

thenue newsletter

AUTUMN 2020



The newsletter of Thenue Housing Association

www.thenuehousing.co.uk

WE'RE BACK! TRUTH BE TOLD WE NEVER WENT AWAY!

Read on to understand what's changed as a result of the coronavirus lockdown

By Charles Turner,
Chief Executive



THENUE is coming back with a new way of working.

But don't worry! You can expect the same high level of service and commitment to our communities after what has been a challenging time for us all.

We have a **provisional** date of re-opening of Sept 14 - subject to Scottish Government advice. It is also planned to re-open the Calton Heritage and learning Centre and Netherholm Hall on that date.

Never could we have imagined when 2020 dawned that the nation – and indeed the world - would find itself in the grip of a virus pandemic with colossal loss of life and a lockdown which has meant huge sacrifices for us all.

But one thing this health emergency has taught us is that when faced with adversity, our communities rally round.

We have seen exceptional kindness and generosity displayed in numerous ways as we take care of others particularly those who are of advanced years or have health conditions which require "shielding."

Throughout this time of crisis our staff have carried on working remotely from home and have connected excellently with you all with passion and respect. We are proud of every one of them and remain very grateful for the kind words shared by you about the staff on social media.

We want to take this opportunity to thank you for your understanding and patience during the last few months. It hasn't been easy for any of us and our work in our communities has been focused on helping lessen the effects of the pandemic.

This has included food deliveries to the elderly or vulnerable, helping you access State benefits to which you are entitled, "wellbeing calls" to our tenants aged 70 plus and sometimes just a kind word to say "How are You Doing?"

At Thenue we like to think that over a period of forty years we have grown deep roots in our communities and this has been shown to be true during these past few very difficult months. I also want to thank the many organisations and individuals who have worked alongside us to make a difference.

During the health crisis ALL of us are proud to have delivered a helping hand like never before.

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THIS SPECIAL EDITION OF YOUR NEWSLETTER CONTAINS A SPECIAL SECTION OVER SEVERAL PAGES WITH ALL YOU NEED TO KNOW ABOUT WHAT WILL HAPPEN NEXT. THIS WILL INCLUDE OUR PROPOSALS FOR MAKING APPOINTMENTS, THE NEED FOR SAFE DISTANCING AND GENERALLY HOW OUR SERVICES WILL BE DIFFERENT.

REMEMBER OUR PROVISIONAL RE-OPENING DATE IS SEPT 14



Coming Soon: Our
Tenant Survey

P2



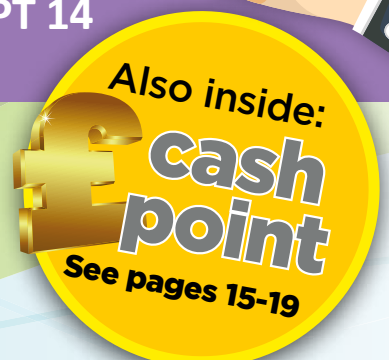
Our Area
Associations

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News for
Older people

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Coming Soon - Our Tenant Survey

- Because It Matters What You Think

We are currently in the process of finalising our next tenant satisfaction survey and wanted to make you aware of it in advance.

Our last large-scale survey was in 2017 and over 1000 tenants took part which was a fantastic response and very much appreciated.

The information we gather is VITAL to helping us understand what you think of the service we provide as a housing association. It also helps us be clear on what we do well and where we can focus on improving the service.

Last time, many of the surveys were completed in person by IBP Strategy & Research by visiting tenants at home. Due to covid-19 restrictions, this way of collecting the responses is not possible. This means surveys will be conducted BY PHONE this year.

As a result, there is a possibility you will receive a call from the survey company. Please remember that not everyone will be surveyed. But if you are, we would greatly appreciate your participation.

Survey calls will start towards the end of August and continue into mid September. If

you are phoned you will receive just one call and the company carrying out the survey IBP Strategy & Research will clearly identify themselves. More information will be publicised on our website and social media platforms such as Twitter and Facebook when we know the actual start date.

Because of the telephone nature of the survey, we would like to ask that you update your numbers on our Tenant App or by telephone if you have recently changed your number. This will help increase your opportunity to participate and we look forward to receiving your feedback.

We cannot stress enough how important this survey is. As mentioned above it allows us to understand what you have to say, and what matters most to you. As an organisation which prides itself on listening, this is very important.

The survey will not be complicated and the questions will not be difficult. It works by asking you a series of questions and should take no more than 15 minutes. You will not be asked any personal or financial details in the survey.

Once again thank you in advance.

ibp Strategy & Research

Paying Your Rent



We are aware that the closure of the office in recent months will have impacted on tenants and owners who normally make chip and pin payments at our reception. Therefore we'd like to remind you of the alternative payment methods available.

Please note that even when the office is 'open', it will be some time before normal service resumes and all visits to our office will be by appointment only. This means that unfortunately you will still be unable to drop in to make payments unless you have arranged this in advance.



WE APPRECIATE THAT THIS MAY NOT BE CONVENIENT, THEREFORE WE HOPE THAT YOU WILL FIND A SUITABLE ALTERNATIVE AS FOLLOWS:

- **Cheque made payable to Thenue Housing**
Cheques can be posted to our office 423 London Road or hand delivered through the letterbox of the main office/local service centre. Please include your details on the reverse of all cheques to ensure payments can be correctly allocated.
- **Payment Card at various Pay Point locations**
Contact your Income Maximisation Officer to request a card, which will be posted direct to your chosen address by our payment provider, Allpay. A full list of approved Pay Point sites is also available upon request.
- **Online payments at www.allpayments.net**
These require an Allpay Payment Card and simple registration process. Contact your Income Maximisation Officer to request a card or further assistance.
- **By Debit card over the phone**
Contact your Income Maximisation Officer or the main switchboard on 0141 550 3581 to be transferred.
- **By Direct Debit**
Your payment arrangement should be agreed with your Income Maximisation Officer, who can set this up over the phone, provided you have details of your bank account number and sort code.

STAY DIGITALLY CONNECTED!

Now more than ever, it's crucial to have a digital device to keep in contact with friends, family and access various services and information.

The CLIC team has laptops, tablets, smartphones and mobile Wi-Fi which tenants can borrow. We also have a device repair and maintenance service which hopefully can bring your broken device back to working order!

If you are looking for a loan of a device, or need your device assessed for repair give us a call on 0141 550 9542 or 07816 330925.



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Read on to understand what's changed as a result of the coronavirus lockdown

Continued from front cover

All you need to know about what's changed as a result of the coronavirus lockdown

As lockdown eases and we prepare to re-open our office at 423 London Road, over the next few pages we want to tell you what measures we have put in place to ensure the safety of our staff and customers and what you can do to help us. It's clear that Covid-19 has not gone away, and we need to reduce the risk of transmission as much as possible.

Our target date for reopening our office is **14 September**. We will at all times ensure that we follow Government guidelines so this may change. This is a new way of working for all of us so thank you for your patience over the last few months and going forward, as we adjust to carrying out some of our services in a different way.

We are happy to confirm that we have complied with the Government's guidance on managing the risk of Covid-19. This guidance is often referred to as "Five Steps to Safer Working Together" as listed opposite:

- ✓ We have carried out a Covid-19 risk assessment and shared the results with people who work here
- ✓ We have cleaning, handwashing and hygiene procedures in line with guidance
- ✓ We have taken all reasonable steps to help people work from home
- ✓ We have taken all reasonable steps to maintain a 2metre distance in the workplace
- ✓ Where people cannot be 2 metres apart we have done everything practical to manage transmission risk

Visiting Us at Our Office

We have been doing a lot of work behind the scenes to prepare our office for re-opening. This has involved installing screens at the reception desk and in the interview rooms. We have had a number of hand sanitiser units installed and there is signage in place to ensure social distancing is adhered to at all times.



Visiting You in Your Home

Over the last few months our teams have worked extremely hard to deliver quality services to our tenants remotely and our default position is still to deliver much of our service without entering homes to reduce the risk to both you and our staff.

Please be aware that visits will only take place where it is essential and can't be done via telephone or other methods, for example an emergency transfer inspection or a repair through any of our contractors and where they have been fully risk assessed. This will be constantly reviewed as we work through the coming months and may be stopped or paused should the risk of Covid-19 change. We will provide more information and updates of any changes on our website and through our Tenant App and portal.



Here is what you can expect if a visit or repair needs to happen:

We will:

- Ask you a number of Covid-19 related questions. Please be aware that no visit will be carried out in a household which is isolating because one or more family members have symptoms. Emergency repairs may be possible, but will be discussed individually in this scenario
- Ask you ahead of a visit to ensure that social distancing guideline of 2 metres is maintained between you and the member(s) of Thenue staff or contractor visiting
- Appointments are available Mon to Thurs. They are not available on Fridays
- Ask you to leave all internal doors open to minimise contact with door handles, and open some windows prior to the staff member or contractor arriving
- Minimise movement within busy areas across the household where people travel to, from or through, for example, stairs and corridors
- Ask you to keep the number of household members present at the visit to a minimum in order to limit the number of people within a confined space to maintain social distancing
- Avoid transmission during appointments, for example, from sharing pens, documents and other objects wherever possible
- Ensure that Thenue staff will wear disposable gloves and masks during a visit. We will also use hand sanitiser before and after the visit to your property
- Limit any visit to a home to 15 minutes wherever possible to avoid unnecessary risk
- Encourage wherever possible for the meeting to be held outdoors, i.e. in the garden

Initially, we will be operating an **appointment only system** for office visits, though it is important to note that telephone calls, emails and virtual meetings will still be our preferred method for now. If you do need to attend the office, you can book online via our website (thenuehousing.co.uk) or by contacting the person that you wish to meet (a full list is available on the 'Our Staff' section of our website). **Please do not visit the office unless you have an appointment.**

In order to help keep everyone safe please read the notes below **before** you visit the office for an appointment

- Please do not attend your appointment if you have or may have coronavirus or have been in contact with someone who may be infected
- Please turn up as close to your appointment time as possible

- If possible please come alone, it is essential that we limit the number of people in the reception area. If you cannot come alone, we will allow a maximum of one additional person only.
- The receptionist will ask you for your name and appointment details. If you are very early you may be asked to come back closer to the time of your appointment
- On entering the office you will be asked to sanitise your hands, remain two metres away from anyone else who is in the area and go to your allocated interview room
- On leaving the office there is a sanitiser unit if you wish to use this before exiting

Continued overleaf

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Delivering our Services to You

As the restrictions ease and we begin to resume services we were unable to carry out in the normal way during lockdown you will start to see more staff members out and about again.

Estate Inspections

Area Services Officers and Assistants will resume the task of carrying out estate inspections, please email or telephone them if there is anything you feel should be brought to their attention. If you are approaching them please follow social distancing guidelines at all times.

Anti-Social Behaviour

We have been dealing with anti-social behaviour whilst working from home. However actions that we were allowed to take have been restricted due to covid-19. As the restrictions ease we will now be in a position to resume more serious actions to curb this behaviour. Please continue to report anti-social behaviour to your Area Services Officer

Allocations

We have been letting houses to those in housing need in line with Government guidelines. As the restrictions ease we will be able to open this up to let to transfers and for mutual exchanges to go ahead. We will continue with virtual viewings where possible. Where this is not possible we will carry out a viewing at the property ensuring safety guidelines are followed at all times.



Non-emergency repairs

During lockdown we were unable to carry out non-emergency repairs. These resumed on 3rd August 2020. Not being able to carry them out for some time has resulted in a backlog of repairs, so we ask customers to be patient as we work our way through these. Any new non-emergency repairs reported will be added to the list and you will be called at a later date to arrange an appointment. To help deal with the backlog we are organising weekend appointments. Emergency repairs are still ongoing and will be attended to within the 2.5 hours timescale.



Repair Inspections

As restrictions ease we are carrying out pre and post repair inspections again. Where necessary our inspector may need to access your home to carry out these inspections, we will do this in a safe manner in line with the safety guidelines as highlighted in the “Five steps to safer working together”.

Waiting Lists

Our online rehousing application form (via our website) has remained fully operational during lockdown. Where applicants require help to fill in our form online, we will aim to assist with this, primarily by telephone. Where this isn't possible, we will arrange an appointment where staff can assist applicants to complete the form in our office. Queries regarding applications will again, whenever possible, be carried out on the telephone or by text or email. Where this isn't possible, we will arrange an office appointment.

Tenancy Support

Interviews will in the first instance be carried out over the telephone. Again, where this isn't possible, we will make an appointment for the interview to be carried out in our office.

Retirement Housing and Older People

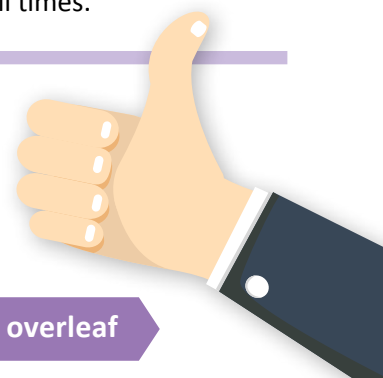
Common rooms will remain closed in the short term and we will review this on a regular basis. Our twice weekly surgeries will be by appointment only and re-located to our office at 423 London Rd. Home visits will only be undertaken in an emergency situation and staff and tenants will be asked to follow strict safety guidelines before we can enter someone's home. Tenants are being asked to test their emergency alarm system on a monthly basis and confirm the outcome to staff. This will continue to be in place until further notice. Wellbeing calls will continue on the same basis as before for retirement housing tenants whilst we have scaled down these calls to other older tenants.

Supported Housing

Visits to houses will be undertaken when required, where staff and tenants will be asked to follow safety guidelines. Face to face meetings with our support providers will remain suspended until further notice.

Financial Inclusion

The Financial Inclusion team will continue to help you in a number of ways, including completing various benefit forms and issues relating to Department of Work and Pensions and Housing Benefit. The preferred method will be via email, telephone or a virtual meeting but if an office or home visit is required an appointment will be arranged for you and safety guidelines will be followed at all times.



Continued overleaf

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Delivering our Services to You (Continued)

Income Maximisation

Page 3 of this newsletter details the many ways in which you can pay your rent. If you have any questions or concerns about paying your rent please contact your Income Maximisation Officer who will be able to help you and can arrange an appointment if this is required. Contact details can be found on the 'Our Staff' section of our website (Thenuehousing.co.uk).

Energy Advice & Digital Support

Our Digital Drop ins have been suspended. Please contact the CLIC team if you require digital support such as getting online, how to use Zoom or how to work your laptop/ tablet/ mobile. If you need help please contact the CLIC team on **550 9558** or clickreferral@thenuehousing.co.uk. Our CLIC team is also providing energy advice via phone appointments. Please use the same number or email as above.

Gas Safety Checks

The annual visit ensures your gas system is operating efficiently and identifies any boilers which may need replacing soon, but more importantly the annual check is for your safety and the safety of others in your home.

During recent months, our contractor City Technical Services has continued to deliver this essential service. Their operatives are fully equipped with all PPE which includes face masks, gloves, face visors if requested by tenants and sanitising spray to wipe down touched surfaces. A number of our tenants have been shielding due to COVID-19 or have not felt comfortable having contractors in their homes. With the Scottish Government guidelines changing on a regular basis, all our staff and City Technical Services operatives are available to talk through any concerns and look at options to allow access into your property for the service to be carried out, which takes between 30-45 minutes. Options include evening and weekend appointments and always working in a different room from others in your property to maximise social distancing requirements.

The annual Gas Service is not only a legislative requirement but is first and foremost for your safety. Thenue temporarily suspended the forced access and gas capping process during the lockdown period to ensure no tenants were left without gas facilities. We are however currently reviewing the gas capping process, should access not be gained to carry out annual service visits, with the forced access process to be reviewed and resumed in the future.



Please contact us if your annual Gas Service visit is due to discuss ways the visit can be carried out. Any concerns you may have in relation to contractors in your home can be discussed and we will work with you to resolve any restrictions to having the Gas Service completed. Please call the Property Services Team with any concerns or if your Gas Service visit is due on 0141 550 9547.

Major and Cyclical Work

A number of contracts unfortunately had to be suspended at the end of March. We are gradually bringing back our contractors to carry out cyclical and major works to our properties. All our contractors will always meet strict criteria and demonstrate their safe working methods before they return to work. This includes ensuring physical distancing, wearing the appropriate PPE and sanitising any touch points when working in your home or in common areas. Our contractors will also ask screening questions before carrying out works in your home to ascertain if it is safe for the work to

progress at this time. If you receive notification in the coming weeks that works will be resuming in or around your home and you have any concerns please contact the Property Services team on 0141 550 3581.

Contracts such as close cleaning, landscape maintenance and gutter cleaning which are carried out externally have already resumed.

Methods of working have changed to maximise the safety for both you and our contractors and we have also had to adapt some of our plans for Investment works up to end of March 2021 to reduce the time spent

in properties. This may involve a delay in some internal investment works being carried out such as new kitchen renewals which can take up to five days to complete, substituting these with other works such as window replacements which take only one day to be carried out. We are aiming to minimise the risk to our tenants where we can and anticipate previously planned programmes inside our properties will commence next year. Any tenant who will be affected by any changes in the Investment works will be contacted directly.

Covid-19 General Health Advice

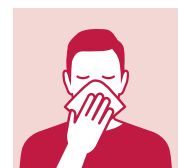
1. **Clean regularly touched objects and surfaces** using your regular cleaning products to reduce the risk of passing the infection on to other people



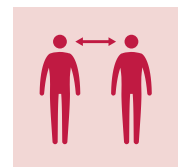
2. **Wash your hands more often than usual for 20 seconds** using soap and water, particularly after coughing, sneezing and blowing your nose



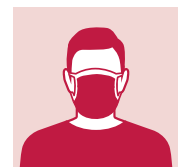
3. **Reduce the spread of germs when you cough or sneeze by covering your mouth and nose** with a tissue or your sleeve, not your hands. Throw the tissue in a bin immediately, then wash your hands



4. **Follow social distancing guidelines** (2m, or 1m with risk mitigation where 2m is not viable, is acceptable)



5. **Wear a face covering where physical distancing is difficult** and where there is a risk of contact within 2 metres with people who are not members of your household



Sign up for Final Choices for Change course

Success on show.....some of our previous participants who completed the course.



Join our final Choices for Change course for a chance to get out of the house, meet new people, improve your health and wellbeing, and get a chance to earn recognised SQA and Glasgow Kelvin College Certificates too.

Choices for Change is a personal development course open to all adults, and will run for 10 weeks on Tuesdays, Wednesdays and Thursdays, 9.30am-3pm, at Netherholm Community Hall, Castlemilk. You'll get the chance to take part in de-stressing and motivational sessions, health and wellbeing sessions, receive energy and money advice and support, and learn IT skills for beginners, as well as gaining a First Aid Certificate.

Whether you want to build your confidence, become more involved in your local community, learn new skills, find work or just get out of the house and have

somewhere positive to go, the Choices for Change course can help you achieve your goals.

Our previous participants have gone on to find work, volunteer, join local groups, attend college and even start their own business.

One of our previous participants Audrey, was thrilled by what she achieved on the course, saying: "I can't believe I'm sitting here with a certificate in information technology! I've loved the course - it's brilliant and now I know about all the stuff going on so I'm not going back to that staying inside all the time. I'm out and about now and I love it!"

Taking part won't affect your benefits and lunch is provided. If you are interested in taking part, or would like to find out more, please get in touch with our friendly staff team on: 0141 550 9575/9557. Social distancing will be adhered to.

BBC turns spotlight on our **Shielded Seniors**

Some of our shielding tenants featured on BBC Scotland's "The Nine" programme in early June.

The programme on the BBC Scotland Channel examined how people who are either vulnerable or elderly are coping with the health emergency.

"The Nine's Social Affairs Correspondent Chris Clements met tenants who live at the Calton Retirement Housing development.

They have received significant support from the Association and other organisations working hand in hand with the Association to lessen the effects of lockdown.

With Government recommendations not to go out for those shielding, an army of volunteers has delivered shopping, collected prescriptions and made the shielding requirement easier to bear.

Our Calton Retirement Housing development is a vibrant community which, like so many other neighbourhoods around Scotland, are enduring the difficulties of life under lockdown.



Filming under way. Also pictured: Residents in Calton.



Our Area Associations -

OUR three Area Associations have continued to play a vital role during these last few difficult months.

Always putting our community first, the people who make our Area Associations such a success deserve huge praise for what they do – a view we know will be shared by our many tenants.

We currently have three – **BRIDGETON &**

DALMARNOCK, NETHERHOLM AND CRANHILL.

Always mindful of their role in reflecting what matters to our communities they have recently been formulating what's known as **COMMUNITY ACTION PLANS.**

These set out areas of concern or importance which need to be tackled.

A brief snapshot in each of the three areas is as follows:

Some areas highlighted in **BRIDGETON & DALMARNOCK** are:

- Tackling the issue of dog mess
- Increasing the profile of the Area Association so more people become involved
- Tackling social isolation by holding events people will attend
- A focus on health and wellbeing by encouraging local people to take part in groups and activities locally
- Paying attention to supporting local residents deal with the aftermath of the pandemic

In **NETHERHOLM** these are some of the issues highlighted:

- A community clean-up to tackle dog fouling and litter
- Increase resident participant
- An update for laptops used in Netherholm Hall plus computer lessons
- More social activities
- Creating an Annual Report to reflect the work being done and keep local people informed.

In **CRANHILL** here are the issues that matter:

- Increase the number of courses offering new learning and education opportunities for local people
- Drive down rates of social isolation with a focus on events to make people feel involved.
- Improve IT equipment available to the Association
- Increase awareness of "Cash for Kids" grants available
- Increase the skills and expertise of Area Association committee members.

– Still doing a great job

Meanwhile here's what has been happening around the three communities.

Cranhill is **Blooming** **Marvellous** at learning!

While many things came to a standstill during lockdown, Cranhill Area Association were determined to find new ways of being able to continue to meet and carry on the good work they were involved in.

They have been meeting via Zoom - sometimes with a little help from Thenue's CLIC team to download and use the app - while the rest of the committee managed to download it themselves. This team effort resulted in pretty much the whole committee being able to meet virtually!

The committee have made really good use of their meetings to discuss and find ways of resolving issues that were important to the residents of Cranhill and even managed to finalise their action plan for the year ahead which you can read about on page 12.

One of the points highlighted in the action plan was a desire to continue to bring more opportunities for local people to get involved in learning and education. They are committed to continuing to work in partnership with Thenue and other local partner agencies to bring courses like Choices for Change and STEPS to Cranhill. Their aim was to ensure that residents had better access to opportunities to learn, develop and increase their skills and confidence.

They have certainly found new ways of doing this during lockdown!

Many of their committee and local residents have been signing up for the wide variety of workshops being run via the internet by the Thenue Choices for Change team. These workshops have included mindfulness, self-defence, Tai Chi, EFT (tapping), dealing with change, cooking with fresh herbs and gardening.

Pictured are some of the bags put together to give out to participants prior to the gardening session. Everything needed for the session was delivered free of charge including the plant, soil, plant pots, bows, shells and plastic wrapping. Everyone had a fantastic time taking part in the session through the internet and very much enjoyed hearing all that the guest session tutor Jane Burdass had to offer. Jane's background in teaching made her a brilliant guest tutor. Jane is a very experienced Community Gardener who works for Thenue Communities where she co-ordinates all the wonderful green volunteers.



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Well Done Bridgeton & Dalmarnock

In **BRIDGETON & DALMARNOCK** much good work has been carried out during lockdown.

Like so many communities, the Area Association was determined Bridgeton and Dalmarnock would not be overwhelmed by the coronavirus pandemic.

During one of its virtual meetings we identified the need to support vulnerable neighbours who were most affected by covid and lockdown. The Association successfully secured a grant to help supply both local care home (Riverside and Arcadia) with some goodies. £500 was the award and it was split between approximately 150 elderly folk.

Meanwhile, the committee is pleased to report that it has had a crash course in new technology and embraced all it has to offer and are using Zoom to continue to meet virtually!

If you would like to learn how to use new technology or need access to a computer or tablet to be able to connect to friends and family then

please get in touch with the Thenu CLIC team who may be able to loan you a device from its lending library. Call 0141 550 3581 and ask for Julie, Simon or Lor.



Here are some of our committee members making the deliveries to Riverside

Netherholm Leads The Way

In **NETHERHOLM**, a successful funding application from the Supporting Communities Fund was greatly welcomed by the Area Association and brought a welcome boost to local young people in the form of “activity packs”

The Area Association purchased children’s activity packs and these were given out to as many children as possible in Netherholm during lockdown.

The packs were designed to help families complete fun tasks together and improve the health and wellbeing of the children involved. The packs include all the resources and instructions needed to complete the task in easy to understand language.

Along with the activity packs came a snack pack to enjoy together as a family such as pancake stacking platters, pizza making kits and picnic platters.

The whole approach was very much a partnership with Urban Fox and

Netherholm community food hub. You can read more about the excellent work of the food hub elsewhere in this newsletter.

In the spirit of true partnership working, the Association was keen to avoid duplication of services and to deliver its help where it was most needed.



How the team has coped with working from home

We have all found it an unusual experience working from home during the pandemic.

New ways of working took a little time to get used to. Where previously we could assist tenants face to face, we have had to rely on the telephone as our main method of contact.

It is a tough juggling act when you have others in your household who may want your attention, especially children. You have to try and find space in your home where you hope you will not be disturbed. However, despite all this the team have managed to cope extremely well.

There has been a surprising outcome from this in that we can spend more time talking to our tenants. There is no queue for the interview rooms, no set time that we need to talk to you and it allows us to discuss other issues that you may have which arise during our telephone conversations.

Changing from working in a team where you can leave your desk and go and talk to your colleagues, to emailing them instead can make the feeling of working remotely a little isolating. Regular “Zoom” team meetings have helped to get over this. We know our colleagues are just a telephone call or email away.

Working from home still allows us to carry out 99.9% of the work that we could do in the office. So thank you for your co-operation and understanding. We really appreciate it!



We've been here to support you



During the lockdown, we have been here and have spoken to many of our tenants.

For some it has been the first person they have spoken to in such a long while. These conversations start with some of the usual housing issues such as repairs, rent arrears or benefit enquiries, but end up with discussions on how we are all coping with these extraordinary times.

Tenants have told us that they are delighted we were able to continue with the high level of service that they have come to expect from Thenue and thanked us for our continued support.

Since the start of lockdown on the 23 of March, there have been 134 new Universal Credit claims and our Financial Inclusion service has assisted a large number of you in making online Universal Credit applications.

Universal Credit can force a tenant to immediately go into rent arrears and this can cause tenants to become worried about their tenancy. Furloughed tenants who have seen their income reduced are also facing financial problems. To help out, we have carried out numerous benefit checks to see if they have entitlement to help with their rent and where applicable assisted in making those benefit claims. We have assisted our self-employed tenants.

During this very time difficult time we took the decision not to add any extra financial worries to our tenants by not raising any new legal actions for recovery of rent arrears.

Whilst we will make every effort to continue to assist our tenants, and in line with our Solicitors' advice, we will now be starting to look at tenants with increasing rent arrears and making a decision on whether

legal action will be pursued. This has always been a last resort taken by Thenue only where tenants have not engaged with us and continually build up rent arrears. Should you receive a Notice it is because no payments or contact have been made or your arrears are continuing to increase so it is important you contact us immediately to discuss the options and how we can assist you to avoid further action.

If you would like to speak with any of the team then please email us on incomemaximisation@thenuehousing.co.uk or phone us on 0141 550 3581 option 2 followed by option 1.

**A longer version of this article has appeared on the Thenue website page and on our social media channels.*

Benefit “run on” for “legacy benefit” claimants moving to Universal Credit

Since July 22, anyone transferring to Universal Credit from income-based Employment Support Allowance, Income based Jobseekers Allowance or Income Support, will receive a 2 week “run on” of that benefit.

This, unlike a Universal Credit advance does not have to be paid back.

There is no need to contact the DWP for this run on, as it will automatically be triggered when the Universal Credit claim is made.

The amount of run on benefit you receive will not reduce your Universal Credit entitlement.

Universal Credit & Self-Employed

For the first 12 months of self-employment, the Universal Credit calculation takes actual income into account. After 12 months a rule called 'minimum income floor' (MIF) is usually applied, where a minimum income from the self-employment is assumed, which will be based on the national minimum wage for the number of hours you are expected to work - usually 35 hours a week. For some, this means they are assumed to be earning more than they actually are.

From 13th March 2020, the MIF rules were suspended for those who were ill or self-isolating due to coronavirus and from 6 April 2020 it was suspended for all self-employed people.

Reaching Out

As lockdown affected our communities, staff and volunteers helped us really deliver.

In the East End, we have provided the following:

1192 food parcels delivered (value £23,840)

139 food vouchers distributed (value £4,710)

Plus across all our communities we helped out in the following ways

- 20 community grants of £500 each disbursed to 17 community groups/ organisations
- 40 digital devices/ MiFi (mobile devices) loaned out
- 48 energy top ups to help people struggling with their fuel bills

We are grateful for the supported from:-

Scottish Government - Energy Action Scotland & William Grant Foundation - Celtic Foundation - Foundation Scotland

Digital Support & Energy Advice

Our Digital Drop ins have been suspended. Please contact the CLIC team if you require digital support such as getting online, how to use Zoom or how to work your laptop/ tablet/ mobile. If you need help please contact the CLIC team on 550 9558 or clickreferral@thenuhousing.co.uk



Our CLIC team is also providing energy advice via phone appointments. Please use the same number or email as above

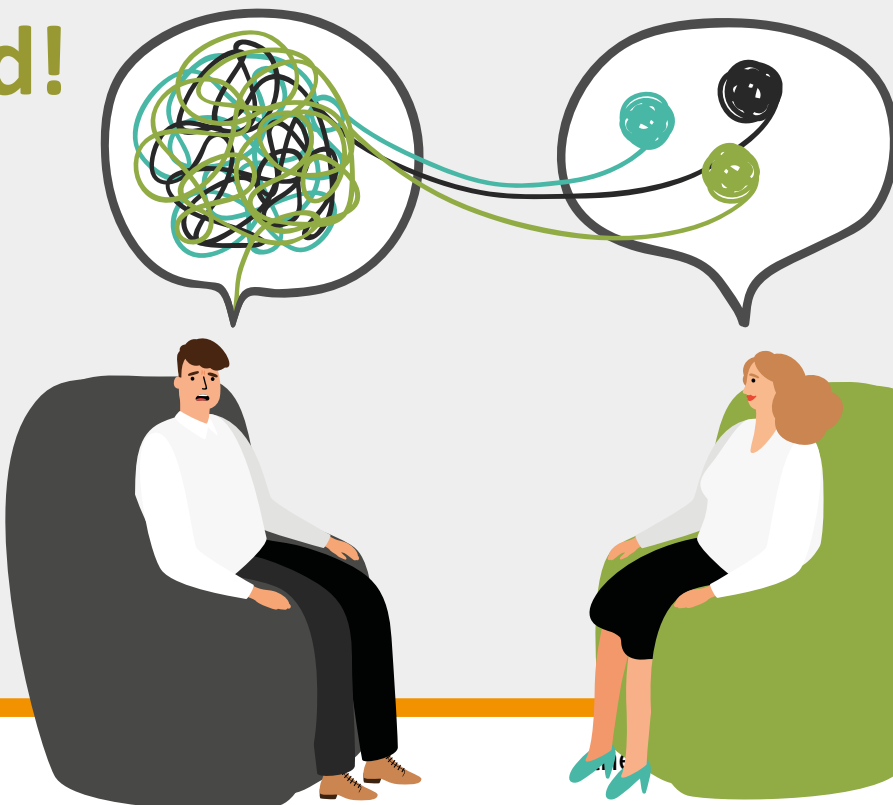
Feeling a little down or anxious? Help is at hand!

We secured funding through the Scottish Government Wellbeing Fund to offer some of our tenants professional counselling sessions. If you feel a little support is just what you need to get back on track - please give Linda Allan a call on 0141 550 9576

Thank you to Scottish Govt for supporting this Project.



Scottish Government
Riaghaltas na h-Alba
gov.scot



Community Centres – Re-opening timescales

Thenue Communities closed both of our community facilities at Calton Heritage & Learning Centre and Netherholm Community Hall at the start of the Covid-19 lockdown.

Whilst we were closed to the public, our team of staff and volunteers continued to support our communities by providing food parcels and a prescription collection and delivery service. We are now keen to re-open our facilities and our aim is to open up to our regular groups by mid September (subject to guidelines) and to make the necessary adjustments to allow individual bookings to take place safely within our halls.

We are currently carrying out risks assessments so that we can provide a safe environment for our communities and adhere to the evolving guidelines. As you will read elsewhere in this



newsletter we have a provisional date for re-opening of September 14 subject to Government advice. In the mean-time, if you require any further information or would like to discuss your booking requirements, please contact Rosie.Robertson@thenuecommunities.co.uk

Cranhill Works update

The current COVID-19 Pandemic has affected all areas of construction work, including the ability to carry out works in tenanted properties. Prior to the lockdown, we had planned to move onto other phases of new kitchen and boiler installations in the Cranhill area during 2020/21 which involves operatives working in tenanted properties over

an extended period. The Scottish Government is very slowly lifting restrictions on working practices but it would be prudent to avoid starting any new contract this year which involves working in tenanted houses over a number of days with multiple trades persons.

The properties in the next phase were built in 2002, with a 20-year life cycle for new kitchens to be

fitted. A decision has been made to postpone the further kitchen/boiler replacement contract until next year which still meets the due replacement dates and removes any Health and Safety risk. Other options for works during this year in other areas, such as window replacements which can be carried out in one day with only 2 operatives, may be brought forward to be carried out in other areas where they are due to be replaced.

A tribute to “irreplaceable” Cathie Martin

TRIBUTES were paid earlier this summer to one of our own-community campaigner Cathie Martin who died after a short illness.

Cathie who lived in Calton was described as an “irreplaceable” individual whose fighting spirit improved the lives of thousands of Calton residents.

Her greatest legacy was being part of the community effort to create Calton’s first ever community centre – the Calton Heritage and Learning Centre which opened its doors in 2013.

She also tirelessly worked for the good of others in her role as a member of Calton Area Association and the housing association where she served on our Board of Management.

Betty Cosgrove, Chair of both Calton Area Association and Thenue Communities – herself a well known local campaigner and lifelong friend of Cathie – said: “Cathie and I have been friends

since childhood and her family always came first in everything she did. Together we started Calton Area Association 11 years ago to give the whole Calton community a voice and a better quality of life – with the aim of bringing the community together.

“Cathie was always there for her community – especially friends and neighbours – with a strong passion and conviction but always with a cheeky attitude and as someone once described her - ‘with a rottweiler attitude.’ Her friend Mary MacPherson, her sister Margaret and myself will miss her friendship and dedication.”

Happier times campaigners celebrate news that the Calton Heritage and Learning Centre could be created with £1 million in lottery funding. Cathie is pictured far right with Betty Cosgrove (second left) and our Chief Executive Charles Turner along with other residents.



After 24 years with us, our longest- serving Board Member Charlotte Levy is calling it a day!

A SPECIAL TRIBUTE TO CHARLOTTE

Charlotte Levy has stood down from our Board of Management after a lifetime of service to her community and 24 years of unbroken dedication to the Association and our tenants.

First elected in September 1996, Charlotte was described by our Chief Executive Charles Turner as “one of our most loyal, passionate, faithful and constant supporters.”

She served five years as our Vice Chair before becoming the Association’s fourth Chair, for a further five years in 2002.

Her involvement with us began when the Association acquired around 1,500 properties in the East End of Glasgow, from what was Scottish Homes. One of those houses which we bought was Charlotte’s.

Not unhappy with the transfer from Scottish Homes to ourselves (but very unhappy with the degree of tenant consultation and involvement) Charlotte decided that it was time to let her feelings be known.

After taking out housing association membership, she was subsequently invited to participate in what was then called our Management Committee.

Jousting and learning with some formidable characters helped mould her into a strong and formidable character herself but always willing to listen, reason, and when persuaded, happy to concede a point.

A key achievement by Charlotte was establishing the principle that the Chair of a community-controlled housing association such as ourselves must always be a local resident. That was then and has been that way ever since.

Charlotte likes to achieve things, not for her, but for others, so that in her own words, “ordinary people get a better deal”. What she thrives on is ironing out difficulties, reaching a consensus achieving results. She never walks away and likes a challenge.

Paying tribute to Charlotte, Charles added: “Charlotte is one of the most selfless people we have known. She would never see anyone stuck, and she has helped with the governance of not just one, or two, or three, or four, or five, or six, or seven, but eight voluntary Committees, cumulatively spanning over 60 years given to voluntary committees, which is why she deserves a big ‘thank you’ from all of us!”

Pictured: Charlotte.....a great servant of the housing association movement.



Retirement Housing Service



Whilst we have been unable to open our common rooms in Calton and Bridgeton, we have taken the opportunity to give Tureen St a mini make over – newly decorated, new blinds and some new items of furniture along with brand new notice boards. We hope that when we are able to re-open you will approve of the new look!

Information about re-opening our common rooms and ongoing services will be posted out to our Retirement Housing tenants and put on our website and social media pages.

Checking Alarms

We are asking tenants with a hard-wired emergency alarm system to check their pendant and pull cords to ensure the signal is going through to Cordia Alarms. This should be done on a monthly basis and you should advise Dot, Fiona or Linda when you have carried out your check. Any problems with your system, please let your Retirement Housing Assistant know IMMEDIATELY.

Handyperson Service



Our Handyperson Service is operating for priority jobs only at the moment and the service covers tenants or owners over the age of 65 years or those with an ongoing medical condition. Jobs such as batteries in smoke alarms, key safes, new threshold bars, loose hinges on cupboards and replacing a toilet seat are considered essential and jobs can be arranged by contacting the Service directly:

<https://www.careandrepair@southside-ha.co.uk>

Tel: 0141 433 2749

If you are not sure if it's a priority job or not, just contact the Handyperson staff and they will advise.

Did you know the service also provides a Home and Hospital option?

This is available to anyone aged 65 years and over to prepare their home for return from a stay in hospital. A member of family or a friend can refer a tenant or owner for this service. The service also offers assistance to people at home to prevent admissions to hospital. Referrals for clients at home can only be taken directly from Health and Social Care Partnership staff. More information is available from the Service on the above noted telephone number.

The Handyperson team will carry photographic identification which you should request before allowing them into your home. They will also have agreed a password with you over the phone so they will quote that on arrival. Once your job has been completed, you will be asked to complete a small survey asking you to provide your views on the service.



Making the most of the Internet

As we are unable to deliver our normal timetable of activities for older people, accessing the internet has become more important for many people required to stay indoors. Our CLIC service is continuing to provide advice and assistance over the phone about how to get online – do let us know if we can help with this. In addition, we may be able to help you with a device to access the internet if you don't have one. Please contact Dot, Fiona or Linda for this.

If you are already linked to the internet but would like some advice about how to make the best use of it, AGE UK have produced guidance on how to boost your confidence on line and get more out of using the internet – whether that's learning how to Skype, using social media or watch TV online. Use the link below to access their guide.

<https://www.ageuk.org.uk/information-advice/>

[work-learning/technology-internet/getting-online/](#)



Sick of watching the telly? Feeling bored or lonely?

There are a range of online resources you can click into to help you through this difficult period and help keep you active at home. Also listed are befriending telephone services which can provide regular, friendly telephone chats. Use the links below for more information:

<https://chatterpack.net/blogs/blog/list-of-online-resources-for-anyone-who-is-isolated-at-home>

<https://www.thegoodmorningservice.co.uk>

Tel: 0141 336 7766

<https://www.befriend.org.uk>

Tel: 0141 465 6998

<https://reengage.org.uk>

Tel: 0880 716 543



Falls Prevention information

The service is currently still open for referrals although it is working with a reduced staff due to redeployment. Telephone consultations can be undertaken with their falls screening service and virtual NHS "Near Me" appointments with our physiotherapy staff. The team are looking at a lot of alternative service delivery models utilising a Facebook page, web pages and virtual exercise classes as a safe alternative to face to face contact. Glasgow club are running virtual exercise classes.

Here are links providing information on how to prevent falls:

<https://www.nhsinform.scot/aboutfalls>

https://www.csp.org.uk/system/files/get_up_and_go_leaflet_scotland_northern_ireland.pdf



GP Practices

GP practices are providing a telephone service to their patients and inviting the patient into the practice if an appointment is considered to be necessary. All Glasgow City practices have access to an online service - Attend Anywhere - and may also choose to offer this facility (this varies by each GP practice). Check directly with your GP for more information.

Equipment and Adaptations

Currently Occupational Therapy Assessments are being done for emergencies only. If you have a need for an emergency referral, contact Dot, Fiona or Linda.

Use this link to a self - help guide which may help you identify any specific issues you have with regards to managing any mobility issues within your home.

<http://asksara.dlf.org.uk/?auth=sara5>

If a referral is received by us from an Occupational Therapist on your behalf, your details and requirements will be added to our list and we will advise you of the likely timescale for carrying out the adaptation when we contact you.



Other General Information and Advice for Older Tenants

Our local Health and Social Care Partnership provides a very useful resource for older people but also adults. Just use this link to see a whole range of information from where to get support to activities run in your local area.

<http://www.yoursupportglasgow.org>

If you would like any of the above information sent out to you in paper format, please let us know.



Bulk Uplift

During this pandemic, The Association has had to adjust to changes to continue to deliver a service to our tenants. This has included clearing the enormous amount of bulk within our areas.



Unfortunately, Glasgow City Council Cleansing Department were also affected and have not resumed service to full capacity.

The Association has instructed our local Contractors to carry out this service two days per week. They are working extremely hard to clear the outstanding bulk.

We will continue to work closely with local contractors to clear the bulk and bring our areas back to an acceptable standard.

Please report to Carolyn McGowan, Area Services Officer on 0141 550 9520 who will ensure this is passed to Mears.

Our Lettings Targets for 2020-2021

Our targets for lets this year, approved by our Board, are set out below. Part of the targets is for homeless referrals from Glasgow City Council to help alleviate the ongoing issue of homeless people in the city.

List	
Waiting List	25%
Transfer List	12%
Medical Waiting List	5%
Medical Transfer List	6%
Homeless Referrals	50%
Special and others	2%

During lockdown and the restrictions set out by the Scottish Government on house moves, the lets we are able to achieve this year may be different to our targets but staff continue to monitor and report on these on a regular basis.

A Poem That Says Thank You!

We asked if anyone would like to write a poem about the work our staff and volunteers have been doing while lockdown continues and one of our tenants Margaret kindly offered. We think it is just wonderful and we hope you do too!

A poem by Margaret Woods

We are Ladies in Retirement,
What more can we do?
We've cleaned out all our corners,
We've even made a stew.

Our shopping gets delivered,
Hot soup and sannys too,
Our thanks it goes to Thenue
And their volunteers too.
Without a thought about
themselves,

They turn up every week
Prescriptions they are seen to,
When times just seem so bleak.

We even get a call,
From staff working at home,
With Thenue checking on us all,
We know we're not alone.

Us Ladies in Retirement,
Are sitting in the sun,
Social Distancing, Keeping safe,
We're simply trying to have fun.
So now we are shouting,

A big Thank You to you all,
The wonderful staff at Thenue,
It's a pleasure to know you all.



Landscaping Update

THE COVID-19 pandemic has affected most services, including the communal landscaping contract.

The maintenance of the communal landscaped areas is minimal between November and March, when the service involves a basic tidy and litter pick. Normally full services such as grass cutting and shrub maintenance resume from April onwards and continue throughout the growing season. Unfortunately this has not been possible this year and the landscaping contractors, Idverde, were forced to shut down all services in order to meet Government guidelines.

The timing of this was unfortunate and we appreciate that this has had a significant impact on the condition of all sites. Whilst the situation was unavoidable, it has taken longer than we had hoped for the contractors to get all services back up to full capacity, and the impact of the lack of service is still apparent across most sites.

We would take this opportunity to assure you that we are working closely with Idverde to ensure all sites are brought up to standard as soon as possible. It will take some time to rectify a prolonged period where no maintenance was carried out, and we appreciate your patience whilst the contractors work to achieve this.

Please note that you will only be charged for the work carried out, therefore the lack of service will be reflected in your next factoring invoice covering the 3 month period from 1st April 2020.

Factoring

Any queries regarding invoice payments should be directed to Factoring Officer, Nicola Rankine, at nicola.rankine@thenuehousing.co.uk or on 0141 550 9534.

We appreciate that the pandemic may have had a financial impact so please ensure we are made aware of any circumstances affecting payment of your factoring invoices.



MAKING A BIG DIFFERENCE!

Netherholm's food hub has excelled at feeding the community

Netherholm Community Food Hub has fulfilled a vital role thanks to a team of dedicated volunteers led by Nikk McCurdy whose healthy food packages have kept Netherholm residents going.

It has been a lifeline to vulnerable, isolated and older people who may be shielding and also to families whose lives have been turned upside down due in the health emergency – in many cases resulting in a loss of income. There has been a firm emphasis on creating healthy packages of food and minimising food waste and the Hub has forged a close working relationship with the FareShare charity which exists to redistribute surplus food to charities.

Councillor Margaret Morgan who represents the Linn ward which includes Netherholm visited the Hub and was impressed by the efficiency of the project and commitment of local people to make a difference.

Councillor Morgan said: "This has been an outstanding achievement by the whole community and I was deeply impressed by what I saw on my visit. It has been a vital lifeline during the past very difficult months."



Bean a great help.....Councillor Morgan (far left) with volunteers at the Hub holding cans of Heinz beans. Beans were the VERY FIRST food donation the Hub received as it started its work and were donated by Thenue.