I can have anyone of me friends come up and visit me and they can stay over if they want to stay over. You know so it's easier." (SH5)

Figures 26 and 27 show different styles of children's bedrooms.

Figure 26: Photos of children's bedrooms in Sighthill.



Figure 27: Photos of children's bedrooms in Sighthill.



Bathroom / toilet

Everyone was happy with the size of their bathroom, having showers over baths, and the fact they had windows in their bathrooms.

"Bathroom is perfect. Is very big." (SH1)

"Bathrooms are bigger and I've got a window. I didn't have a window in the flats." (SH7)

Most also had additional toilets in their houses (as opposed to flats), some in large utility rooms:

"Yes, I've got one toilet down the stairs and one up the stairs." (SH7)

"With two toilet, which is good. There was always queue in the toilet, fighting, 'Come out please, it's time to go to school', blah, blah. But now, if one is using upstairs, one can use the downstairs... No waiting." (SH10)

Some had bathrooms which were adapted for disabled people:

"And 'cause I'm classified disabled all my units have to be lower... And I had to get it all done for me, 'cause I can't stretch. So they did all that and now I've got a walk-in shower." (SH5)

Storage

Storage varied depending on the size and style of house. Some felt there was inadequate storage for all their things, but there were also examples of people not using their storage and people creating their own storage. Several respondents felt that the available storage in their homes was inadequate.

Some complained about their lack of storage:

"It's just the frustration because they didn't give us a storage room or a box room. See the bathroom's about the same size as a box room we had... We all joke about a garage where folk dump things and just ignore them, but that's no' the case here." (SH2)

"And the space is, to be honest, very, very limited. The space in there, you had about several cupboards for nothing, but here it's only maybe – you've got two or something." (SH4)

"There's no' a lot of storage space in here, no, I must admit." (SH7)

There is no specific space to dry clothes like there was in the high-rise flats:

"In the high flats, you used to see it, you can still see it in these ones there, where you'd somewhere to hang out your clothes. You don't get it here... I don't bother now that I'm a bit older but even, it's a bit embarrassing your underwear hanging up." (SH2)

SB1 had an outdoor storage shed that he shared with a neighbour which was not ideal as his neighbour had grandchildren so she stored their toys and bikes in the shed, thus creating less space for him:

"I share this outside. Half for me, half for my neighbour. I have a two key. This side for me, and this side for my neighbour." (SH1)

As can be seen from the photos, storage space was not always used. There were examples of empty cupboards or items of furniture blocking access to storage space.

Figures 28-30 show different aspects of storage.

Figure 28: Photos of types of storage in Sighthill.



Figure 29: Photos of storage not being used in Sighthill.



Figure 30: Photos of (lack of) storage in Sighthill.



Outside space

Those living in houses or ground floor flats had private gardens that they appreciated and made use of for leisure, growing plants and vegetables, and for storage:

"I have this garden, as well [front and back garden]." (SH1)

"That patch there is mine, but I've got greenery all the way round me." (SH5)

"And the most important thing, I think, is the gardens as well. Having the garden and having the driveway at the back for my husband, so he's not walking that far fae the car into the house as well. It's amazing." (SH7)

The size of the garden was said to be relative to the size of the house as SH1 indicated:

"Because it's one bedroom... that's garden for two bedroom is more than mine [pointing to neighbour's house]. So this is just for one person, that's enough [garden]." (SH1)

One family had developed their outside space growing plants and vegetables, and they had created an area for smoking outside:

"Yes, and my brolly [for smoking under]. My potatoes, my broccoli. My carrots and my grapes and my blackberries... I planted everything. Planted all my rosebushes and – we actually don't know what this big thing is, we think it could possibly be a sunflower. But we've not planted a sunflower. Mm hmm. We're actually gonnae be getting, maybe next year some time, getting a storage hut outside for the bikes." (SH7)

Figures 31 and 32 show how outdoor space is used.

Figure 31: Photos of outdoor space in Sighthill.

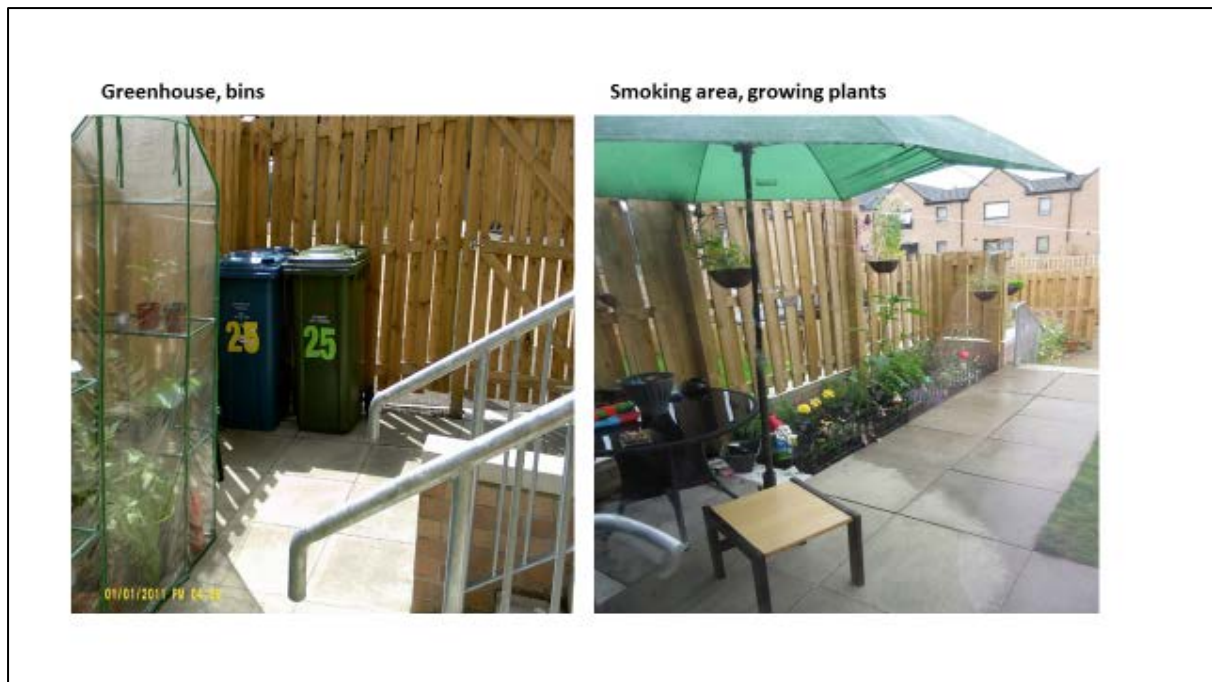


Figure 32: Photos of outdoor space in Sighthill (children).



Personalisation and decoration

In this section we look at the psychosocial benefits that tenants in Sighthill derived from their new homes, and how they made their new houses feel like their own through a mixture of bringing belongings from their previous homes and buying new items to furnish and decorate their new homes.

Pride

Many participants talked about having more pride in their new homes, wanting a fresh start, making the place homely, feeling more house-proud, and experiencing less embarrassment. In many cases the condition of their previous homes had deterred them from investing in it or personalising it:

"I want to make it more homely. In the last flats, wae the dampness... there was just no point 'cause it would ruin your pictures. It would ruin everything else. But in here, I just, I like to get pictures up... So I want to get things up, but really, I want to get it decorated, painted." (SH6)

"More house-proud. More house-proud." (SH7)

"I done more to this house. That house I don't care. I didn't put anything, that flat. Because it was no good flat, the water was coming in the kitchen, it was damp. It was not light enough. You can say it was total different to this." (SH9)

New furniture and furnishings

There was a mix of participants bringing old things from their high-rise flats and buying new things too:

"I'm coming here, is just carpet that's here, not new thing. For new, TV and the sofa and electric cooker." (SH1)

"This suite was in the flat. My bed, the cooker, the washing machine, was all in the old house, know what I mean, so. [Interviewer: So it's really just the coffee table and the TV unit that you've got.] Well, it was new flooring I got." (SH11)

"I come with my things. Only this sofa, I bought this sofa other day and that one (laugh). Yeah, they give me money." (SH9)

Most participants bought new things when they moved. Their furniture had been ruined by the conditions in the high-rise flats and/or they wanted a new start, plus they were in receipt of disturbance money to buy new things:

"Everything was binned... Yes, it was old. And, obviously, when you move to a new place you kind of want new furniture as well." (SH4)

"I bought everything brand new... because I got disturbance money – I had the money there to pay for the stuff." (SH6)

"I couldn't bring the furniture, the other place was falling apart. No, it's falling apart, it was stinking. Dampness, it needed replaced." (SH8)

Blinds and flooring were reported to be the most expensive items most people had to buy when they moved:

"You get your clearance money... well it doesn't go very far because when we moved in here we had to buy our blinds and our flooring. Now, my flooring alone was £1,200, yeah. And that was cheap compared to others... But it was £300 for the labour, 300 and something pound... but the first cheque didn't go very far." (SH7)

"Laminate, carpets for the stairs, toilet, I don't know, vinyl or something... curtains, or even this one, laminate, the blind." (SH10)

Decoration

Tenants were informed not to hang things on the walls for a year as the buildings were settling which limited the level of decorating that people could do to their homes:

"There's no' really point in decorating for the first year because they come out at the end of it and if you've got cracks or anything like that then they'll have to fix them and that's why we've not done anything as in decoration-wise. But we thought 'We'll put wur pictures up, make it more homely', for the first year anyway." (SH7)

"We're kind of like really scared to put up things 'cause the walls are not quite great. In case there's any marks or anything. No, we've really, not really wanted any, to touch any of the walls in case they get damaged." (SH4)

"I just put a picture up of the wean and that, his nursery picture on the wall, that's about it. 'Cause we're not supposed to put anything up for a year." (SH11)

With regard to buildings still settling, one participant experienced a problem with her new flooring which started bubbling after six months:

"But my hall floor, [got] lino put down, sorry, and after six month, the lino started to move up the wall – 'cause obviously the building's moved. So, you probably noticed, when you walk out, it bubbles... 'cause the house hasn't settled yet." (SH6)

3. Neighbourhood and community

In this section, we report residents' views about changes in the level of provision of local amenities, and their expectations for future provision. We also report people's perceptions of how the local community had changed through the period of regeneration.

Quiet, convenient location

The location, convenience and quietness of the area were described as particular features some participants liked about the neighbourhood:

"[near] Tesco... near city centre... Near for Townhead... and very quiet, as well." (SH1)

"I think it's more nice, more quiet, because high-rise flat I have my neighbours, sometimes, make a lot of noise and a lot of trouble also." (SH3)

"It's more convenient. I'm fairly open, and it's quiet here as well, the same. And I've got more room to move around it." (SH5)

"Very quiet, decent people. No problem at all." (SH10)

Local amenities

There is one small shop and pharmacy in the area. Supermarkets including Tesco, Lidl and Costco are on the periphery of the estate across a main road. Although there is limited shopping in the immediate area, most seemed happy as they were close to the bigger shops:

"A small shop for some emergency... and one pharmacist." (SH1)

"I use the KATS café and I use the chemist. Tesco's." (SH6)

"You've got Tesco's, you've got Costco's, you've got Lidl's... everything's just across the road." (SH7)

However, there was also discussion of what was missing from the area, or what had been taken away because of the regeneration:

"There's nothing here... it's gonna take at least a couple of years for them to build something." (SH4)

"At the moment it's just the regeneration that's going on. 'Cause you feel like you're a bit caged in." (SH7)

Some mentioned the lack of a post office and post box in the area. There used to be one in the precinct that was demolished. People now have to travel to access these facilities:

"...when they took the shopping area which was up the top. It had a post office, you could pay your bills, by, you know, paypoints... the nearest paypoints to us now is up in Springburn. Or right up the top end of Royston Road." (SH5)

"It's more so the post office for your PayPoint, and stuff like that, for your gas and electricity and a post box, because we don't have a post box... Trying to get one for the area, 'cause we did have—well we had two. But we've none now and they say that Tesco's is close enough. But not for the older – There's a post box in Tesco, not a post office, and it's not, for the older generation that's up here, they would have to walk away down to Tesco's just to post a letter." (SH7)

The library that was situated in the KATS centre⁵ had closed down:

"I'd be happy if there is some libraries in Sighthill. I think the near library is in Royston Square." (SH3)

"We lost our library. We don't have a library. We used to have Sighthill Library, that was in KATS, but that got taken away." (SH7)

There are no local health services although this did not emerge as an issue for many. However, one participant reported travelling to Springburn to access his GP and dentist and identifying the need for a health centre in the area:

"We don't have any GP here. And no dentist because same my dentist before. [would like] one GP or one health centre, as well – not just GP, for dentist, for everything." (SH1)

Several participants mentioned the lack of amenities for children and young people. The children's park was demolished when the flats came down:

"There's nothing at all for the kids. No park, no nothing... there's just nothing for the kids. You have to travel to, like, maybe Glasgow Green or somewhere like that." (SH6)

"They've took the kids park away and the kids have got nowhere to play. It was just over, just behind KATS. Just over the back, over that way. They've took the park away, there's nothing there for them, and then we're getting signs up saying, 'No ball games' and they can't do nothing now. So that's not went down very well." (SH7)

"...they don't have somewhere to play. They, like a park, now they end up to play in the road. See outside, they running, and every five minutes we need to go outside to look if the kids is safe." (SH9)

⁵ KATS – acronym for Kids and Adults Together in Sighthill; a dedicated community facility for local children and adults.

The removal of the number 10 bus that previously ran through the estate was mentioned by many as a problem and something they would like reinstated. It apparently just stopped running one day without any consultation. Some had signed a petition, but it had no effect, and there was no information as to whether it would return:

"That used to be a bus stop for number ten. And they removed it maybe about six, seven months ago." (SH4)

"One day you went out and there's a sign at the bus stops 'Bus will no longer stop at this address'. Uh huh, we would have liked a wee bit more information, aye... The number ten bus, they weren't getting enough people coming on them. I used that bus every day." (SH6)

"I don't know why they remove it 'til now. They didn't give us, like to explain why we removed this bus. We signed the petition, but it still didn't happen." (SH9)

With regard to amenities, there was some knowledge of what was expected to happen within the regeneration plans for the area, including new housing, school, shopping centre, children's park, allotments and a church:

"Making a big shopping centre over there because [those] high flats coming down. And because the flat is land and making is big shopping centre is here... Maybe next year." (SH1)

"I know the new school is supposed to built by 2019. And that's, it's going to be a college school, that's incorporating a handicap school... and any kids that want to stay on after school they can do so. It's up to 18... church is going across over there." (SH5)

"Eventually when everything's done and the regeneration's finished, we will have a park for them. A play park and other bits and bobs as well for them. But it's in the meantime. It could be another three to four years." (SH7)

"Because they show us everything, how it will look in five years' time. And it's all beautiful. They're gonna have the park, new houses. I think it will be beautiful in five years. More housing." (SH9)

"Well I'm in the gardening one for the area, and also I've got me name down to when they do start the gardening plots, I'd help out. Yes it is, like a gardening club... but also going to, say like allotments. They're going to do allotments in the future. I'm signed up." (SH5)

Community groups and social opportunities

KATS is the main community centre in the area. Some used it, especially for English language classes and children's summer clubs:

"We have like a women group here. Yeah, I'm going there. And my kids. And my daughter she's going three times a week because of the holidays. Because they have many things like computer, tea morning, maybe they have some projects." (SH9)

"There is a kid's summer club, but son's, he's 14, he's just that wee bit older for it. But other, the other kids, the younger kids go over as well, so it gives me some peace and quiet during the day." (SH7)

"I take him [grandson] tae the community centre an' that. [KATS]. Yeah. 'Cause they dae wee like groups, 'cause the weans are on holiday an' that, they dae wee morning groups and that. Aye, it's just in the summer I've just, I've just no' found out about it, you know what I mean. Take him along tae there in the morning." (SH11)

But most participants did not use KATS, some finding it did not offer services they would use:

"I don't go in myself, it's not something that I use." (SH7)

"For the community group for women or sometime is for English language. Just for women, not for man." (SH1)

"Well it would good to get a community centre back, you know. Yes, I mean we've got KATS now, but I don't think it's ideal. I have been, but not no more." (SH5)

There was mention of St Rollox church offering a service for the community, including a café and secondhand shop (bring and buy):

"When the kids are at school, they do a wee thing on a Tuesday – it's like a bring and buy sale. So you can go in and buy clothes, stuff for the kids, like say, like, if I had a bag o' clothes to hand in, then they would sell them on and then they put the money to some place, I think it's for the coloured people to get them days out and stuff like that." (SH6)

"Church, yeah, to buy fruits on Tuesday. For the market." (SH9)

Some participants felt there were few things socially to do in the area (e.g. no pubs, social clubs) and there was the need for more opportunities for social integration and to enable people to get together:

"We had the pub up in the square but they took all that away... I mean, when the pub was here we could go and you know meet friends there, you know. There's nowhere like that now. If you want to go out in the evenings you've got to go over, as I say, up to Springburn or into town." (SH5)

"...I know many people don't want to, but they should get a way of involving other people, you know, just like in a community event, something... something that'll make everyone get together. I mean, half of the people don't even know who their neighbours are." (SH4)

"It would be good to have, you know, community coffee centre or something... café." (SH10)

Animals / wildlife

A few participants mentioned the impact of the regeneration works on the animals and wildlife in the area:

"But it's the deer, the fox and the squirrel we see a lot now. So for the sake o' us having happiness aboot seeing the animals and their shelter, because o' bad weather, they've nowhere to shelter now 'cause the trees are getting destroyed." (SH2)

"The poor deers, the animals, as well, they can't go anywhere. You see them running across the road, getting hit by cars and everything." (SH6)

"It's all caged now, you can't get into a park, you're just walking round the side of it. And the deers as well. The deers have went down from, I think we had about 12 and you're lucky, we used to see them walking up and down the street." (SH7)

Community

The area was described as one that had changed from being unsafe and antisocial to a friendly and neighbourly community:

"[used to be] Junky people and some people fighting with asylum and Scottish people, never is safe after 11 o'clock, you come to Sighthill. Is very, very dangerous. Now is okay because... families come and single [people]. Never, ever is junky will come here because everybody is family, here." (SH1)

Most participants found the area safer, especially for children, who could also be supervised better than was the case in the high-rise flats:

"I don't know how I explain it, because we not knew, all the people who I know in that building, they moved here, and my children can play safely with people they know. It's not something we come, we get this new house, but people we don't know, which is good for me as well as my children." (SH10)

"And up that street, they have wee games and that for the kids, and my daughter's allowed oot to play, noo, because I can see her, whereas when I was up in the flats, she wasnae allowed oot. Which is brilliant, so that's one a' my main happiness a' moving into the new build house." (SH6)

Many participants talked about a sociable community, describing a 'sense of community' and a close-knit community. For some there was a sense of familiarity as they had grown up or lived in the area for a very long time and already knew the people living near them:

"Some new people, but most, the biggest majority are people I know... There's a sense of community, definitely." (SH6)

"It's really a close-knit community now, it really is... The exact same people. Nobody new has moved in." (SH7)

"We know each other. I know my neighbours because we are live in the same area before. You see the kids, they know each other." (SH9)

"Just genuinely nice people. I mean it's a really nice place now... 'cause we were up in a flat, you didnae really, it was isolated. So I think you see mair people and you say hello mair." (SH11)

Sighthill was also described as a mixed community with people from different nationalities, backgrounds and household types who got on well together:

"There is a good community and different background. I think this is good for me and also very good for my family." (SH3)

"There's young people, there's coloured people, they're all very friendly like. No, [we] just get on well, all together, mix." (SH5)

"There's families, there's the older generation, young professionals. I think it's just a mix. There's a lot of different families and, yeah, it's just mixed... and see, there's no discrimination against each other, it's like we're all just part of the scheme and we get on with each other." (SH7)

"What in particular I like about the area is, I don't know if they did it purposely, I think it is, what they did is, for example, there is old, elderly people, my neighbour and me which is Black, or not Scottish, and again, Scottish, and again, not Scottish, Scottish. So one house has Scottish people, not Scottish, Scottish, not Scottish, Scottish, not Scottish. They're combined." (SH10)

However, a few participants felt the area was quiet and that you rarely saw people about:

"'Cause even at night you can look out and there's always somebody. As my mum says, she missed the, seeing the motorway, when they faced the view." (SH2)

"I mean, I've not even seen 99% of people who lives here, apart from a friend I've got... You don't see anybody outside the street, you know? Wandering about. Everyone's, I think, either in their own home or they just don't want to come out." (SH4)

One participant was optimistic that the community would one day come back together:

"There is a sense of community but it's not a full sense at the present moment, but I think it'll get better in time. Yeah, it'll happen naturally." (SH5)

4. Life changes and supports

In this section we look at how the move to a new home has impacted upon occupants' wellbeing and whether participants have been able to make changes in their lives since moving. We also report participants' awareness of support services offered by GHA/Wheatley.

Feeling happier

One participant appeared contented with hobbies and interests. He was a single retired man in his 70s who was happy with his new house. He had a spare room so he could let his granddaughter and other family members or friends stay over, something previously he would not have been able to do. He describes himself as being happier since moving:

"I'm much happier since I moved out here. Yeah, I'm happy, yeah, I'm not long back off holiday. Not long back off holiday [went] all over the place. Did a tour, we nearly covered two thousand miles." (SH5)

"Well my grand-daughters come over and visit. Usually, nearly every other week... I've made it [spare room] for me youngest grand-daughter." (SH5)

Another participant said she and her children were happier since moving and were healthy and safe:

"I'm happy. I'm healthy... The kid, they happy... and is safe." (SH9)

One woman talked about how the new house had removed memories of what she and her family (three children) had been through as she described their previous living conditions:

"It was a risk because it was full of dampness, as I said, it was two bedroom, we were not using the second bedroom because it was like, when you touched the floor, water is coming from it, and then specially during winter, it turns to black, so I have to cover my nose, my mouth, and go inside cover with gloves and bleach, I have to clean it every three days." (SH10)

"[new house] It deleted what, not completely, but it deleted what we have been through. It deleted what had I been through there. Getting this new house, we worth it." (SH10)

She felt the move contributed to her being able to maintain her work/life balance with her family:

"Yeah, I'm very happy, very healthy, and I'm very contented that I've got my job... So I got the time I was looking for, from half past nine to half past – Monday to, three days a week, 16 hours, which is brilliant. So I cannot moan. I'm very healthy, no health problem, I'm happy, and I'm working. Sixteen hours it works with my, because it's not easy to look after children and to work full time, so I am balancing, so I'm happy." (SH10)

One participant felt better because she and her daughter and grandson felt less isolated since moving from their high-rise flat and enjoyed the conditions of living in a better house:

"Just 'cause it's a better house... I just feel better in it." (SH11)

"It's a lot better, aye. We felt isolated. You know how it was awful, they flats are, 'cause you don't really see anybody... you only see people when you go to the shop or whatever, but, you see the weans playing aboot and all that noo. Yeah, a lot better. You can hear them, and noisy wee buggers, but it's brilliant." (SH11)

For one woman, the move meant that she felt less embarrassed about the condition of her house and would happily invite neighbours in for a drink, something she would not have considered previously:

"[in high-rise flat] you were quite embarrassed if you walked in and you smelled like the dampness smell or just that kinda thing and now it's like my neighbour across the road, would come in or I would invite people in now. 'Come on in, sit down, have a cup of a tea, have a chat' and stuff like that. It's just so different." (SH7)

Persistent unhappiness

Some participants had persistent problems or faced challenges that altered little with the move, and which continued to make them unhappy. One participant had some mental health issues and wanted to get better organised in her house. She felt the way she lived meant people would not visit her. She had had some help previously from a housing organisation but it had not helped much:

"[would like to] get a bit more organised and tidied up. And be able to have people up." (SH2)

"I've thrown away a lot of stuff, put stuff in charity shops when I moved twice, and I'm making a conscious effort 'cause my friends were saying 'Oh, we'll have to come up and see your house'. So I was wanting to do that but you've got no room ['cause of the mess] you're congested." (SH2)

Another participant had not been happy since moving and would happily move again somewhere she felt was safer. She helped out in her parent's fastfood business but wanted to get herself a job. She had a university degree but had been unable to get a job so far even though she had received help from agencies:

"Maybe just get a job of what I've got a degree in, but obviously 'cause of that you need experience and extra time which... It's a wee bit hard to get a job nowadays... It's a kind of competition... I feel that kind of makes you still happy. You just need to make yourself happy in what you have." (SH4)

"I've obviously seeked help twice from two agencies before so... I know the experience, Is not much of a help like they say, keep trying... You never know, you may will get it one day but sometimes it can be disappointing." (SH4)

SH6 had had a lot to cope with recently including the death of her mother and having young children. She said:

"I'm not happy. I struggle, at the minute... I feel a bit low, sometimes... I just, I try and stay out as much as I can. I hate being in the hoose 24/7." (SH6)

She also had immediate money issues:

"We were at housing and that yesterday, so trying to get all the rent sorted 'cause tax credits and all that have stopped all my benefit, so I don't receive anything, now, for five weeks – so I've to live on nothing for five weeks. Which is an absolute joke." (SH6)

SH6 had the ambition of getting a job as a carer when her children were old enough:

"I want to be a carer. It's my goal. ...So that's my dream job, to become a carer, so that's my aim. As soon as my kids are old enough." (SH6)

Positive changes

Several participants reported health-related benefits from moving, relating to prior habits and health conditions. Reports of social interaction benefits varied.

SH1 had a history of mental health issues in addition to physical health issues and disability. His former home made matters worse for him because the conditions were not good, the house was situated on a main road that was noisy. Since the move he had started to feel better about himself at times. He attributed this to living in a quieter neighbourhood where there is space to go outside (he has a back and front garden and small greenhouse). A better home and improved neighbourhood conditions seemed to help his conditions. However, he also identified the need for better community and social supports:

"Because I don't like it, I'm alone at home all the time, all the time, all the time... now is okay, now is fine but is not very good but is okay... sometimes I'm very, very stressed. I'm going outside, I'm working in the garden... and walking is here...[previous home] is road and noise for road is too much, is my mind... Here is better." (SH1)

"We don't have any community groups here for man. And have a community group for woman is here. For man, we don't have it. Example is this community group, seven days, seven days for women. And my English is not good. I have a class for English is here. Just for women. Me, a man, I'm not going. Not mixing, just woman is going. I'm asking, because me, I'm a man, I'm coming in the class, he is for manager, he tell me 'No, this is just only for women'." (SH1)

Although SH2 still had problems, she said she felt more confident as moving was an opportunity to live by herself. She had epilepsy, was unable to work, and had lost some confidence because of this condition and her circumstances:

"You feel a lot better and confident [moving into own flat]. More independent and able to make my own decisions. 'Cause I used to get depressed thinking about, eventually, when there's only two of us and I'd have to be a bit more self-sufficient. So also to make choices and not be so 'conscientious' about what other people's opinions are." (SH2)

One couple (SH7) said their smoking behaviours had changed since they moved. They were previously heavy smokers in the high-rise flat but since moving had reduced their smoking habits due to never smoking in the house. They created an area outside – *"We've got a big fishing brolly*

out the back” – where they went to smoke. An added benefit was talking to more people due to being outside more and being more sociable:

“We made the decision, before we moved that we would not be smoking in this house.” (SH7)

“We are smokers, we don’t smoke in the house now, so he goes out the back or goes out the front and he’s talking to people that I’ve known for years and he’s never met before... So it’s given him a social life, so it’s a big difference for him as well.” (SH7)

“When we stayed in the flats, you’d be smoking... But in here, you could be sitting watching a film for nearly, what? An hour and a half, two hours. And then go out for a cigarette, whereas up in the flat, you were maybe having two or three cigarettes during it.” (SH7)

Poor health prevented some from achieving what they wanted but moving had helped. SH7 talked about their health problems and difficulties. She said if they had stayed in the flat then they would not see people but were now feeling “happy and healthy” if not achieving everything they wanted to:

“Well happy and healthy, but we’re not achieving the things that we want – obviously because my husband’s not well. But we are, we’re getting there. We definitely are. Obviously my husband’s 37, I was gonnae say 38 there, and he’s got arthritis in his spine. He’ll never work again. So he’s on lots of different medication and stuff like that. But we work it out. We get there. And it’s better for my husband here as well because if he was in the flat, he wouldn’t see anybody.” (SH7)

SH10 had concerns about her daughter and asthma related to the high-rise flat. Moving to the new house she talked about how things improved and breathing fresh air:

“I was concerned about some of my children, they might have asthma, it might affect our health while we were in 17 Pinkston Drive, I was very concerned, I needed to go to doctors... so I was always, I was so stressed in case she would, something happened to her, because the way we used to live, but now, thanks for everything. We start breathing fresh air.” (SH10)

GHA/Wheatley services

Support from and knowledge of services from GHA/Wheatley Group was reasonably widespread with several participants reporting using one or more services. SH4 for instance had used the welfare advisor and was aware of Better Futures Bursaries:

“We have used the welfare advisor, she was kind of helpful. We had to use it for my mum for claiming a benefit. Although she didn’t get it but she was quite helpful with the helps we received from her.” (SH4)

“[Better Futures Bursaries] Yes. I didn’t really know about it but I was told by one of the advisors I used to go for to find a job. I think it was called Regeneration Agency, something. So obviously, went to that advisor, she let me know that there’s something like a GHA bursary you can claim for, so that was quite a lot of help as well.” (SH4)

SH5 was aware of most of the services on offer. He had used the fuel advice service and employability. He was a member of Glasgow Gold:

"Fuel advice, yes I have had them. I was having trouble getting connected to here." (SH5)

"[employability] Yes, I've had, dealt with them in the past. Which I didn't like... Because they tried to make me take a job that was underneath me. No [not GHA], just through the employment [job centre], when I was on benefits." (SH5)

SH6 had used several of the services available and was keen to find out more about the services available:

"I've used the welfare worker, I've used the emergency lines." (SH6)

"Repairs, yeah, and basically just in to speak to housing officers in regards to rent and stuff like that." (SH6)

"I've got an appointment on the 22nd for that [money advice]." (SH6)

"Used welfare benefits and fuel advice." (SH6)

"Well that's good to know [Glasgow Gold]. That's really good to know, actually, for when the kids are at nursery and I know, then, I can speak to them and ask them about that. Oh, that sounds great. I can just go down and just say 'look, I've got this wee bit of paper, can you give me more information and let me know'." (SH6)

Some knew they could contact GHA if there was a problem and most were confident that the problem would be sorted out quickly:

"My fan in the kitchen wasn't working, they came out straight away, put a new one in. The heater here wasn't working properly, phoned GHA and it's still under the contractors, so they came out, they fixed it. Everything gets fixed straight away." (SH7)

"If I'm phoning them it's about my house if something broken and they come out." (SH9)

SH2 had received support from Loretto housing organisation that she found beneficial in getting organised in the house, but also in dealing with other issues such as applying for benefits and learning computing skills:

"Because I've had people up to help me... And they've been good help. So they're giving me a break to get organised." (SH2)

"...they helped me to get involved with computer classes. I've to go... A man phoned me and they're gonnae get in touch wi' me in August. Because I had one just before we moved." (SH2)

"But apart from tidying up my house they [Loretto] help me wi' maybe benefits that I'm due." (SH2)

5. Summary

The Sighthill sample included more families than in Pollokshaws, and more cases of people relocated from the previous high-rise flats. There were also several people who had experienced multiple moves around the estate which resulted in them eventually making wellbeing gains from being finally settled in their new homes.

Similar gains as in Pollokshaws accrued to Sighthill residents from the design of the new homes including: lightness; warmth; cheaper energy; and being able to eat family meals around a kitchen table. The fact that the Sighthill sample comprised larger households meant that they experienced fewer overall benefits in terms of space, reporting having some small bedrooms, few spare rooms and not enough storage – there were a lot of household belongings lying around the dwellings, as could be seen in several of the photographs. In the case of the Sighthill development, the positive benefits of new homes were also reduced a little by several instances of defects and snagging, and by the settling of the homes on-site (which may reflect pre-existing land conditions) which restricted the initial personalisation of the homes and damaged some of the occupants' furnishings and decorations.

Psychosocial benefits of pride and of a desire to create a home were reported, in contrast to not being able or willing to do so previously in the high-rise flats. There were also gains in terms of social relations due to occupants being more willing to invite people into their homes and more able to make connections to people outside. Some participants also reported gains in terms of being better able to cope with pre-existing health conditions in their new homes, and reducing their smoking at home.

However, not everyone was able to derive as much benefits in terms of feeling positive about their lives and relations with others. Some people evidently need help and support to cope with physical and mental health issues, while others wanted to get a job to enable them to make progress and move on. Thus, a new home was not a sufficient catalyst to bring about positive changes for those people with other enduring challenges.

The new development in Sighthill benefited from the nearby location of a number of supermarkets. However, there were few amenities in the immediate area of the estate, less so than in the case of Pollokshaws. In fact, during the period of regeneration, several amenities and services had been lost to the local area, and there was an expectation among residents that these would be replaced before long as part of the ongoing regeneration. In social terms, participants reported changes in the local community that could be expected to benefit residents' wellbeing, including the area being quieter, safer, better for children, and more mixed and harmonious.

Sighthill residents had a good awareness of GHA/Wheatley support services and a high level of confidence that their landlord would sort out any issues for them.

Conclusion

This qualitative study of the occupants of newly built homes in regeneration areas confirms some earlier findings and adds new knowledge to that gained from analysis of the main GoWell survey⁶. Comparing two sites also allows us to assess the consistency of the effects of new build and identify sources of variation in experience.

Occupants of new build dwellings in both locations reported appreciation of very similar aspects of their new homes, especially the secure entrances, lightness (large windows being a particular feature), warmth and cheaper energy, and larger kitchens. On the other hand, occupants in both locations felt there was insufficient storage space, though this seemed more marked in Sighthill where more families with children had been allocated homes. In addition, tenants in Pollokshaws had been allocated homes with a spare bedroom (the households tending to be older, without children) and it was notable how beneficial this was for the residents.

The in-depth interviews confirmed our earlier finding that occupants of new build housing derived psychosocial benefits from their homes. Whereas the quantitative analysis emphasised benefits of status, the qualitative research has highlighted benefits of pride, personal progress and ontological security, i.e. the ability to create a stable, enduring home in the new dwelling, and the willingness to invest time and money to do so. These kinds of benefits were often realised in contrast to conditions and feelings in their previous homes, mostly in the high-rise blocks which had been demolished. These represent real gains in quality of life as a result of regeneration for those who were able to remain until the new dwellings were built.

There were also several instances of reported beneficial changes in occupants' behaviours as a result of the design of the new homes, or due to the occupants' response to being in a 'brand-new' home. These behavioural gains included the following: improved social relations with friends and family members, either due to having family members to stay over, or inviting friends to visit; eating family meals around a dining table; coping with health conditions better; and no longer smoking indoors, which in turn led to a reported reduced level of smoking overall by some of the participants. However, these benefits were not universal and there were a number of residents who wished they had more social contact both at home and elsewhere, including through employment, but were currently limited by either physical or mental health issues which meant they felt unable or fearful about doing so. Some occupants therefore needed support which they did not currently access to help them make the most of moving to a new home.

In the case of both Sighthill and Pollokshaws, residents talked of a friendly, cohesive, supportive and safe community in the new build development, somewhat more so than they had experienced latterly in the high-rise flats. In the case of Sighthill, there was also mention of the positive virtues of a diverse community, not only in ethnic terms but also in terms of age and household types. The fact

⁶ GoWell Briefing Paper 29: *The Benefits of New Build Housing Provided Through Regeneration in Glasgow*. Glasgow: GoWell; 2017. Available at: http://www.gowellonline.com/publications/430_briefing_paper_29_benefits_of_new_build_housing_through_regeneration

that many of the occupants had known some of their neighbours from previously living on the estate was helpful in this regard.

Residents in both developments benefited from the nearby location of major shopping facilities which they could, for the most part, get to easily by walking or via public transport. Pollokshaws had more amenities and services located on or very near the estate, although residents on both estates reported the loss of a number of local amenities over the past few years – sometimes but not always due to the regeneration process itself – and were awaiting some replacement amenities during the remaining course of the regeneration process. In this regard, there seemed greater knowledge of what was expected in terms of future developments in Sighthill than in Pollokshaws. Knowledge of GHA/Wheatley services also appeared more widespread among residents in Sighthill. Both estates were reported to be lacking a number of desired local amenities, especially social venues such as cafés, local shops, play areas for children and young people, and in the case of Sighthill also a library and primary healthcare services. For many of the participants in Sighthill, the removal of a local bus service was a major issue that negatively affected their lives. Views about the local area serve to highlight the need for regeneration to be capable of delivering fully functioning neighbourhoods within a reasonable period of time.