

Universal  
Credit is being  
introduced in Glasgow  
on 8th June 2015...turn to  
pages 4 & 5 to find out what  
this will mean for you.

Spring 2015



## First families move into the Commonwealth Games village

### newsletter



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Office & Service Centre Opening Hours

London Road Office

Monday 9.00am - 4.30pm \*  
Tuesday 9.00am - 6.00pm  
Wednesday 9.00am - 4.30pm \*  
1st Wednesday of each month  
9.00am - 12.30pm  
Thursday 9.00am - 4.30pm \*  
Friday 9.00am - 4.00pm

\* telephone reception until 5.00pm

Castlemilk Service Centre

49 Blaeloch Drive (Tel: 0141 634 7000)  
Monday 2.00pm - 4.00pm  
Wednesday 10.00am - 12.00 noon  
(Financial Inclusion Team)  
Thursday 10.00am - 12.00 noon

Cranhill Service Centre

14 Ruchazie Place (Tel: 0141 774 3030)  
Monday 9.30am - 12.30pm  
Monday 1.30pm - 4.30pm  
(Financial Inclusion Team)  
Tuesday 1.30pm - 4.30pm  
(Financial Inclusion Team)  
Thursday 1.30pm - 4.30pm

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Registered Office  
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Tel: 0141 550 3581  
Email: admin@thenuehousing.co.uk  
www.thenuehousing.co.uk



Housing App

Thenue residents who have an iPad, iPhone or Android smartphone or tablet, are now downloading our FREE App that allows them to access services from Thenue 24/7!

Every tenant or owner who registers and uses the App by 31 March 2015 will be entered into a prize draw to win an Iphone 6! Once the app is installed on your phone you can:

- Contact Us - Gives you all the important Thenue contact info you need about us and our services.
- Report a Repair – Report a repair and receive updates on its status. You also have the option of sending a photo to assist Thenue with identifying what work is required.
- Report an Estate or Anti-Social Behaviour Problem – Again you also have the option of sending a photo to assist Thenue with identifying what the problem is.
- Get a Rent Reminder – Will automatically remind you of the rent amount due and date for payment.
- Make a payment – Make quick and secure rent payments directly from the App
- Complete a Survey – You can help us improve the services we deliver to you by completing a survey questionnaire.
- Update your details – You can update your details such as address, mobile, email etc to ensure that we always have the most up to date contact info for you

To install, simply search for Thenue on the App Store or Google play.



Looking for a house exchange?

We operate a Mutual Exchange register which lists tenants who are looking to exchange with another tenant. They may wish to move as their home is too small or too big or they may wish to move to another area.

If you are interested in joining the register, it can be found on our website under Home Seekers then House Swap.

Applications for housing

As part of a review of our electronic services, we are investigating the possibility of moving from our current paper application forms to an online only application. This would mean that anyone looking to apply for rehousing would require to submit a form via our website. If you don't have access to a computer, we will be able to help you complete it online at our office.

Watch this space for more information!

# Universal Credit is coming

## Are you Single and about to make a claim for Job Seekers Allowance?

You will soon have to make a claim for Universal Credit (from June 2015 in Glasgow).

It has recently been announced that Glasgow will be included in the roll out of Universal Credit for new claimants on Job Seeker Allowance ONLY.

This introduction of Universal Credit is expected to take place on June 8th 2015.

Universal Credit will be implemented in stages.

Initially, it will be new single Job Seekers Allowance claimants that will have to claim Universal Credit from the roll out date. No dates have been provided for when other claimant households will be affected. As soon as we are made aware we will let tenants know.

## What is Universal Credit Replacing?

Universal Credit brings together six benefits and tax credits and replaces them with a single monthly payment. It is replacing the following:

- Income-based Jobseekers Allowance
- Income-related Employment and Support Allowance
  - Income Support
  - Child Tax Credit
  - Working Tax Credit
  - Housing Benefit

Claiming Universal Credit will be different to the way you currently claim benefits.

You may have to make your claim via the internet. In very special circumstances it may be possible to claim by phone, but this will not be available to everyone.

All claims under Universal Credit will be administered by the Department of Work and Pensions, the main difference being, that if you have a problem regarding the housing element, (the new name for housing benefit) of your Universal Credit, it would be the DWP that would need to be contacted and not the local Housing Benefit office as at present.

The contact number for your local DWP office is 08457 6043719.

## Your 4 Point Action Plan for Universal Credit

### 1. Make sure you have a bank account

To receive Universal Credit you will need a bank or building society account, or an account with an alternative provider such as a credit union, for your monthly payment to be paid into. If you don't have a bank account we can provide you with contact details for Scotcash or your local Credit Union.

### 2. Decide if you need a joint bank account

If you live with your partner and you're both eligible for Universal Credit, you'll get a single monthly payment which can be paid into either a joint or an individual account.

### 3. Check whether you can set up direct debits for bill payments

If you currently get Housing Benefit, this help with your rent will no longer be paid directly to us as your landlord. This payment will be included in your monthly Universal Credit payment and you'll then need to make arrangements to pay the rent yourself.

If you have a credit union account or a prepaid card account, check that you can set up automated payments (e.g. direct debits) for things like rent and bills. If you can't, you should open a basic bank account which offers this. If you have a Post Office card account, you won't be able to set up automatic payments so you'll need to use a bank account instead.

### 4. Draw up a monthly budget

Because Universal Credit is paid monthly, you may need to make changes to the way you budget, especially if you move from the old to the new system. Universal Credit payments will be made monthly in arrears but you won't be able to pay your rent in arrears at the end of the month. You'll need to make sure that your rent is paid in advance so that you don't break the terms of your tenancy agreement.

You should therefore start planning for how you will make your first month's payment so that your rent account stays up to date. You might decide to start putting small amounts of money away now to avoid being faced with a lot to pay when the change happens. You may want to set up a Direct Debit to put your rent account in credit. This could be as little as £4.00 per month, £1.00 per week or another amount.



# Paying your rent - your questions answered

## What will happen if I ignore my arrears?

We will do everything in our power to help you stay in your home but we will consider taking legal action against anyone who does not communicate with us and allows their arrears to increase.

## Do you provide money, benefit and debt advice?

We have a very experienced Financial Inclusion Team who can work with you to try and resolve any financial problems you may be experiencing. They can also give you advice and assistance on housing benefit and other benefits you may be entitled to. Please contact our Financial Inclusion Co-ordinator, Willie Sinclair on 0141 550 9553 or [william.sinclair@thenuehousing.co.uk](mailto:william.sinclair@thenuehousing.co.uk)

## Why is it important that we collect rent?

A large part of your rent goes directly into repairing and maintaining your home, another part goes towards upgrading your and other tenants' homes.

Non-payment of rent does have an impact on this and it is unfair on our tenants who pay their rent every month in good faith for us to allow other tenants to run up an unacceptable level of debt.

A lot of our rent arrears are due to tenants not pursuing a claim for Housing Benefit. This is most frustrating, particularly when we know a tenant will qualify for full or partial Housing Benefit and they have just not pursued it.

We are aware that this can happen for a number of reasons, however, we are here to help you with this and assist you to ensure you receive all benefits that you are entitled to. If you are currently in rent arrears or experiencing financial difficulties please contact us and we will be more than happy to meet with you.

## How will my Income Maximisation Officer help me?

Our officers are trained to deal with your problems in a friendly and confidential manner. They can agree affordable payment arrangements for you to pay your rent and arrears.



If you have any other questions about paying your rent, you can contact Gail Gribben, Income Maximisation Manager on 0141 550 9510.

## How do I contact you about my rent arrears?

You can email the team on [IncomeMaximisation@thenuehousing.co.uk](mailto:IncomeMaximisation@thenuehousing.co.uk) or phone us on 0141 550 3581 and choose option 2 followed by option 1.

In our December 2014 Newsletter we reported that since the beginning of 2014 the Sheriff Court had granted Thenue 13 Eviction Decrees for rent arrears. Sadly, since 1st January 2015 we have had 3 further Decrees for rent arrears (and one for Anti Social Behaviour) granted and we had carried out 3 Evictions by the end of February 2015.

Eviction is a last resort for us, however, unfortunately sometimes we are left with no other option. When we get to this stage there is no doubt that we have exhausted every other avenue of trying to support and assist the tenant to manage their rent arrears.

### How we help tenants in rent arrears avoid eviction

Some interesting facts from 1st January to 31st December 2014:

- 243 Notice of Proceedings issued for Rent Arrears
  - 162 Court Instructions
  - 13 Evictions

Whilst this shows that we have evicted 13 people for rent arrears, it also shows that we are able to successfully support tenants and manage them out of rent arrears in order for them to sustain their tenancy. We know that people can find themselves in rent arrears for all different kinds of reasons, but the good news is that we have a specialised team here to help you. If you are struggling to pay your rent don't make things worse – come and speak to us.

## A good news story!

Our money, debt and benefit advice service has helped many tenants in 2014.

One young mum was happy for us to share her story with you.

She has a 10 month old baby and should have claimed child benefit, child and working tax credits when her baby was born but she thought that as she was working she wouldn't be entitled to any benefits.

She contacted Ashley Frame from our Income Maximisation team when she was paid off from her work and found herself relying on her mum for food and money for herself and her son.

Ashley helped her sort out what she was entitled to and she now gets all the benefits she is entitled to which total an extra £175 per week.



## Internet access

Having access to the internet and the ability to use computers will be an important part of claiming Universal Credit. Smart Communities is our digital inclusion project that helps people living in the areas that we have properties to use a computer and the internet.

We have drop in sessions and basic computer classes available as well as smartphone workshops and lots more. If you need any help or assistance with getting online and using a computer or even if you know but just need access, Smart Communities can help you out.

Sessions are informal and relaxed and take place in your own community, facilitated by experienced and friendly community workers. Whether you want help to complete online forms or you want to know how to use Facebook, stay safe, learn how to create cards for your friends and family, there is something that will suit you.

We are aware that people may need some support around Universal Credit and would like to ensure that information is strictly confidential, we are here to help you as much as we can.

If you need any further information or advice, our Financial Inclusion Team will also be able to advise on how Universal Credit will affect you.

We will work with Scotcash and your local Credit Unions to assist in setting up banking facilities for you.

**Contact our Financial Inclusion Team on 0141 550 9553 or email [sinclair@thenuehousing.co.uk](mailto:sinclair@thenuehousing.co.uk)**  
**Contact Smart Communities on 0141 550 9575.**

## Learning works



**9th Learning works course**

**Participants successfully completed the course. Course 10 is now underway.**

## Rent increase 2015/16

Thenue's Board recently approved our rent review for 2015/16 after a period of consultation with individual tenants and Area Associations.

Tenants in houses will see no increases in their rent for this year as we look to ensure our rents for houses are comparable with other landlords. Tenants in flats received a 2% increase which was below the average rent increase of 2.72% applied by housing associations in Glasgow. Our average rent increase was 1.3% and it was the second lowest in the City.

We received 66 individual responses to the consultation of which 70% were in favour of the above rent review proposal, 8% were not sure and 22% were not in favour.

Our four Area Associations all voted in favour but wanted Thenue to maintain our focus on keeping rents as low as possible.

Our Tenant Scrutiny Panel (REST) will help to maintain this focus on rents as they are looking at how we set our rents, how we measure whether rents are affordable and how we consult with tenants in future on the annual rent review. We currently have no one from Blackhill represented on REST, so if you are a tenant in Blackhill and would like to join other tenants on our Scrutiny Panel (or even to come along and see what is involved in being a member) please contact Brian Gannon on 0141 550 9509 or [brian.gannon@thenuehousing.co.uk](mailto:brian.gannon@thenuehousing.co.uk).



## The End of Right To Buy

The Scottish Government has confirmed that the Right to Buy for all social housing tenants will end on 1 August 2016. Any application made after 31 July 2016 will not be considered but any application submitted up to that date will be processed as normal. The abolition of right to buy means that there is a change to the tenancy conditions of those tenants who have a right to buy at present.

The Scottish Government has now published a guide for tenants on what this means for them. It gives general information about their options during the notice period before right to buy ends. The guide is available at this link: [www.scotland.gov.uk/Topics/Built-Environment/Housing/reform/housing-bill](http://www.scotland.gov.uk/Topics/Built-Environment/Housing/reform/housing-bill). We will also have hard copies of this guide available in our offices.

Thenue tenants fall under 3 main categories in respect of the Right To Buy Your Home:

- In most cases, you will have a preserved right to buy if you had a tenancy before 30 September 2002 and you have not moved home since.
- In most cases you will have a modernised right to buy if your tenancy began between 30 September 2002 and 1 March 2011. (see important note below however)
- In most cases you will not have the right to buy if you became a tenant for the first time on or after 2 March 2011.

**IMPORTANT NOTE:** If you have the Modernised Right To Buy you will not be able to buy your home during this notice period as the Scottish Government had already given Thenue a suspension of the Modernised Right to Buy to 2022, which is after the date when the Right To Buy ends for all tenants (1 August 2016).

## Housing Support & Retirement Housing

We have now completed our tenant consultation regarding our proposal to re-model our Sheltered Housing/Housing Support Service. This came about due to the Council imposing a 40% cut in our funding effective from April.

Starting in April, our staff team will continue to work with tenants affected by this to ensure the new service runs smoothly and continues to meet their needs.

## What's on - Calton Heritage & Learning Centre

	Monday	Tuesday	Wednes- day	Thursday	Friday	Saturday	Sunday
AM	Digital Inclusion 10am-12pm	Learning Works 9.30am – 3pm	Learning Works 9.30am-3pm	Learning Works 9.30am – 3pm	I.T Drop In 10am – 12pm		Potters House Church 9.30am-12pm
PM	MSP John Mason Surgery (first Monday of each month at 2pm)  PEEK 5-12Yrs 4.30-6.30pm	Dance-licious 5-7pm 5-6pm 1-11yrs 6-7 12-18yrs	I.T Drop In 4 – 5pm	Dancelicious (Gymnas-tics) 5 – 6pm	Renew Women’s Group – 10-2pm  Fruit & Veg stall 10am – 1pm	Available for children’s parties, Christen-ings & Commun-ions	Dancelicious 2 – 3pm Stretch & Gymnastics  3.30-4.30 1 – 11yrs  4.30-5.30 12-18yrs
Evening	CAA Bingo 7-9pm	Line Dancing 7-9pm	Potters House Church 6.30-9pm	Adult keep Fit Class 6 – 7pm  Calton History Group 7-9pm Last Thursday of Each Month	Community Choir 3.30 – 4.30pm	Available for family functions	Potters Church 6 – 8pm
These are the activities we have planned so far. Why not keep in touch by ‘liking’ our Facebook page – search for Calton Heritage and Learning Centre where we will keep you informed of all our activities and welcome your feedback and ideas. You can also contact us on 0141 550 9573 and at <a href="http://www.caltonhlc.co.uk">www.caltonhlc.co.uk</a>							

# Commonwealth Games Village

The first three tenants moved into the Commonwealth Games Village within 24 hours of getting their keys. Thenue staff visited the next day and presented them with flowers and some essential items like tea and coffee to tide them over while they dealt with the move!

All the tenants we spoke to were delighted with their new homes and keen to settle in to the area.



At the official launch of the new housing at the former Games Village on 20th February, Thenue was able to showcase the homes it has bought and which its tenants have now moved into.

At the official launch, First Minister Nicola Sturgeon MSP along with Councillor Gordon Matheson, Leader of Glasgow City Council got a first hand glimpse of one of the properties occupied by Tracy Warwick and Ian Campbell. The picture above shows Charles Turner, Thenue's Chief Executive with the couple in their new home.

The couple said they were "delighted" with their new home and added that the former Games Village was widely seen as a huge boost for the east end of the city.

## The Legacy Continues

Following on from the success of the Games last year we were able to work with other housing associations in distributing furniture from the Athletes Village free to the people of Glasgow.

Avril McLaughlin, our Tenancy Support Officer, was able to make 14 referrals to assist tenants with items that they needed. The families benefitted from items such as couches, wardrobes, single beds and bean bags. In addition, we were able to help no less than 30 residents with curtains which were secured from the Games Village.

One tenant in particular stated – 'I was in a hostel last year and was granted leave to remain in the country and therefore had to find my own permanent tenancy.

I was granted a tenancy by Thenue and Avril met with me to see how she could help as I had no furniture of my own. She gave me curtains from the village houses and got me a bed, a wardrobe, a sofa and some other small items to help me get started.

The assistance was invaluable and helped me turn my house into what is now my home.'





# Area Association News

Bridgeton & Dalmarnock Area Association is happy to be back in the swing of things and planning for 2015/16. At the end of 2014, we were delighted to meet with people involved in the development of the Commonwealth Village Area to find out more about the proposals for the next phase of this work.

The artists' impression of the area looks great and we were delighted to see that consideration has been given to making the area safe and secure and that the houses will be energy efficient. There will be community exhibitions organised to let local people find out more about the proposals and give their views – so look out for details of these events in the coming months.

We expect that 2015 will be another busy year for the Area Association as we have already agreed our monthly meeting schedule, with a varied and interesting programme of topics set for discussion. Over the next few months we will be meeting with Thenue to discuss estate management and tenant participation and are looking forward to meeting with the new Chief Inspector of Police and the Council's Cleansing Service.

Based on the success of the community events we organised in 2014, we are busy planning some events for 2015, so look out for more details coming your way in the next few months.

Did you know? If you are a community or voluntary organisation operating within the Bridgeton and Dalmarnock area, you may be eligible to apply to the Area Association for a small grant to assist with your work, projects or activities?

To find out more or to apply for one of our grant awards, please contact Thenue Housing.



The last year has been another busy and exciting year for our Area Association.

We have organised and funded a number of successful community events including our trip to East Links in Dunbar and our annual pantomime trip. We meet every six weeks with Thenue staff to hear about the work and performance of the local team and continue to be involved in policy reviews. This year we have had Ilene Campbell, from TIS providing support and development to our committee.

## Scottish Veterans Centre

We have been working closely with the Scottish Veterans new development in the area. Thenue are currently in discussion to see if the local service centre can be located in this development.

## Community Grants

If you are a community or voluntary organisation operating within the Cranhill area, you may be eligible to apply to the Area Association for a small grant to assist with your work, project or activity. To find out more or apply for one of our grant awards, please get in touch through the group's facebook page @Cranhill Area Association. Alternatively you can pick up an application form from the Cranhill Service Centre at 14 Ruchazie Place.

## The Year Ahead

We have lots of plans for the year ahead including:

- Continue the good work and secure funding for future trips and social events
- Working with Thenue to set up our Homework Club
- Working closely with Thenue to bring in much needed computer equipment and training in the area, through a Smart Communities initiative, using the Service Centre as a base
- Pantomime Trip to The Pavilion Theatre to see Santa Claus is Coming

Many thanks to everyone on the Committee for all their hard work over the last year. We have spaces on our group for new members. If you are interested in joining our group, please get in touch through the group's Facebook page.





### Netherholm Area Association – Looking to the Future

Our proposal for a much needed local community facility has now been submitted to the National Lottery. Over the last 8 months we have been working closely with Thenue to develop a proposal for a local community centre. The first stage proposal has been submitted – our fingers are crossed!

In August last year, over 200 local people came along to our successful open day. This provided a great opportunity to hear tenants' views and priorities for a local centre. We gathered these views and this formed the basis of our first stage proposal. If we get to the next stage there is still a lot of work to do - so keep posted to see how we get on!

“The local community have clearly identified that we need more services and activities for children and young people in this area. Netherholm sometimes feels a bit forgotten and this centre will be a great asset for our community”, Berni Johnston, Chair, Netherholm Area Association.

We have been working in partnership with agencies such as Jeely Piece, Streetwise and Urban Fox to develop initiatives for young people in the area. We have valued the support from TIS and Thenue to support our committee. We have also enjoyed developing our computer and IT skills through Thenue's Digital Inclusion Project.

We are looking to run future events to keep tenants informed, however in the meantime if you want to know more you can contact us through our facebook page - Netherholm Area Association.

The group is growing from strength to strength. If you want to join the Netherholm Area Association or want to find out more contact Thenue Housing Association.

### A year in the life of the Calton Area Association ....

The Commonwealth Games brought a burst of energy to Glasgow. We were honoured to be involved in the handover of the baton ceremony at Glasgow Green. Our successful week long beach party at Elcho Gardens, with each day having a different country theme, even made the national news. The last year has certainly been an exciting one and some of our highlights include:



- Estate walkabouts – we do monthly estate walkabouts with the local Housing Officer.
- We deal with a wide range of agencies - health and well-being, cleansing, lighting, roads, just to name a few. If you have any problems, get in touch with us.
- Calton Barras Regeneration Group - we sit on this group to get investment, not only into the Barras but the Calton Community as well. This will commence this year.
- Thenue – we work closely with Thenue to deal with local housing issues.
- Calton Matrix – We are involved with the Calton Matrix which deals with small projects like landscaping and upgrading.
- Garden Competition – we host a local garden competition.
- Calton Heritage and Learning Centre – we co-produced the Summer programme in Calton Heritage and Learning Centre.
- Gala Day – we held a successful Gala Day in Bain Square in August 2014.
- Halloween Party – A fun night of fancy dress, games and dancing.
- Memorial day – Remembering those from the Calton area who were victims in the Templeton disaster.
- Calton History Group – Share your memories of growing up in the Calton to be included in our Memories Book. A heritage trail looking at how the past community has shaped the present Calton.

### Christmas Fun ....

We had a great time organising our countdown to Christmas events which included;

- Bain Square Christmas Extravaganza.
- Window decoration competition.
- Calton Family Christmas Party – A festive night with a magician, Santa's Grotto, and a DJ.
- “Weans in the Wid” Panto at the Calton Heritage and Learning Centre.

We would like to thank TIS for supporting us to produce our Christmas newsletter.

### Looking Ahead ....

It is time to update our last Action Plan from 2009/10 which included a community consultation in St James' playground. Over the year ahead we are working towards developing a new Action Plan for our Area Association - community consultation will take place soon. Calton Area Association is here to work in partnership with Thenue and other agencies to improve local services. We need your support and are looking for new committee members so please give us a call on 0141 387 6136 if you want to join. Or, if you have any ideas to improve our community, get in touch today.

## Compulsory Purchase Order published

As many of you will know we have been working on plans to develop out the site to the side and rear of the Monteith Hotel and to refurbish the hotel itself.

Plans have been drawn up and are with Planning for approval to build a new supported accommodation block to replace the Monteith hotel, to provide new 2 and 3 bedroom flats and to refurbish the hotel itself into 6 flats.

The project has been approved by Planning and we are currently negotiating with building control to get Building Warrant. The main issue with the site has been with unclear title issues over the land. The council have agreed that the only way to resolve this would be to publish a Compulsory Purchase Order – this will clear the title issues and allow the association to progress with the development subject to getting statutory consents and funding from the council.

Should all this go through within the next year we could be on site with this much needed project in 2016.

## Scottish Veterans Residences

Opened in October 2014 Bellrock Close (just off Bellrock Crescent) is a new housing and transitional support service for Armed Forces veterans. It is the third residence under Scottish Veterans Residences banner, the others being Whitefoord House in Edinburgh and Rosendael in Broughty Ferry near Dundee. Bellrock Close has 30 one bedroom flats in the support service and also on the site are 21 one and two bedroom flats which are available to veterans as permanent homes for affordable rents.

The need for a service such as Bellrock Close was identified after a survey in 2006 revealed that a large number of veterans were in hostel accommodation in Glasgow and there was no specialised support in Glasgow for those who were in difficulty.

Scottish Veterans Residences was established in 1910 and with over 100 years of experience of helping veterans in need was ideally placed to take up the challenge of providing homes and support for ex-Service people in Glasgow who were in difficulty. With the support of ex-Service charities such as The Soldiers' Charity and Poppyscotland, as well as a Housing Association grant from the Scottish Government and individual donations, the funds were raised to commence the building in January 2013.

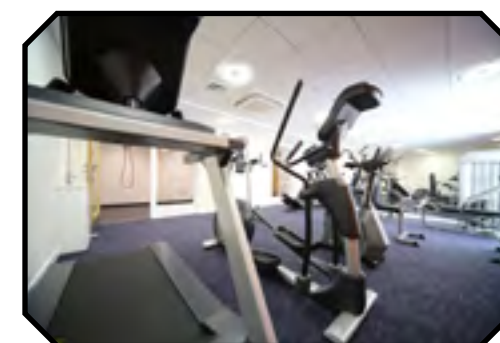


The development at Bellrock Close was designed specifically to help veterans that are struggling with adjusting to life outside the Military and has been purpose built with facilities to provide transitional support.

Each resident has their own self-contained flat and the facilities and resources include Training and Education rooms, a state of the art IT suite, a gym (pictured), common room (pictured) and sensory and kitchen gardens.

An important part of the development is the café run by the RVS which is open to the public and provides delicious snacks, cakes and great coffee (pictured). The café is staffed mainly by volunteers from the RVS and will also provide opportunities for the veterans to volunteer and get valuable employment experience.

Also hugely important is the support team under the leadership of Manager Eddy Gorman who assist each veteran to deal effectively with any problems and will help with access to additional services for health, welfare benefits, further education, volunteering and job searches up to the point where a future home in the community is secured and the veteran is ready to move on. Bellrock Close has a concierge overnight and at weekends, and management on call, providing 24 hour staff cover.







**Are you interested in reviewing the services Thenue provide? Would you like to join other tenants in reviewing those services?**

Thenue has a group of tenants who are supported by an independent consultant (from The Tenant Information Service) to review particular aspects of Thenue’s services and policies. The group has been so successful already that they have won awards for the work completed to date!

Most of our main communities are represented (we aim to have a maximum of 2 members from each of our 6 main communities) but some aren’t and we want to ensure that every community has a chance to participate.

We currently do not have any members from Blackhill and we also would like one more person from Bridgeton to join the group.

There is no need to commit to being a member of the group from the start. You can just come along to a meeting and see whether it is something that interests you.

The group looks at one aspect of our service at a time. Previously they reviewed how we deal with complaints of anti-social behaviour. This led to clear improvements in our service.

The topic they are now starting to look at is how Thenue sets its rents and how we consult with tenants at the annual rent review.

Please phone Brian Gannon on 0141 550 9509 for a chat about what might be involved or to get confirmation of when the next meeting is.

### Customer satisfaction survey

Our last customer satisfaction survey was carried out in 2012 and we intend to carry out our next one during April, May & June of this year. We will employ an external contractor to carry out this survey and their researchers will be asked to carry out door to door surveys with many of you.

We hope that if they ask you to take part you will be willing to do so. Giving us your views in such a wide ranging survey helps us formulate our future service plans and continue to improve our services to you.

## Who’s who on our Board of Management?

### RESIDENTS

- Charlotte Levy
- Christy Cole
- Derek Quinn
- Frank Soutar
- George Alexander
- Kinga Sobala
- Margaret McMillan
- Owen Stewart
- Willie Redmond

### GENERAL

- Filbert Musau
- Howard Mole
- Lynne Carr
- Margaret Vass
- Maureen Dowden

Additional information on all Board members can be found on our website [www.thenuehousing.co.uk](http://www.thenuehousing.co.uk)

## Community Engagement Officer

We are pleased to announce that Dawn McManus has been appointed to the newly created post of Community Engagment Officer with us. This new post will see Dawn working with already established tenants groups and also working with the wider communities we work in to ensure they can get as involved as they wish in the work that we do.



## Major repairs

We have a much smaller major repairs programme this year following completion of the Scottish Housing Quality Standard works. The works planned include kitchen and boiler renewals in the addresses listed below. Boilers which have been replaced reactively in recent years will not be replaced as part of this programme. We anticipate works being carried out in early summer.

1-4 Arnprior Crescent  
28-38 Dougrie Road  
3 & 5 Dougrie Terrace  
84 Dougrie Drive  
1,3,5 Blaeloch Avenue  
39-53 (odds) Blaeloch Drive  
56 & 58 Holmbyre Road



## Do you know where your stop valve is?

Over the winter period a number of our tenants have experienced leaks and burst pipes in their properties which may have been prevented had they known where the stop valve for their water supply was situated.

In most properties the stop valve or valves are likely to be located under the sink, in an airing cupboard or under the bathroom sink. The location depends on where your water supply enters your home.

It is a good idea to check valves every few months to ensure that they can be opened and closed easily. Valves normally close by turning clockwise but **DO NOT FORCE THEM**.

If you don't know, or can't find your stop valve please contact us and we will be able to tell you where it is located.



## Planned maintenance

### Paint Work

We instructed Langmuir & Hay to carry out a full survey of our stock, for elements that require paintwork/treatment for maintenance. From this information a full paint programme will be produced. We intend to carry out the first year of this during 2015/16. As part of the survey works we have asked that all elements are brought together as a collective within each area, the intention being that both internal and external areas will be painted over the course of the programme, which may result in some items being painted sooner or later than required. A list of addresses is available on our website.

### Gutter Cleaning & Roof Anchor Testing

Roof Edge Fabrications (REF) will be carrying out the gutter cleaning programme between May – August 2015. The programme may vary from time to time as these works are weather dependent.

REF will also be carrying out the testing of the roof anchors, where they are fitted at our properties. This will be carried out during May – August 2015.

You will be notified in advance of these works.

### Close Cleaning

All closes included within the contract are cleaned on a weekly basis: the stairwells are swept out and then washed down. (should temperatures drop close to freezing the closes will not be washed but will still be brushed down).

Where there is a lift on the premises this will also be cleaned weekly. Walls, ceilings, doors, handrails and windows are cleaned monthly.

### Landscape & Backcourt Maintenance

Land Engineering continue to carry out the works to our common landscape areas and backcourts. During the growing season the grass will be cut fortnightly (approx.)

Shrubs are pruned at the start of the growing season Mar/Apr and then again at the end of the season Oct/Nov.

Litter is collected and hard areas are brushed fortnightly.

Weed kill is applied monthly: April – September. This is weather dependant as it needs to be dry before the solution can be sprayed.

Backcourts – are visited weekly following the refuse collection by GCC. Any excess rubbish is removed and backcourts cleared of litter and hard areas swept.

Bulk items are removed to the agreed collection point on the allocated day for bulk uplift.

### Gas Servicing

Remember by law you must allow us access to your home so we can carry out our annual gas safety check. The check protects you, your family and your neighbours. We regularly achieve 100% compliance in this area.

We service our gas appliances every year to keep them in safe working order. You will receive a letter in advance, advising you of the date we will come to carry out your gas service. If you can't be at home that day or arrange for someone to be there – please call us as soon as possible on: 0141 550 9547 / 0141 550 3581



## Urban Green Cranhill

Thenue has been successful in securing a grant of £150,000 from the Scottish Government's Climate Challenge Fund for an environmental project in Cranhill that will promote community growing, provide gardening training for young people and help to reduce home energy use.

Urban Green is a joint initiative with arts regeneration group Impact Arts and will begin in April for 12 months. The overall purpose of the project is to reduce carbon emissions by growing food locally and helping residents to reduce their fuel bills by managing their energy use more efficiently. The project will work closely with local resident's group Cranhill Area Association to organise events and activities to involve as many people as possible in the project.

For more information about Urban Green please contact: Lawrence McCabe, Community Regeneration Manager on: 0141 550 9552 or [lawrence.mccabe@thenuehousing.co.uk](mailto:lawrence.mccabe@thenuehousing.co.uk)

## Smart Communities Project

A free information event was held on the 21st January 2015 in the Calton Heritage and Learning Centre, bringing together two projects- our digital inclusion project, Smart Communities- and our financial inclusion team.

The Smartphone workshop offered tuition on how to get the most from your Smartphone and how to pay for things online. The workshop also showed participants how to get online successfully and use the internet. Up to date information was given on Universal Credit which will start to affect people in Glasgow in June 2015. Everyone who attended said they had found the event very informative.

Please check out our website for details of future workshops this will include a workshop in March on How to save for Christmas!!!

Smart Communities also have a drop in IT workshop at the Calton Heritage & Learning Centre every Friday 10am – 12pm.

