

thenue newsletter

WINTER 2020



The newsletter of Thenue Housing Association

www.thenuehousing.co.uk

Scunnered Annoyed Narked Bothered Disappointed Devastated Crushed Dismayed Gutted Peaved Dejected Irritated

...just a few of the words that sprung to mind when we were told that we couldn't re-open our office for you! The ongoing health emergency continues to pose many challenges – not just for your housing association but for thousands of people in our communities.

A constant feature of the coronavirus pandemic has been its unpredictability which makes planning for a full return to work at this stage impossible.

As we issue your newsletter the Scottish Government's imposed "Level Four" restrictions on us. This covers all of Glasgow and surrounding areas which are severe and strongly curtail our way of life. Over time and as we move through the early part of 2021, some of the restrictions should be relaxed.

In our last newsletter we told you that we planned to re-open our office for you on 14th September. Why we're scunnered is because,

everything behind the scenes in our office is fully Covid compliant and has been made very safe for you.

In that last newsletter we updated you on what has been happening and we are doing so again in considerable detail as we know you want to be kept fully informed of developments. As much as we can't predict the dates, what we can say with certainty, is that as soon as the City of Glasgow moves into Level 1, then we can re-open our office for you. The best way to stay up to date is to visit us regularly at www.thenuehousing.co.uk where we post current and up-to-date information.

Meantime, difficult as they are, we all need to comply with the pandemic restrictions. So look out for one another and above all stay safe. Better days are undoubtedly ahead and remember that Thenue will always be here for you.

FULL STORY INSIDE – SEE PAGE 5



Looking good.....the new mural of St Thenue which has already become a much-admired east end landmark. We commissioned artist Mark Worst to complete this artwork and we're delighted with how it turned out.

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A WORK OF ART!

Stunning east end mural depicts St Thenue, mother of city's patron saint St Mungo

A stunning mural depicting the mother of Glasgow's patron saint whom Thenue is named after has been completed.

A sensational new east end work of art, it has been created by hugely-talented artist Mark Worst

Fittingly, the mural on Abercromby Street is just a few hundred yards from our offices on London Road and already is a much talked about local landmark.

Last year we celebrated our 40th anniversary and we were keen to further strengthen our strong historical connection to the city of Glasgow.

The mural of St Thenue - who was also known as St Enoch has been painted on a tenement gable wall and shows her surrounded by fishes.

Legend has it that St Thenue had a traumatic upbringing as the princess of a pagan king. As a young, pregnant and unmarried woman in the 6th or 7th century her father ordered her to be hurled from a hill in East Lothian known as "Traprain Law."

When she survived the fall she was put in a small boat and cast adrift in the Firth of Forth to perish. The boat, however, drifted over to Culross in Fife where she was given sanctuary and gave birth to Mungo who later came to Glasgow and founded the Cathedral.

The fish connection stems from the fact that fish were believed to have guided the coracle to the shore.

There are also strong east end connections to the artwork. The shawl which St Thenue is wearing features 29 motifs in the fabric – a recognition of the 1889 Templetons carpet factory disaster nearby in which 29 young women and girls died after a wall collapsed onto a weaving shed.

Calton and the east end in general were Glasgow communities synonymous with weaving in the 19th century.

Today those same 29 names are inscribed on paving stones near the offices of Thenue.

Mark undertook considerable research into the life of St Thenue before starting work on the mural.

Mark said: "The strong historical link between Thenue Housing and St Thenue is a fascinating one. Much is



Pictured: The mural showing (left to right) Charles Turner, Mark and Board member Owen Stewart. Inset: The mural taking shape.



known about her son St Mungo given his role as Glasgow's patron saint.

"But Glaswegians know less about this mother whose story focuses on overcoming adversity and finding a new beginning which ultimately led to the founding of a great city like Glasgow. This portrait seeks to illustrate the woman who was St

Thenue and the fish which played a key role in delivering her to the safety of the shore in Fife. It would be wonderful to think this will become a much loved east end landmark and I hope local people like it."

A solid performance: The results of our Tenants' Satisfaction Survey

Throughout October, IBP Research have been carrying out our tenant satisfaction survey. **1,177** of you took part, and we wish to extend a big thank you for your participation. The results will help us to shape our services moving forwards

and match them to your needs as tenants.

They are an impressive set of figures with strong endorsement of our repairs reporting procedure and also of our response to helping you throughout the pandemic.

The key findings are:

- Overall, a very slight 3% decrease in customer satisfaction to 87%
- 83% of respondents who expressed a view rated the Association's response to the Covid-19 pandemic as good or very good.
- 97% satisfaction with the repairs reporting process
- 87% of respondents find our rents affordable.
- 86% feel we are good at keeping you informed about their services and decisions
- 77% are satisfied with our management of the neighbourhood you live in.
- 8% reduction in repairs satisfaction with the quality and 1st time repair rate down slightly.
- 6% decrease in satisfaction with the quality of homes, although high satisfaction with security, insulation and heating installations (86-93%).
- 70% satisfaction with opportunities to take part in our decision making process.
- 6% increase in satisfaction with the quality of empty properties made to new tenants.

Priorities for the future:

The 3 priorities you raised were very clear and they are:

- Upgrading tenant properties – 50%
- Building new affordable homes for people in the area to rent – 48%
- Improving the maintenance of common areas – 34%

In response to the initial findings and already being actioned are the following:

- Monitoring of landscaping and cleaning contracts now covid restrictions allow a full service.
- Bulk Uplift costs being met by us alongside a review of what the service options are in future. This is following the withdrawal of Glasgow City Council Bulk Uplift service in March 2020.
- Analysis of the data and responses against the improvement investment plan.
- Regular performance meetings with contractors.

The next steps:

The next step is a detailed Action Plan to be developed based on the feedback and analysis. This plan will be written over the next few weeks and then actioned. The progress of the actions from this plan will be shared in future Newsletters.

Thank you once again for your feedback and comments - it really does help us to improve the services we deliver to you.

CLOSED

DUE TO
COVID-19

CORONAVIRUS UPDATE....

continued from front page

Visiting Us at Our Office – No firm date can yet be given for the re-opening of our office at London Road. It will happen as soon as the City of Glasgow moves into Tier 1.

Visiting You in Your Home - Our teams have worked extremely hard to deliver quality services to our tenants remotely and we can deliver much of our service without entering homes to reduce risk.

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, (most times this will be Mears), and where they have been fully risk assessed. This will be constantly reviewed as we work through the coming months and maybe 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
- 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

Delivering our Services to You

Estate Inspections

We have resumed our estate inspections, but we don't do that 24/7; please email or telephone if there is anything you feel should be brought to staff's attention. If you are approaching them please follow social distancing guidelines at all times.

Anti-Social 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. We will continue with virtual viewings where possible, and 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, but they did resume in August this year. 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

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.

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. Queries regarding applications will again, whenever possible, be carried out on the telephone or by text or email.

Tenancy Support

Interviews in the first instance will be carried out over the telephone.

Retirement Housing and Older People

Common rooms will remain closed. 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. This newsletter contains the new edition of Cashpoint providing vital information on help you may be entitled to.

Your Rent

You can continue to pay your rent in a number of ways: using Thenue's self-service App or portal, by direct debit, by telephone, via Allpay, at any post office, shop or garage which displays PAYzone or PAYpoint or you can send a cheque to our registered office at 423 London Road. If you have any questions or concerns about paying your rent please contact your Income Maximisation Officer who will be able to help you.

Our two Community Centres

While in Tier 4, they have unfortunately remained closed. We can open them for the delivery of essential services only, such as emergency shelter, medical services or meals for the homeless. Only when we return to Tier 3 can we partially re-open them, (for limited groups e.g. U18s activities, groups focusing on mental health and wellbeing).

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. 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 legal requirement but is first and foremost for your safety. We 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 setting out their methods to ensure 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.

ANOTHER POEM TO LIFT THE GLOOM

In previous newsletters we have published poems from our tenants. We know from feedback how much you enjoy reading them. So here's another one from Mary reflecting on the challenges we have all faced. Thank you Mary – we very much appreciate your work and are happy to share it with the Thenu family.

this moment in Time

I Can't get out
I want to shout
I want to See my Friends
I'll Be Glad when this virus ends

A Day AT A Time is all I need
to Bring my GA up To Speed
Had plenty Contacts on the Phone
More So Cos I Live alone

Just to get up and get my tea
Knowing my life is Gamble tea
GA is what makes me Happy
changed days I'm not so Snappy

A Trying Time for all
Just go on the Conference Call
Keeps your Head Clear
Can't wait for another year

lockdown

IT'S NOT ABOUT my wealth,
IT'S ABOUT my Health,
I HAVE A CONDITION CALLED COPD,
IT'S NOT ON THE OUTSIDE THAT YOU CAN SEE,

Day to Day I struggle. Well,
Sometimes I even struggle to Talk,
I HAVE NO ENERGY I get fed up AND Snappy,
ON THE OTHER HAND I HAVE TO BE HAPPY,

My Dancing Days ARE GONE,
NO STRENGTH TO CARRY ON,
I LIVE MY LIFE AS BEST I CAN,
DON'T KNOW when I last had a Scan,

IT'S A FIGHTING GAME FOR ME,
I'M STILL HERE AS YOU CAN SEE,
I HAVE MY FAMILY AND MY NURSE FRIENDS,
THAT'S what will keep me going till the end.

Tenancy Support

Our Tenancy Support Officer is Avril McLaughlin and her role is to assist tenants to manage better at home. This may mean helping you source local furniture outlets

or, if you have a support need, referring you to an organisation who can assist. To contact Avril: email avril.mclaughlin@thenuhousing.co.uk or tel 0141 550 9550.



AGM UPDATE

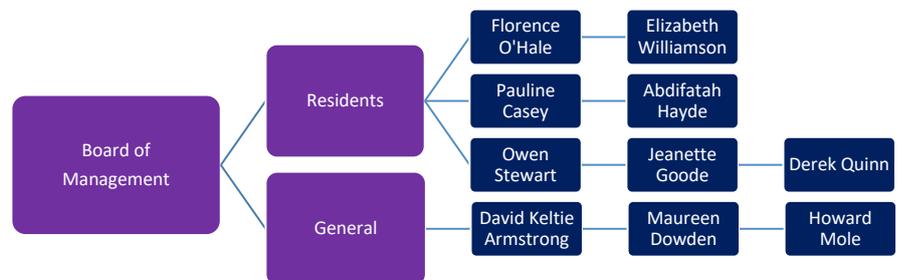
Our 40th Annual General Meeting took place, for the first time – virtually!

The Covid pandemic and associated Government restrictions prevented us holding a conventional Annual General Meeting this year. Instead, it was hosted via Zoom!

We took the opportunity of combining this with a Special General Meeting. The purpose of this was to update and modernise our rules. The two main outcomes arising from the meeting are:-

At the first Board of Management after the Annual General Meeting Derek Quinn was elected as Chair, and he will fulfil this role for his final year to September 2021. After a combined 37 years on our Board, we were sad to see Willie Redmond and George Alexander stand down. They are well known faces to many of us and we all have fond memories of both of them. We were pleased

The Board of Management is now comprised of the following:-



however to welcome new Board Member Liz Williamson. A brief resume about each of our Board Members can be found on our web site.

You will see from above that we have 10 Board of Management Members. We wish to recruit another three from our community and resident base. The role description on our web site gives some background information, but for anyone that might be interested in this rewarding but challenging role should contact Charles on charles.turner@thenuhousing.co.uk

who will organise an initial chat with you.

Meanwhile, recovery from the “unprecedented challenges” faced in the current health emergency will come but won’t happen quickly, our Members were told at the AGM.

Charles said: “Recovery is something that we have to work on every single day and it is something that doesn’t get - nor will get - a day off. And it will take a long time. But we will continue to help and support our tenants through whatever lies ahead.”

ACCESS OUR SERVICES 24/7

Are you online and not yet using the 24/7 convenience of either our Tenant App or Tenant Portal on our website? Experience the benefits and great service that over 1000 of our tenants currently do by downloading our app or registering with our tenant portal on our website (Note – you can register for both the App or the Tenant Portal using the same login details). If you need any help please contact us by emailing admin@thenuehousing.co.uk or calling 0141 550 3581



Option 1: Download our tenant app

If you are a Thenue tenant you can download our App by using a QR reader on your device (see QR code below) or searching for Thenue on the Apple App Store or Google Play store to download our app for smartphones and tablets.



ANDROID APP ON

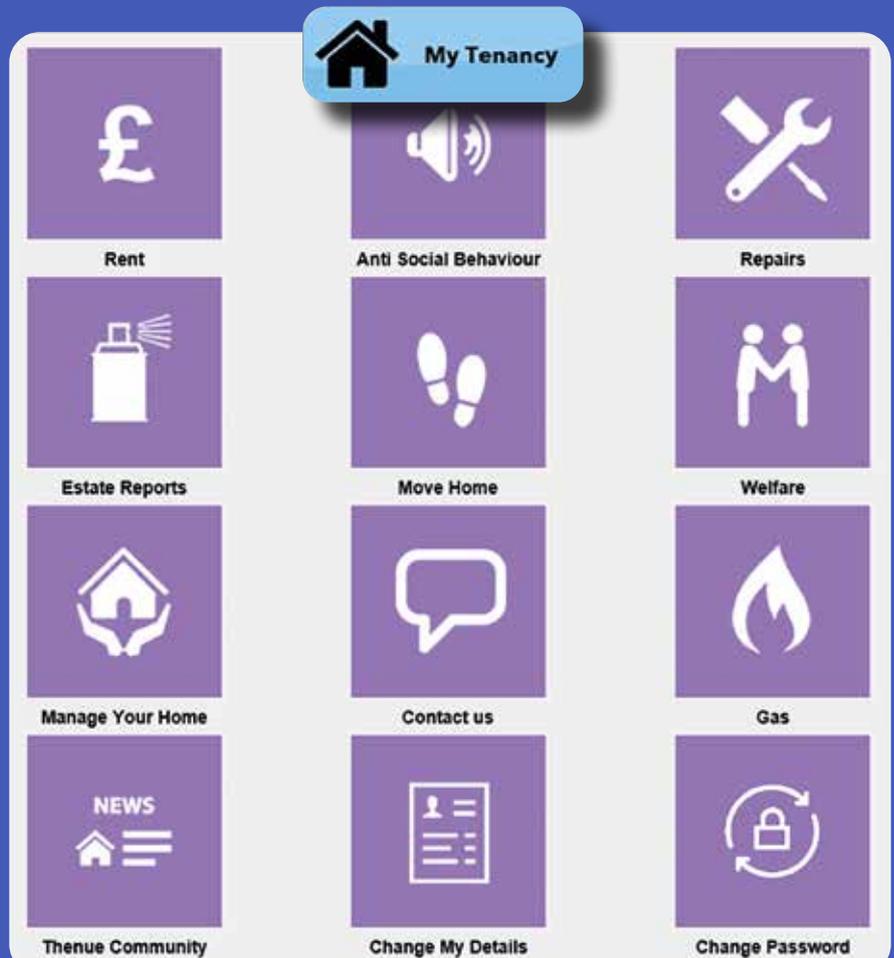


Google play



Download on the
App Store

Option 2: Register with our Tenant Portal on our website by clicking the My Tenancy button on the Home Page of our website:



We're delighted to launch our new "Energy Advice Service"

Meet our new energy advisor, funded thanks to the Energy Saving Trust and the Energy Industry Voluntary Redress Scheme.

- Are you struggling with your fuel bills?
- Looking to switch energy provider and pay less for your gas and electric?
- Can't get your complaint resolved with your energy company?

Our free impartial energy advice is available to all Thenue tenants and factored owners.

Due to Covid restrictions our Energy advisor is working from home, and can support you via:

- Telephone: 0141 550 9558
- Text: 07974268974
- Email: energyadvice@thenuehousing.co.uk
- Zoom calls
- WhatsApp video calls.

Once the Covid restrictions have lifted we will be delivering a range of services including:

- One to one appointments in your home and at Thenue's offices at London Road



Thenue's
Energy Advisor
**Julie
Broadley**

- Energy Drop in surgeries at Calton Heritage and Learning Centre and Netherholm Community Hall
- Attend one of our "Energy Workshops"
- Come along to one of our Energy Efficiency Events

Energy Industry Voluntary Redress Scheme

Your guide to understanding the **Energy Redress Scheme**



Bulk Uplifts

Glasgow City Council suspended the bulk uplift service at the beginning of lockdown, in response to Covid-19 restrictions. This service has not been reintroduced by the Council and we have taken on this service and cost, temporarily over the last few months, to ensure we keep our communities tidy.

However, Glasgow City Council will be providing a bulk uplift service free of charge during the month of December into early 2021. To request an uplift with Glasgow City

Council or discuss these changes, please contact the Council direct on 0141 2871058; through their smart phone App "My Glasgow" or via their website. Please be aware, when using this service that any bulk uplift will be removed from the garden or back court, not the previously used collection points.

Glasgow City Council will be charging for Bulk uplifts from early 2021 (the date is still to be confirmed) and this will then become a chargeable service. Anyone wishing to have bulk uplifted will be charged £35.00 for up to 10 items. As your landlord we will be reviewing what we can



do to help, having now received confirmation of the plans from Glasgow City Council. We will be looking at what options are available to us and will communicate these in due course.

If you have any enquiries in relation to the changes to the bulk service Glasgow City Council provide, please contact Glasgow City Council on 0141 287 1058.

ANTI-SOCIAL BEHAVIOUR

As reported by BBC Scotland in November, Police Scotland's latest quarterly report sadly showed noticeable increases in domestic abuse, assaults on emergency workers and anti-social behaviour (ASB). It said that since April, 233,265 ASB incidents have been reported, which is a 34% increase since last year and has been driven primarily by public nuisance calls, such as noise complaints and neighbour disputes.

The area services team are responsible for looking into ASB complaints and you should contact your housing officer or assistant in the first instance. Although working from home, the team will still do their best to resolve ASB issues and, whilst we do work in partnership with the Police and the Community Relations Unit of Glasgow City Council to investigate more serious or ongoing allegations of anti-social behaviour or criminal activity, some complaints, such as apparent non-compliance with Covid-19

restrictions, are police matters and should be reported to Police Scotland.

When we investigate ASB in our communities, complaint resolution is not always quick or easy and the actions we can take, as per our ASB procedure, may not always give the complainer the outcome they desired. We appreciate this can be frustrating and staff will tolerate, to an extent, that people may act out of character when they feel distressed or troubled. Unfortunately, there are times when the behaviour of tenants goes beyond an acceptable standard and they can be aggressive, abusive, unreasonably demanding and persistent – none of which is acceptable to the Association. If the behaviour does not improve, we may, as per our Customer Behaviour Policy restrict the type and frequency of contact that can be made by our tenant. We do not take such action lightly and recognise that we are all (staff included) living and working in more challenging times and are most likely to varying degrees, frustrated by the ongoing restrictions. But we

ask that you try and be neighbourly in your community and mindful of you and your household's behaviour to help create a more happy and understanding environment for all.

If, sadly, you are a victim of domestic abuse, we would encourage you to report this to the Police and also to speak with your housing officer to see if there is any support we can offer. As we do not have emergency accommodation, it is unlikely that we can assist you with immediate re-housing so you may also wish to contact some of the specialised agencies out there, which includes Women's Aid: 0141 5532022; AMIS (for male victims): 0808 800 0024; Scotland's Domestic Abuse and Forced Marriage Helpline: 0800 0271234; North East Community Homeless Service: 0141 2766153 or the Hamish Allan Centre on Freephone 0800 838502 for out of hours homeless services.

Abercromby Street development

The new development in Abercromby St is progressing and we will shortly begin looking at how we will carry out the allocation of the new 77 homes. We will consider applicants from all lists wishing to live in Calton including current tenants whose homes are too big for them or those who consider themselves to be overcrowded in their current home. If you



don't already have a transfer application on our list, you can do so by going onto our website: www.thenuehousing.co.uk and search for "Looking for a Home."

OUTSTANDING REPAIRS

As you will be aware, when we first went into lockdown in March 2020, we were only carrying out emergency repairs. Anyone who called with a non emergency repair, was added to a list of repairs to be carried once we emerged from lockdown.

We have tried to make contact with everyone on this list and have left messages where possible. If you called us with a non emergency repair, and the work has not yet been scheduled or carried out, please get in touch with us on 0141 550 3581 and press option 1.

Blaeloch Community Land

Blaeloch Community Land is celebrating funding success after securing development funding from the Scottish Government's Scottish Land Fund. The funding will help them progress plans to develop the land opposite Netherholm Community Hall.

Blaeloch Community Land was established in 2019 with the aim of transforming the vacant and derelict land at Holmbyre Terrace into a sustainable community project with a community shop, growing space and a play area for children.

Icecream architecture and GRAFT (landscape architects) have been appointed to carry out community engagement and consultation in Netherholm, to undertake a feasibility study and develop a business plan. The consultants will be working closely with Blaeloch Community Land and the local community to produce community-led project plans that demonstrates the economic, environmental and social benefits of the project idea.



This exciting work will help the group consider the best way forward for the project and potential options for community ownership of the land.

If you live in Netherholm area we would love to hear from you.

If you would like to get involved or would like more information on Blaeloch Community Land please contact Linda Allan linda.allan@thenuehousing.co.uk or Dawn Ferns dawn.mcmanus-ferns@thenuehousing.co.uk or call **0141 550 9576**.

UC Universal Credit SCAMS

Many people are being targeted by scammers offering government loans and grants linked to Universal Credit claims. There is no reason for anyone to apply for Universal Credit or a loan or grant on your behalf and if you become a victim, this money will need to be repaid.

The main way a Universal Credit scam works is someone offering to apply for a Universal Credit Advance Payment on your behalf and taking some of the money as a fee. They will often tempt you by suggesting this is free money from the government. A Universal Credit Advance Payment can be up to a full month's Universal Credit payment, with scammers taking a large chunk (40 per cent or more) for their services.

There are a number of ways you might be approached by a Universal

Credit scammer:-

- Some people have reported being approached in person by smartly dressed people claiming to be from Jobcentre Plus.
- Others have been contacted online through social media groups, direct messages and adverts.
- People have also been approached online by someone claiming to have a friend who works at a Jobcentre who will be able to process or approve the application on your behalf.
- Some of these companies have professional looking social media profiles and websites, with testimonials and government logos.

There is no need to pay someone to apply for an Advance Payment on your behalf and there are two other serious problems if you let them do this:-

- First, you have to repay the entire advance back to the Department for Work and Pensions (DWP), including the money the scammer charged you as a fee. This comes out of your future Universal Credit payments, which could leave you short of money.
- On top of this, if you do need an Advance Payment, you're losing some of the money you could be getting by paying someone to apply for you.
- It can also create serious problems if you're not yet claiming Universal Credit and you could end up even worse off than you intended.

If you do need help applying for Universal Credit or an Advance Payment, we're always here to help, or you can contact the Citizens Advice Help to Claim Service on 0800 023 2581. Don't fall for the scammers!

Your Rent - Time to have your say



PLEASE READ THIS
IMPORTANT
PUBLICATION CAREFULLY!



Delivering value in everything we do – our rent review for 2021/22

Welcome to our annual rent review consultation. This is designed to keep you informed about what is happening here at Thenue and how this affects the rent you pay. Inside this special section will find a lot of information, **but it is important that we know what you think before we make any decisions with regard to next year's rent.** Last year we asked you what you thought our priorities should be, so we have been working hard to achieve

them, despite the difficulties that affect us all as a result of the worldwide covid pandemic. So, even in these difficult times, here is some background information that should help you to understand our thinking going forward. If there is anything that you need more information on or need to know, just ask us rent2021@thenuehousing.co.uk



Keeping the rent as affordable as possible is important to us!

We always try our hardest to make the best possible use of your rent, and it's right that you should expect us to be as efficient as we can. Each year we look at the different challenges we need to meet, and then consult all our tenants on the options for reviewing the rent level.

Most of this last year has been challenging for all our tenants and all of us here at Thenue and we are acutely aware of the stresses brought on by the Covid-19 pandemic. We came into being because of the desire of local people to improve their communities and to make bad housing and poor services a thing of the past; and that continues to be our aim.

Little did we expect to be at the forefront of organising food distribution in the spring and early summer, but we always aim to look after all our tenants as best we can at all times. But you might be surprised at how many other pressures we face in trying to ensure your rent is fair and affordable. This consultation aims to highlight the different uses we make of the rent you pay.

Looking after **your home**

Repairs are your biggest priority and they always will be. Two years ago we entered into a highly successful partnering model to deliver innovative reactive repairs, (day to day repairs), with Mears FM.

As a result we were able to offer a service where any number of repairs could be done in the same visit. Although that cuts down on inconvenience for you and cuts down substantially on our contractor's travelling time, the restrictions imposed on both Thenue and Mears meant that we had to prioritise emergency and more urgent repairs.

However, every single repair was and will be logged, and we have worked hard with our contractors developing safe working practices to enable these repairs to be completed in line with Government guidelines. To deal with and prevent accidents and health hazards, we have used our resources to make sure that just because the Council restricted their bulk uplift service, all of these items were safely removed and taken to re-cycling centres.



We understand that the Council are not planning to reintroduce this service, so rather than let our communities become unsightly and unsafe, we will do that work ourselves. At the present time this work has cost us around £47,000. We have had to use efficiency savings elsewhere to be able to pay for this. As the Council are definitely not re-introducing this service in 2021, we will be required to make a provision of some £77,000 to cover the cost of this work through next year.

In 2021/22 we anticipate spending £2.3 million on reactive repairs, and this aspect of our service to you in many respects is the most important one, because each and every tenant generally has first-hand experience of it. On average we call on you three to four times a year to complete a repair. We monitor how we perform and:-

The average time we took to complete emergency repairs was 2 hours, compared to the Scottish average of 3.6 hours.



Average time
2 hours
Emergency Repairs

The average time we took to complete a typical non-emergency repair was 5.9 days, compared to the Scottish average of 6.4 days.



Average time
5.9 days
Non-Emergency Repairs

We completed 96.9% of reactive repairs 'right first time' compared to the Scottish average of 92.4%.



Reactive Repairs
96.9%
Right First Time

94.6% of tenants who had repairs or maintenance carried out were satisfied with the service they received, compared to the Scottish average of 91.7%



Repairs or Maintenance
94.6%
Satisfied

Despite the fact that generally we are performing better than the Scottish average, we are not complacent. Being realistic, we will never achieve 100% during the current Covid-19 pandemic. Glasgow remaining in Tier 4, or a return to Tier 4 at some point in the future, may well compromise and frustrate our efforts to achieve that 100%. Although we can't guarantee 100% we can guarantee that we will do our best 100% of the time. In addition to cash we spend on day-to-day reactive repairs, next year we expect to spend £3.7 million on repair, replacement and improvement work, (which includes things like kitchen unit replacement, gas servicing, smoke detection installations, stonework repairs, window replacement, landscape maintenance, gutter cleaning), then this is the biggest area of expenditure.

Overall we expect to spend this year a massive £7.9 million, which is around one-third of our total operating expenditure, keeping all our properties in good order.

There is however a period of both uncertainty and unpredictably ahead, caused by external political and economic factors. Brexit dominated the news this time last year, and Covid has dominated the news this year. Brexit has not gone away, and to date there is no trade deal in place. We anticipate both the major repairs price index and our reactive costs per unit to increase at more than inflation going forward. Some commentators pitch this up as far as between 25 and 12% (Construction News October 2020).

We always look at ways to become more and more efficient however in everything that we do. A couple of examples we can show you are:-



Average time between tenancies
13 days

On average, the time in between tenancies, (when we are not collecting rent), is 13 days, (the Scottish average is 31 days).

This time last year it was 24 days. This is saving over £133.50 per re-let.

Our rental loss is less than



0.4%

As a result the rental loss as a result of properties being empty is less than 0.4% of our rental income.

The Scottish average is 1.2%

Keeping you safe

Fire safety has always been a priority for us, but we're all even more mindful of it since the terrible tragedy at Grenfell Tower tragedy in London in the summer of 2017, when 71 tenants lost their lives. Our newsletters this year have given you various alerts over faulty tumble dryers. Last year the Scottish Government set new standards for smoke alarms, kitchen heat detectors and carbon monoxide detectors.

We started the work to ensure that we complied with this legislation this summer. We planned to complete the work over the next two years, and this means we'll be spending £735,000 making sure that every one of our houses complies with these new fire regulations. We don't have a choice. We are pleased to be able to tell you that we are around 85% of

the way through this work, so we are well ahead of completing the work by March 2021. This will be a year ahead of the requirements of the Scottish Government.

We are regulated by the Scottish Housing Regulator, who also stress the importance of meeting our duties to keep tenants and residents safe. The Regulator's notice comes after it identified that some of Scotland's registered social landlords it had been engaging with had been unable to show they met the required duties. This includes those around the management of asbestos and electrical safety. Rightly so, the Regulator requires all landlords to assure themselves that they are complying with all relevant duties around the safety of tenants' homes. If there is anything at all affecting your safety or you need an opinion on, then just let us know. Our staff

carry out regular inspections of property, environments, common areas and even areas that you don't look at, (water tanks, electrical equipment). Anything untoward – please let us know. Rightly we must by law make sure – every year – that your gas supply is safe, and we also need to do regular testing of your electricity supply. We are proud of our record here, but in order to achieve 100% safely, we do not always get into every home at the first attempt. You can all do your bit by assisting us in this regard. The self-isolation and shielding caused by the Covid pandemic has resulted in some tenants not being able to allow us access to complete this work this year. However, rest assured, when we do turn up to complete this work all our operatives are fully compliant with safe distance working, have personal protective equipment and all carry ID.

Collecting the rent

We put a lot of staff time into making sure we collect the rent that's due to us. We know some tenants can run into difficulties from time to time, and we try to work with people to sort things out.

From December 2018, one of the challenges both Thenu and our tenants of working age are facing is the system of 'Universal Credit', which will normally mean tenants who get help with their rent will receive the money direct from the State, instead of it being paid directly to us. This means our staff will need to spend extra time to keep closely in touch with tenants to ensure they're still able to pay their rent each month. We have not recruited new staff to be prepared for this. The past savings we have

made through by and large technological efficiency gains have been used to redeploy resources and staff so that we are ready to help those tenants of ours that need that extra help. We have in place a Team of welfare rights officers and money advisers to help make sure people are claiming what they're entitled to and make sure rent is paid. Around 10% of our tenants are in receipt of Universal Credit, but this has risen considerably during 2020 as some find themselves being made redundant or losing their job during the pandemic. We are always here to help in those circumstances. 70% of tenants relying on Universal Credit find that they are behind with their rent, whilst waiting for their payments to come up to date. We are here, and always will be, to help each and every one.

Filling the gaps when other services decline

We are more likely than ever before to be providing services which the local council can no longer afford to do. This ranges from removing bulk items of refuse or grass cutting, hedge trimming and generally looking after open areas.

Our Choices for Change and our 'CLIC' digital inclusion project have both come to an end, but we are excited to have attracted grant from the Energy Savings Trust in order for us to offer a new Energy Advice service. The service will provide free, impartial energy advice and information to all our customers on household energy issues. We can help:-

- Reduce your fuel costs
- Switch your supplier
- Help manage your fuel debt

- How to Use Your Heating System Efficiently
- Deal with fuel debt
- Pre-payment meters
- Smart Meters
- Top tips on Saving Energy
- Ways to Pay (for your energy)

For support or more information please e-mail Julie at energyadvice@thenuehousing.co.uk. This and all our Community Regeneration activities and opportunities are explained further at <https://www.thenuehousing.co.uk/about-us/Your-Neighbourhood/>

Being open and accountable to you

We need to make sure that you can get hold of us when you need to, and that when you need to make a complaint it gets looked into as quickly, and here we aim for a maximum of five days. These things are important to us and to our tenants, and so investing the right amount of resources is important.

We also know that as well as writing or e-mailing you when we need to, we send out regular newsletters. Our newly configured website is easy to navigate along with our hugely popular self-service app, so that you have the information to hand when you need it.



Building new homes

We see the building new rented homes as a really important way of helping to improve your local community. Indeed, our independent tenant survey earlier this year told us that 48% of our tenants support our development programme.

This work is funded by government grant and bank loans repaid with rent money. Last year we built 49, (at Monteith Row). Work on building 77 flats at Abercromby Street, (Calton) and 26 at Landressy Place, (Bridgeton) was halted in March, as a result of the Government lockdown. This has resulted in a delay at Abercromby Street of around 6 months, but a longer one at Landressy Place caused by both contractor liquidation and vandalism. No other new house construction has started, nor will it start until early 2021. We always work very hard to try to make sure that building homes doesn't impact on the rents existing tenants pay.

Dealing with the bodies who regulate us

All housing associations have to meet important standards set out by the Scottish Housing Regulator, on issues such as how we are run and how our finances are managed, and this means providing a lot of information to the Regulator each year.

We also are accountable to the Charities Regulator, and there's a wide variety of legislation on things like data protection which we must comply with. We need to ensure that your own data is stored securely and used properly. From November 2019, we were

also required to comply with Freedom of Information requests. What all of this means is that we are required more and more to have staff working on administration and bureaucracy, which unfortunately also has to be paid for through our rents.



Not everything costs money!

Our Board of Management is ultimately responsible for the overall governance of the association is made up entirely of unpaid volunteers. There are currently 10 Board Members, and we have capacity for an additional two people to join our Board. Over the years they – and the people who served before them – have given many thousands of hours of time and effort for no financial reward.



Interested? Please let us know and we can talk to you about this. E-mail us at Charles.turner@thenuehousing.co.uk.

TELL US WHAT YOU THINK...

Overall we like to think that our rents are good value for money. Average property rents* in each of the following post-code areas are:-

Post code area	Monthly rent	Weekly rent
G40, (Calton, Dalmarnock, Bridgeton)	£676	£156
G33, (Cranhill)	£742	£171
G1, (Saltmarket, Glasgow Cross)	£1,014	£234
G45, (Castlemilk)	£532	£123
G23, (Blackhill)**	£550	£127
G14, (Scotstoun)	£637	£147

* https://www.home.co.uk/for_rent/

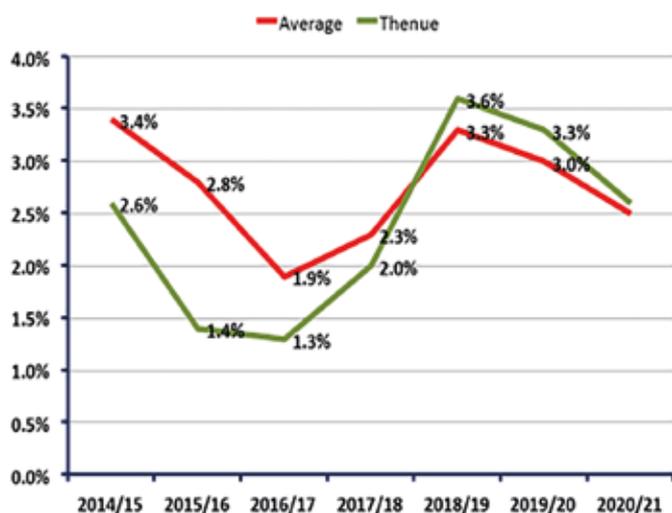
** <https://www.rightmove.co.uk/property-to-rent/G23.html>

You only have to look at the higher rents and poorer levels of service elsewhere. You only need to compare Thenue's overall performance with others, which was laid out elsewhere in this newsletter. But we are never

complacent about value for money. We are always keen to get feedback from you on the rent, the services we provide – and perhaps on services you would like us to think about providing in the future.

Finally, over the years we have tried very hard to keep our rents as affordable as possible. Looking back, you can see how our rent increases have compared to the average increases in Scotland.

Average Rent increases in Scotland 2014/15 - 2020/21



	Thenue	Scottish average
Six years cumulative rent increases value	16.8%	19.3%

But overall Thenue are still more than 2½% lower over the seven six years.

TELL US WHAT YOU THINK...

In 2021/222 our aim is to keep the increase to the minimum, whilst ensure that our high standards or performance are maintained. Our proposal therefore, is that we increase rents by 1.1% from April 2021. What therefore this will look like for you, based on current average weekly rents is shown below:-

Size of home	Current average weekly rent	Proposed average weekly rent
1 apartment	£67.54	£68.28
2 apartment	£80.55	£81.43
3 apartment	£86.84	£87.79
4 apartment	£99.24	£100.33
5 apartment	£105.58	£106.74

English not your first language?

No problem. We are a 'Happy to translate' accredited organisation. Just let us know your language preference, and we'll do the rest.



Difficulty viewing the text in this newsletter?

No problem. Download this document from our web site, and electronically expand the text to a size that suite you.

www.thenuehousing.co.uk



Ways in which you can tell us what you think

 E-mail us at rent@thenuehousing.co.uk

 Text us on **07795 266376**

 Phone us on **0141 550 9535**

 On-line survey at www.thenuehousing.co.uk

 Through the **self-service app**

ALL RESPONSES SHOULD BE RECEIVED BY 31 JANUARY 2021



OUR PERFORMANCE AS A HOUSING ASSOCIATION

Introduction

This is Thenue's seventh Charter Report. Each year we are required to complete an Annual Return on the Charter (ARC for short), and submit this to the Scottish Housing Regulator. As a result of that it becomes our obligation to produce this report to enable tenants and others to see how we are performing against the Charter. This report summarises all of the statistics that the Scottish Housing Regulator publishes, we are able to compare our own performance with the Scottish average and our performance last year. We hope that this information is useful for you to benchmark our performance over time. We carried out a tenant satisfaction survey during July and August 2017 and these figures have been used for this years satisfaction figures.

If you would like further in depth or additional information, please just ask us. If you would like to compare Thenue's performance with any other Registered Social Landlord (RSL) in Scotland, then all you need to do is visit www.scottishhousingregulator.gov.uk/find-and-compare-landlords. Here you will see an accessible comparison tool that allows you to compare our performance with up to four other selected landlords.

To find out more about our past and ongoing achievements you can visit us at www.thenuehousing.co.uk

Thenue's four core values are

Passion:

We are committed, determined and motivated

Excellence:

We aim to be the best in everything we do

Respect:

We treat everyone with courtesy and dignity recognising diversity

Connection:

We listen, to engage with our customers and communities

Working together we create better homes and stronger communities... making people happy

Thenue's Profile

Thenue is a registered Scottish Charity and we are governed by a voluntary Board of Management. We have been around since 1979. Over the years we have grown our stock to just under 3,000 properties - mainly but not exclusively situated in the east end of Glasgow. A breakdown of the total stock by area is shown in the table to the right.

Area	Total Stock
Baillieston	19
Blackhill	123
Cranhill	282
Castlemilk	338
Bridgeton	1077
Saltmarket	54
Calton	724
Scotstoun	13
Dalmarnock	327
Supported Housing – Various Areas	13
Total	2970

The information below shows how we compare to last year.

GENERAL VIEWS ON SATISFACTION

Satisfaction with overall service



Satisfaction regarding being kept informed

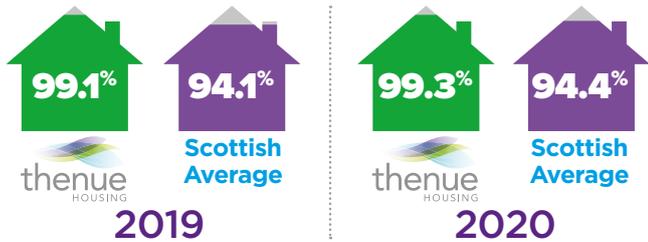


Satisfaction with opportunities to participate

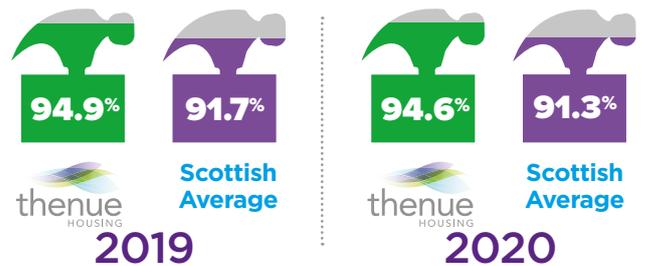


QUALITY & MAINTENANCE OF HOMES

Homes meeting the Scottish Housing Quality Standard



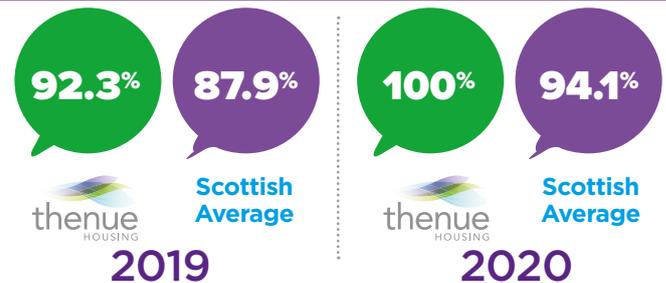
Overall repairs satisfaction



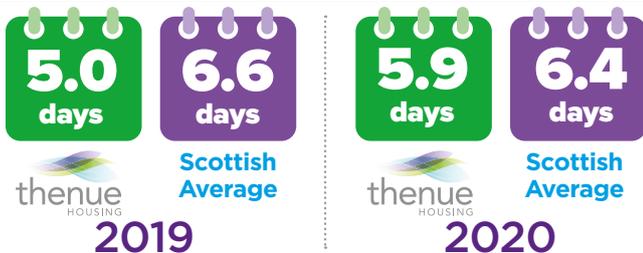
Time taken to complete emergency repairs



Anti Social Behaviour cases resolved within locally agreed targets

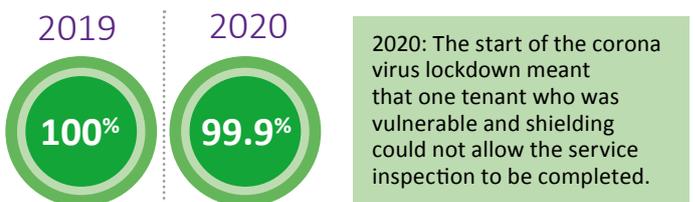


Time taken to complete non-emergency repairs

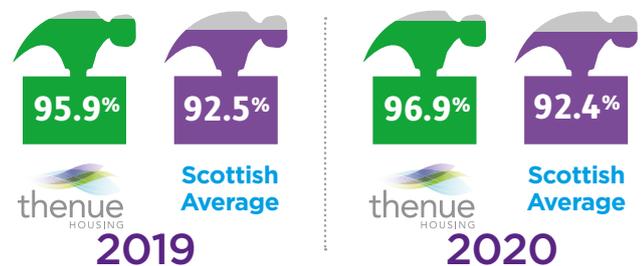


For every 100 of Thenue's homes **6.9 cases** of anti-social behaviour were reported in the last year

Gas Safety



Reactive repairs completed 'right first time'

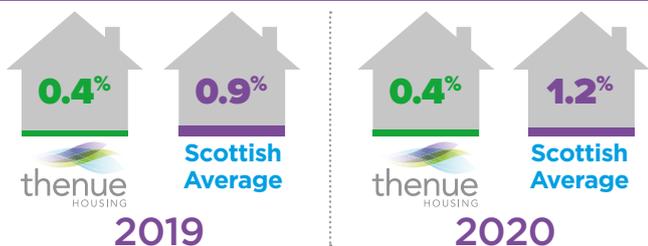


Tenancy sustainment (the number of tenants who have kept their tenancy)

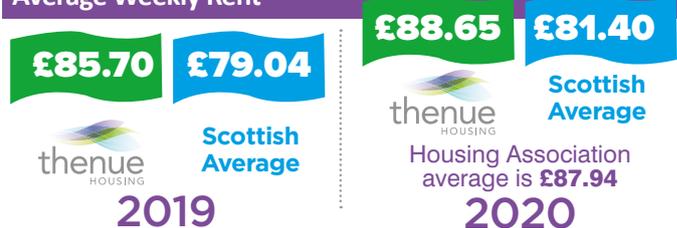


VALUE FOR MONEY

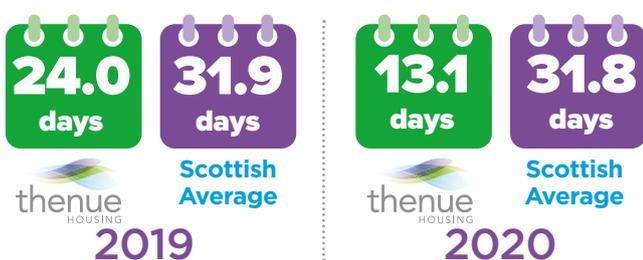
Rent not collected due to homes being empty



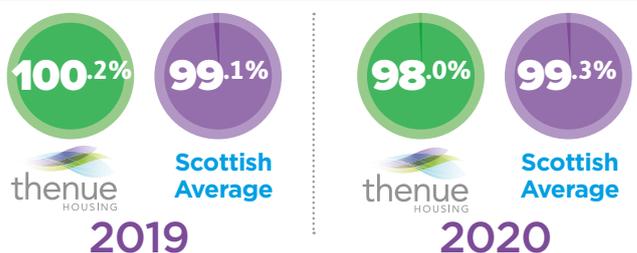
Average Weekly Rent



Average time to re-let homes



Proportion of total rent collected



Thenue collected **£13,254,571** of the **£13,519,701** rent money due

LEARNING FROM COMPLAINTS

We value all of the feedback and comments we receive, including complaints, as we use this information to improve our services. During the year we received 45 complaints in total and the analysis is shown below.

STAGE 1 (% ON TIME)



The average time in working days for a full response at Stage 1 **3.2 DAYS**

STAGE 2 (% ON TIME)



The average time in working days for a full response at Stage 2

9.2 DAYS

COMPLAINTS TO THE OMBUDSMAN

0
N/A
N/A

Received Responded in full Responded in time

Because of the swift steps and reaction we took at the beginning of March 2020, we have been able to mitigate the full impact of the coronavirus pandemic lockdown and begin to assist our tenants immediately. This has resulted in us being able to report a very pleasing and satisfactory overall performance for the year.



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Authorised and Regulated by the Financial Conduct Authority
Registered society under the Co-operative and Community Benefit Societies Act 2014 (No 1933R(S))
Charity registered in Scotland (No SC032782). Property Factor Registered Number PF000268

End of an Era



Thenue's hugely successful digital inclusion project CLIC has sadly come to an end. The project started

off life in September 2013 and was known then as Smart Communities. It provided a lot of our tenants and residents with much needed support to access online services and digital devices in community based venues. As the need for digital access and skills grew, so did the project. With multiple successful funding applications to the Scottish Government, the project went from 1 member of staff to 3. This enabled us to develop further essential services and community based events including job clubs, digital crafting classes, drop ins, digital device repair and maintenance and a lending library. Latterly, the project introduced an energy efficiency service which supported many of our tenants to save money and reduce their fuel bills.

The success of our digital inclusion project is solely down to the wonderful team we had - Simon, Lor and Julie. They committed all of their time and effort to ensuring our tenants and residents received the support they needed and developed the project to meet these needs. We are very sad to see them go however but we are pleased to announce that we successfully secured funding from the Energy Saving Trust's Energy Redress Scheme for a 2 year energy advice project. We are delighted that Julie Broadley has been appointed as Thenue HA's new energy advisor.

Did you know that CLIC...

Saved customers £45,449 through the energy advice service

Worked with 100 participants in the last 2 years to access employability support

Worked with 414 people to learn new digital skills in the past 2 years

Blackhill and Cranhill Gardens in Bloom Challenge

We need something to look forward to in Spring/Summer 2021, so get the lawn mower out and get the gardening gloves on in the new year!

We are running a Gardens in Bloom Challenge - one in Blackhill and the other in Cranhill.

If you are up for a bit of hard work in the garden at the beginning of the year then join our competition.

By June, most flowers are at their best and entries will be judged by an independent gardener.

Let Helen McPhail 0141 550 9524 and Mary Reilly 0141 550 9525 know of your entry.

The Best Garden will be chosen in the summer next year.

Prizes in the form of shopping vouchers will be awarded as follows: 1st £50; 2nd £20; 3rd £10

Keeping in Touch

We understand how these past months have been so difficult, especially for anyone who has been required to remain indoors during the full lockdown.

Laura, Dot and Linda continue to contact our retirement housing tenants on a regular basis and are walking round the areas checking on the environment as well.

Our staff are more than happy to assist or suggest different organisations where help might be needed. Don't be afraid to ask and we will do our best to help.

Common Rooms

In order to ensure our tenants' safety and to minimize any potential risks of the virus being transmitted, our common rooms continue to be closed. When the Scottish Government issues updated guidance on the use of community facilities, we will review the situation again. Please be assured we will at all times follow the guidance and although we are keen to re-open the common rooms and resume activities, we are unfortunately unable to do so until further notice.

Although we won't be able to have our usual Christmas parties or trip to the pantomime this year, we sincerely hope to be able to make up for it next year!

A Fond Farewell to Fiona Williamson on her Retirement

Many of you will know Fiona who has been your Retirement Housing Assistant primarily in Calton but also in Bridgeton for around 4 years. Fiona has decided to hang up her boots and take a well earned rest! Fiona goes with our best wishes and sincere thanks for her hard work and commitment – she will be sadly missed.

...And Hello to Laura McWilliams

Replacing Fiona is Laura McWilliams who joined our Team on 30 November. Laura has worked in our Community Regeneration Team for 7 years and we are delighted that she has joined us. You may by now have spoken to Laura on the phone or seen her out in our communities as she gets to know the ropes. A very warm welcome to Laura!



Checking Your Hardwired Alarm System

Another reminder to ask you, if you have a hard wired emergency alarm system please do check your 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, Laura or Linda when you have carried out your check. Any problems with your system, please let your Retirement Housing Assistant know **IMMEDIATELY**.

New Emergency Alarm System

Tenants with a hard wired emergency alarm system will now be aware that we plan to replace this with a new wireless system. Our Property Services Team are managing this change to the new system and they will be in contact as soon as we are able to provide a timescale for this. We hope that the work will be carried out sometime between January and March 2021.

Getting On Line

Currently, most groups and activities have moved online due to the restrictions on being unable to meet up. There are a number of resources specifically for older people which we have previously sent out but if you would like any additional advice or links where you can access information and activities, contact your Retirement Housing Assistant.



Handyperson Service

Another reminder to confirm our Handyperson Service is operating for priority jobs 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 being replaced 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:

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 confirm.



BLEEDING A RADIATOR

If your radiator feels cold at the top but hot at the bottom it may be that there is air trapped in the system. You can either bleed the radiator yourself using a small bleed key to see if that releases air and solves the problem or call us and we can arrange for a gas engineer to attend.

You can speak to a member of the repairs team by calling 0141 550 3581 and selecting Option 1.



SPARE KEYS

Thenue do not keep spare keys for any properties so it is important that you leave a spare set with a relative or friend.

If you lock yourself out of your home and do not have access to spare keys, Thenue can arrange access but you will be charged for this repair.

It is important that you do not force access yourself as this can cause more damage than necessary and again you will be charged for the cost of any repairs we carry out.

BOGUS CALLERS

In these difficult times this is just a reminder about bogus callers to your home or telephone calls from people asking for information.

Our tradespeople will not normally turn up at your property unannounced. From time to time, if there is an emergency at or near your property and they require immediate access to locate the source of a problem then this can happen but, please be aware that all our contractors wear their company uniforms and have photographic identity cards that you can easily check.

At the moment they will also have access to full PPE and may arrive wearing a mask but if you have concerns for their identity they can quickly pull any face covering aside for the time it will take to compare them with their identity cards.

If you are in any doubt, leave the tradesmen at the outside door and contact our office and we will confirm if it is a valid request.

If we phone you we will always clearly identify ourselves and we will never ask you for personal information like, date of birth, pin number or bank account details.

If in doubt, keep them out! Don't open the door (or just hang up the phone.)



How We Let our Homes during April – September 2020

While we were restricted in the early part of lockdown to the lets we were able to carry out, below is a breakdown of the re-lets we have undertaken, by priority groups, in the six months up to the end of September 2020.

Priority Group	Number of Lets	Percentage
Urgent	3	5%
Referrals (Homeless)	31	51%
High	5	8%
Medium	20	33%
Standard	2	3%
Total	61	100%

We will continue to let our properties based on our agreed targets. Our priorities for re-letting our empty homes until the end of March 2021 will be firstly considering our tenants who are in urgent need of a new home as well as dealing with homeless applicants who are put forward to us by Glasgow City Council. Staff will continue to monitor our targets on a regular basis.



Major and “cyclical” works programmes

As lockdown due to COVID-19 further eased in Scotland for Contractors in August, we were able to bring back more contractors to complete works programmes which had been suspended in March. All contracts are continually monitored and staff ensure Contractors are working to the most up to date Government Guidance to keep everyone safe while they work.

Looking ahead to plan future programmes of works, Thenue commissioned a stock condition survey at the start of November. Surveyors JMP will visit around 600 properties owned by us to gain an oversight of the current condition of properties in these areas. All tenants who may receive a visit from a JMP surveyor have been sent letters and asked to allow access into their home to allow the survey to take place.

To provide further information for future works programmes, the architects ASSIST Design have been appointed to carry out surveys on the pre-1919 tenement stock factored by us. The surveys will determine the condition of the common buildings and

allow future works to be planned. Residents of the tenements being surveyed will receive a letter from Thenue before the survey takes place with further details of this process.

A new project at the corner of Green Street and London Road began in November, with the contractor Pro-Cast engaged to carry out refurbishment works to nine void flats in the building at number 129 Green Street. Extensive external stone and roof works are also planned, and we are hoping to have the flats available for let in July 2021.

Cyclical programmes of works continue, with the grounds maintenance contractor Idverde carrying out winter maintenance works and the current external paint work programme nearing completion. We are also contacting tenants who are due to have electrical safety inspections carried out in their homes and tenants still to benefit from the fire detection upgrading programme. Should you receive a letter notifying you of works in your home and you wish to discuss or change the appointment, please call the Property Services Team on Tel: 0141 550 3581.

OUR FANTASTIC AREAS ASSOCIATIONS

We work very closely with three fantastic community groups who, throughout this time have gone above and beyond to continue the wonderful support they give to their communities, as well as learning to meet digitally through ZOOM. We want to acknowledge the hard work and effort that Bridgeton and Dalmarnock, Cranhill and Netherholm Area Associations have all done throughout lockdown and continue to do. Thank you for supporting our communities and all of the people who live and work in them. Let us now tell you about some of the extraordinary work these remarkable groups have been doing.

Bridgeton and Dalmarnock Area Association have supported 2 local care homes by providing them with hampers that included food, snacks and toiletries. These hampers were very much appreciated by the care homes because residents were unable to receive some of the essential items they required due to lockdown and restricted visits from family. More recently the group have designed and printed their own 2021 calendar and have sent this out to all of their members. Let's hope 2021 will bring some normality back to our lives. They are also planning to distribute and deliver Christmas selection boxes to all of the primary schools and nurseries in both of their communities and will again deliver hamper packages to the 2 care homes. Very well done to all of the members involved in these amazing efforts!



Cranhill Area Association has continued to meet every 6 weeks via ZOOM and have been in communication with us consistently throughout lockdown to ensure tenants who were receiving a new kitchen were not adversely affected by lockdown restrictions. The group are also planning a Christmas selection box delivery to all of the local children in their community once the tier 4 restrictions have been lifted and they have also made a £600 donation to their local care home to purchase pyjamas for all of the residents for Christmas. Another colossal effort, very well done!



Netherholm Area Association supported Netherholm food hub during lockdown to provide an emergency food response by volunteering with the group, organising food bags for local people in need. This emergency project supported many local people who were in great need due to the pandemic, very well done to everyone who was involved. With kids and young people in mind, Netherholm



Area Association delivered Hallowe'en activity bags to local people in their area. These activities provided tenants and residents with pumpkins, carving kits and lantern making equipment, making lockdown Hallowe'en a little more bearable. The group are also planning to get their community involved with the Jingle Bell Christmas eve campaign that is taking the world by storm. They are planning to give each household a jingle bell and selection box for the kids this Christmas which will be done after tier 4 restrictions have been lifted. Fabulous work..... very well done.



WINTER SAFETY IN YOUR HOME

Winter is approaching, with more time being spent indoors and central heating systems already being switched on. Help us to keep you safe in your home. Every year by law the association has to check and service your gas appliances to ensure that they are in safe working order. You will receive a letter from our contractor City Technical Services (CTS) in advance advising you of the date they will come to carry out the service. If this is not convenient please call them as soon as possible and they will arrange another appointment to suit you: 0333 202 0708 or Contact us on 0141 550 9547. CTS are available 24-hours a day for emergency works such as loss of heating and hot water.

Test your smoke alarms on a regular basis to make sure they operate in the event of a fire. Should you find fault with any alarms or are unsure how to test your alarm, please call Thenue on tel :0141 550 3581/9547 to speak to a member of staff.

The contractor MEARS will contact tenants of properties which are due to have an Electrical Safety check carried out. The visit by MEARS will ensure the wiring in your property is safe and reduce any risk of the wiring failing in the future or causing a fire risk. Please allow MEARS access to your home if you receive an appointment letter or call the Property Services team to re-schedule an appointment on tel : 0141 550 3581/9547

If you have any external exposed pipes they should be covered in lagging which will reduce heat loss and insulate the pipes to stop them from freezing. The stop Cock valve in your home will turn off the water supply in the event of a burst pipe. The valve is usually found in your kitchen under the sink or in a hall cupboard – turn it clockwise to switch it off. Call Thenue for any advice on locating the stop cock in your property or if you have concerns in relation to any area of your property during winter.

Other ways to keep you safe in your home during winter include the following:

- Make sure you unplug your fairy lights during the festive season before leaving the house or going to bed at night
- Make sure candles and tea lights are placed in a proper holder and not left burning when you are not in the room
- Ensure your doors and windows are closed and locked (where fitted) when you are not at home to prevent unwelcome intruders
- Make sure that your home contents insurance policy is up to date with adequate protection
- Use timers on your central heating system. Ideally you should heat your home for at least one hour every day. The timer can be used to make sure it comes off and on. This helps the system run smoothly, heating your pipes and home.
- Use your curtains, keeping them open during the day to let in any natural sunlight. When it gets dark close them and this will act as another layer of insulation to keep the warmth in your rooms.
- Move your sofa or any furniture away from heaters to allow all the heat into the room.