

thenue newsletter

SUMMER 2021



The newsletter of Thenue Housing Association

www.thenuehousing.co.uk

THE WAY FORWARD AS OUR DOORS REOPEN

Tell Us What You Think And Help Us Plan The Future

It has been a long time coming, but around 500 days later, our front doors are re-opening for you on Monday August 23!

We want to thank you for your patience, understanding and co-operation in the difficult days we have all endured.

Finally, restrictions have eased to a point where we can reopen and we know this will be widely welcomed.

Over the last 17 months we have adapted our service in line with covid restrictions to deliver as full and accessible service as possible. Although the office has been closed, we've continued to be available via the phone, our App, the website, email and other methods.

We've been keeping in contact with you – and making it easy for you to stay in contact with us.

In addition, inspections to our neighbourhoods are continuing alongside maintenance inspections and repairs - all done in strict

adherence to Government guidance. We have also continued to view and let properties from the summer using robust risk assessments and protocols.

Remaining cautious, we can now move towards the next phase of our return to the office environment, and how this will look to ensure the safety of tenants and staff, while finding the right balance between an office-based service and a remote working solution longer term.

During the pandemic we have been working hard on developing new ways of working and utilising technology to aid us to deliver an improved service and adapt to the changes we have faced.

As an organisation which places great emphasis on listening to your views, we now want to ask about your needs for the delivery of the services we provide and obtain your help in answering some questions.



This will assist the decision-making process as we establish our working model for the future.

TURN TO THE CENTRE PAGES TO READ MORE ABOUT THIS. WE GREATLY APPRECIATE YOUR INVOLVEMENT IN THIS PROCESS AND URGE YOU TO COMPLETE THE QUESTIONNAIRE. THANK YOU.

**INVESTORS
IN PEOPLE™**
We invest in people Platinum



GOING
PLATINUM!

P5

COMMUNITY
CASH BOOST

P7

OLDER
PERSONS' NEWS P12-13

SUMMER
UPDATE

P20

SUNSHINE ON CALTON!

Community comes together to mark new sunrise mural at Elcho Gardens

Calton came together recently to welcome a new addition to Elcho Gardens.

A stunning new sunrise mural has been created bringing a bright new look to the park.

It is the work of a range of people including Calton Area Association, Thenue Communities (Calton Heritage and Learning Centre), Glasgow Life's "Artists in Residence", volunteers from "We are With You" (formerly known as "Addaction") and St Anne's Primary, Calton.

A grant for Calton Area Association called a 'Wee G' was secured by the North East Health & Social Care Partnership.

The mural also compliments the work being done to expand space to grow things funded by Glasgow City Council's 'Stalled Spaces' grant awarded to Thenue Communities.

The project began some weeks ago with the delivery of 200 art packs to people in Calton inviting them to design

a drawing for the wall at the gardens. The Glasgow Life Artists in residence also worked with St Anne's primary who submitted their designs.

Two designs were picked as winners and they now form one new design. The winning design was done by St Anne's primary pupil Gheena who painted the final part of the mural at the event. She was accompanied by classmates at the event and local people were delighted to see the youngsters.

A piece of outstanding poetry written by local resident Jess Dalrymple was also read out by the children of St Anne's Primary who had perfected their performance and added some musical entertainment to the delight of everyone there.

Calton Area Association member Mary MacPherson later read out a poignant piece written by another local resident called Anne sharing her experience of covid. Thank you to everyone who came along and helped make the event a success.



A special day at Elcho Gardens.

MEET OUR TWO NEW BOARD MEMBERS

We are delighted to announce two appointments to further strengthen the governance of your housing association.

Linda Chelton and **Bryan McMahon** (pictured) bring specialist sector knowledge, experience and an enthusiasm for community-based housing to the Association and have now joined the Board of Management.



Linda has worked in social housing for the past 32 years. She is currently Housing Services Manager at a housing co-operative in south Glasgow. A Member of the Chartered Institute of Housing, she holds a Post Graduate Diploma in Housing and Sustainable Communities.



Bryan has extensive experience at Senior Management level and is currently employed as a Maintenance Manager for a local social landlord. He has worked within the construction industry and housing association movement for the past 25 years and has gained vast knowledge of both sectors.

Derek Quinn, our Chairman said: "We are delighted to have acquired two committed and hugely qualified individuals who believe in the ethos of the community-based housing association movement. We are looking forward to working together, creating better homes and stronger communities as we see some end in sight to the awful situation inflicted upon our tenants as a result of the global covid pandemic".

JOHN RUSSELL TO RETIRE Long-serving Head of Finance to leave us after 25 years

Our long-serving Head of Finance John Russell has announced his retirement.

John will retire in August after 25 years at the Association.

John said: "I've thoroughly enjoyed my time at Thenue and playing a small part in contributing to the organisation's many successes over the years.

"I am very much looking forward to life post-working and new challenges ahead. I wish our dedicated Board and excellent Staff team every success for the future."

Paying a warm tribute to John, Chief Executive Charles Turner said: "John has successfully steered the Association's finances on a secure path over the past 25 years. A valued member of our staff team, John is without doubt someone who will be difficult to replace.

We wish John a well-deserved retirement filled with happiness and good health in the years which lie ahead."



Happy retirement.....
John Russell

GAS SAFETY CHECKS BACK AT 100 PER CENT - WHAT A RESULT!

Here at Thenue we guarantee to have your gas boiler serviced annually. We want to make sure that it's running efficiently and safely for the year ahead, and also avoid any inconvenient breakdowns or failures, which, if it happens, will undoubtedly occur at a really inconvenient time to you.

Servicing your boiler keeps you and your family safe and healthy. Remember, carbon monoxide is a real danger to anyone with a fuel-burning appliance in the home. This toxic gas is odourless, colourless, and tasteless, meaning that most don't even know they are being poisoned. Regularly servicing your boiler ensures it is combusting fuel safely and efficiently, minimising the risk of carbon monoxide poisoning.

And for the elderly, vulnerable or those with young children, ensuring you have a working boiler is a must

for the winter months ahead. While to most of us, the boiler breaking down is an inconvenience, for some, a lack of heating and hot water can have severe health and financial repercussions.

Your housing association is obliged to have a gas safety certificate by law, and we must ensure your boiler is running safely. An annual boiler service is essential and a relatively straightforward piece of maintenance to undergo each year.

With covid restrictions and shielding, last year, we did not achieve our 100% target of servicing. We were close, at 99.5%, but not close enough. During the year some 62 gas services, because of covid shielding, were late, but we're so please that we are now back on track.

Please help us to maintain our 100% throughout the year. If our appointment is not convenient, just let us know, as we can always



rearrange it. If, for whatever reason, you do not give us access to complete this work, we will force entry to complete the work. That all adds to avoidable stress for you and costs, which ultimately, get passed on as part of next year's rent increases.

Please help us to help you and play your part in keeping our costs down. Thank you for all you have done – and will continue to do – to keep everyone safe when it comes to gas.

For more information on the importance of gas safety inspections see the story on page 6.

129 Green Street Renovation

Your housing association, MAST architects and PROCAST Contractors are in the process of completing the renovation of 12, one bedroom flats at Green Street.

The handsome and distinctive red sandstone building was erected in 1908 and at that time was called Craigiestock Mansions. It was previously renovated in the 70s.

The ongoing renovation works include all sandstone being repaired or replaced, a new flat roof, restructure of apartments, new kitchens, bathrooms, plumbing, rewiring, windows and heating as well as the closes being redecorated and refloored and also security and communications upgrades.

The work began in October 2020 and is expected to be complete by August 2021.



OUR PLATINUM SUCCESS

Delight as we are awarded “platinum status” in rarely-awarded Investors in People accreditation

We are pleased to report that we have won a coveted award in the form of “Platinum” accreditation from Investors in People.

It demonstrates the value your housing association places in our team who, as you know are here to serve you and our communities.

The rarely-awarded recognition is the highest standard of success and marks a triumph for us.

Investors in People can best be described as endorsement of an organisation which has endeavoured to improve performance and meet its objectives through the management and development of its people. This in turn has an improving effect on the service delivered to YOU - our tenants.

INVESTORS IN PEOPLE™ We invest in people Platinum

The Association had previously been awarded Gold status but has now made the leap to Platinum – an accreditation held by just THREE PER CENT of IIP-accredited organisations.

Charles Turner, our Chief Executive, said: “This is brilliant news and a massive pat on the back to everyone who has worked so hard to achieve it.

“We feel very privileged to have reached this top level of accreditation and I want to thank everyone for making it happen.

There are four levels to Investors in People status – Standard, Silver, Gold and Platinum.

But to achieve the Platinum standard, organisations must demonstrate ‘high performance’ in virtually all of the assessment indicators.

Derek Quinn, our Chairman, added: “We can’t wait to build on this accreditation - growing our culture of excellence for our team. Investing with our own people has always been at the heart of what Thenue does which in turns brings huge benefits to the tenants and communities we serve.”

We were first accredited with Investors in People status in 2006.

Is your home too big for your family size?

Glasgow City Council has developed a scheme which aims to encourage tenants living in a home which is larger than they need, to transfer to a smaller home, more suited to the size of their household. The aim of the scheme is to “free up” much needed homes with four or more bedrooms for families who are experiencing homelessness.

A number of incentives are being offered including help with removal costs, decoration, carpets and white goods. If this is something you may be interested in, contact your Area Services Officer for more information.



Gas and Electrical Servicing:

Gas Servicing:

Every year by law we are required to check and service the gas equipment installed in your home to ensure that it is in safe working order. Gas appliance connections, gas flues and gas fittings installed on behalf of the Association are checked annually. Checks are carried out by Gas Safe registered engineers and we maintain a record of the appliances to which the legal duty extends which includes the dates of inspection, any defects identified and any remedial actions taken. We retain the records for a minimum period of 2 years and they are available upon request and upon reasonable notice for inspection by the tenant of the property. Gas Safety certificates are also issued to new tenants before occupancy.

The Gas Servicing process begins 8 weeks prior to the date the annual service visit is due. This allows time for tenants to make arrangements for access, which we appreciate can be difficult due to work and other commitments. Evening and Saturday appointments are available with the Gas Service contractor City Technical Services (CTS). Tenants will receive a letter from our contractor 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 on Tel: 0333 202 0708 or Contact us on 0141 550 9547.

Tenants are also responsible for ensuring any gas-fuelled appliances they have fitted are provided by a reputable supplier and installed by a Gas Safe Registered Engineer. Once installed, tenants are responsible for the maintenance of any appliances and to ensure they are serviced on an annual basis by a Gas Safe registered contractor. Should tenants wish to install a Gas Fire, permission must be sought from us prior to any works being carried out. Other fuels such as paraffin and calor gas would not be permitted for use in tenanted properties as this increases the risk to the Health and Safety of tenants and surrounding neighbours. Please contact us if you have any concerns in relation to the heating systems or gas installation in your property.

CTS should also be contacted in the event the system breaks down however if you suspect an escape of Gas you must call the National Gas Emergency Helpline on tel. 0800 111 999

Electrical Safety Testing:

Help us to keep you safe. You will receive a letter from our contractor Mears Group, in advance advising you of the date they will come to carry out the Electrical Safety Test (EST). This will be carried out every five years. If the appointment is not convenient please call Mears as soon as possible and they will arrange another appointment to suit you: 01236 793 333 or Contact us on 0141 550 9547

Smoke alarm replacements

MEARS continue to carry out work in tenants' homes to replace smoke alarms with upgraded systems, linked heat detectors and carbon monoxide detectors where gas appliances are in the property. Should you receive an appointment letter, it is essential you arrange access for this to be carried out to ensure your safety in the event of a fire or release of Carbon Monoxide Gas. Call the Property Services Team, on Tel: 0141 550 9547 if your alarms have not been upgraded.



BUILDING BRIGHT FUTURES!

Construction firm Cruden deliver community cash boost after building our new homes

THREE hardworking community groups in the east end have been given a bumper cash boost.

They have received a welcome “community benefits” £5000 cash windfall thanks to a link-up between construction company Cruden and the housing association. Cruden are continuing to build our new homes for rent in Abercromby Street.

They are:

- The Kindness Project - awarded £2,000
- North East Recovery Community - awarded £2,000
- We Are With You (formerly known as “Addaction”) - awarded £1,000

The Kindness Project provides relief to Glasgow’s homeless community while North East Recovery assists women recover from addiction and runs a regular café in

Calton. We Are With You also helps people recover from addiction issues with an emphasis on wellbeing.

Seventy seven affordable flats and houses are being built at Abercromby Street not far from our London Road offices and due for completion this year.

Gordon Lee from Cruden Building said: “Cruden is proud to build communities and not just new homes. As well as providing energy-efficient, affordable housing, it’s a privilege to provide support to each of these local groups, whose important work is making such a difference to the community.”

Georgie McConnell of We Are With You said: “We very grateful for the grant and will be using it to support our community gardening project known as Roots to Recovery. We set up the Roots garden project to offer people in recovery access to nature, horticulture and community. Thank you so much.”



Cheque mates.....Tracy Stirling and Michael Palethorpe of Cruden (foreground) with representatives of the three groups. Our Chief Executive Charles Turner is pictured at the back.

Castlemilk Windows, Doors and Roofline Replacement 2020-21

We are continuing to upgrade housing with new UPVC windows and doors as well as replacing soffits and fascias at roof edges with UPVC.

The work is being carried out by our contractor DCL, who undertook our previous UPVC works last year. The design of the upgrade is being managed by TCS Construction, who are specialists in this type of project.

There are approximately 100 of our houses in Castlemilk being upgraded this year. The work should be complete by the end of July 2021.



Get Help with Tech

How do you find using your mobile phone, tablet or laptop? We can all struggle with digital technology and feel a bit out of loop because of it. Well, we have been working with Pavillion Greater Easterhouse to provide a service to our tenants that will enhance your digital skills and enable you to learn what you want. So, if you want to take photos and send them, we can help. Download apps? We can help. Buy online? We can help. Even if you want to learn to send a text or make a call, we can help with that too.

Our digital service is open to anyone who needs support with anything digital, we have a team of super friendly and knowledgeable staff who are keen to help. Some recent participants have said "I had a laptop in my cupboard for over a year that I never used because I locked myself out. I contacted Thenue's Digital Support Service and I am able to use my laptop again and I'm now learning about social media. Best of all, its all done over the phone so I'm not at any risk. It has been brilliant."



READ MORE ABOUT THIS SERVICE IN THE ADVERT ON THE FOLLOWING PAGE

THENUE DIGITAL SUPPORT SERVICE

Wednesdays and Fridays

10am-3pm

Need help with using your laptop, tablet or phone?

Want to learn how to use the internet safely?

Would you like to connect with family or friends online?

If the answer is yes to any or all of these questions then why not give
Thenue Digital Support Service a call?

What is Thenue Digital Support Service?

Thenue Digital Support Service is a new free service that is aimed at helping
members of the community use their digital devices.

Who is Thenue Digital Support Service?

This is an exciting new service from Thenue Housing delivered by
The Pavillion (Greater Easterhouse) and supported by Glasgow Kelvin College

Who can access the service?

Anyone over the age of 16 (and have left school)

How will the service be delivered?

Initially you phone us for an appointment, and we will do one to one
training aligned to your needs.

Is there a cost?

The service is completely FREE

What if I don't have a device?

Still call us, we might be able to help.

To book an appointment call or email:

07598728156

TDS@pavillion.org.uk



THE WAY FORWARD AS

Tell Us What You Think And Help Us Plan The Future

Accessing our services during the Pandemic. (Please circle your answer)

- 1. Have you needed to contact us or been contacted by Thenue during the pandemic?**
 - Yes
 - No
- 2. If yes, what was the reason for your contact?**
 - Rent Advice/payment
 - Repairs
 - Tenancy Matters
 - Other
- 3. How have you rated the service during the Covid 19 pandemic?**
 - Excellent
 - Good
 - Satisfactory
 - Poor

If you have any comments please write them here or on a separate piece of paper.

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Using our London Road office and Service Centre Drop ins. (Please circle your answer)

We have been able to deliver much of our service from home over the last year or so, but we see our role as “customer-facing.” Therefore we look forward to seeing our tenants in the neighbourhoods and also through the office doors. We’d like your thoughts on the following questions in relation to our London Road office and 2 service centre drop ins:

- 4. When the London Road office reopens, would you continue to contact in an alternative way as a first option, such as telephone, app or email?**
 - Yes
 - No
 - Don't know

5. How often have you used the London Road office in the past, pre Covid?

- Weekly
- Monthly
- Every 6 months
- Once a year
- Never

6. What is the main reason for your visit/s to the London Road office?

- Rent Advice/payment
- Reporting a repair
- Tenancy matters
- Other
- Not Applicable

If you have any comments please write them here or on a separate piece of paper.

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Pre-Covid we had 2 service centre drop ins at Cranhill Veterans' Centre and Netherholm Community Centre. We are also busy risk assessing these buildings and adapting were necessary to provide a safe environment for you. These are likely to be appointment-based at first, but we'd like to ask the following questions prior to reopening:

7. How often have you used the service centre drop ins pre Covid?

- Weekly
- Monthly
- Every 6 months
- One a year
- Never
- Not applicable to me

8. What is the main reason for your visit/s to one of the service centre drop ins?

- Rent Advice/payment
- Reporting a repair
- Tenancy matters
- Other
- Not Applicable to me

OUR DOORS REOPEN

9. Are you in favour of the drop in services returning to the Cranhill and Netherholm areas?

- Yes
- No
- Don't know

If you have any comments please write them here or on a separate piece of paper.

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**Our thoughts for future service delivery
(Please circle your answer)**

After careful thought and consideration we are proposing to reopen our London Road office to the public Monday – Thursday (the date is still to be confirmed.) Initially, this would be appointment based 10am – 4pm to ensure this can be managed safely for both staff and visitors. It will not be possible to walk in without an appointment to begin with - appointments will be available over the phone and online. The reception and interview rooms have been fitted with screens and the relevant risk assessments and protocols have been developed to make this as safe as is possible. Hopefully as restrictions lift, the appointment based system will be phased out, allowing visitors to drop in, more in line with your pre covid experience. We will not open the office on a Friday to allow for thorough cleaning to take place each week before reopening each Monday.

10. Do you agree with this approach for the reopening of our London Road office?

- Yes
- No
- Don't know

If you have any comments please write them here or on a separate piece of paper.

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Longer term, we don't envisage a full time return for staff to London Road, as there is firstly a risk with this, but there are also benefits in service delivery to staff working from home or remotely on site for part of the week. We are unable to have our full staff compliment return to full time

working from an office to minimise the risk of virus transmission. The technology we have invested in allows us to develop and deliver a more flexible service. However, it is important that we have staff available during opening hours to see tenants in the office, on the estate and available via the phone in order to deliver a quality and accessible service. We therefore propose to implement staff rotas to allow us to provide this cover and flexibility in our service, but be reassured that there will always be someone available from the relevant team to take your call or to attend the booked appointment.

11. Do you agree with this change in approach and how we propose to adapt our service to meet our tenants' requirements?

- Yes
- No
- Don't know

12. Are you in favour of our London Road office reopening to the public with the correct protocols in place?

- Yes
- No
- Don't know

If you have any comments please write them here or on a separate piece of paper.

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An electronic version of this survey can be found at www.thenuehousing.co.uk and you may prefer to complete it online.

Or, alternatively, detach these pages from your newsletter and return them to **Thenu Housing Association, 423 London Road, Glasgow G40 1AG**

Finally, we appreciate how difficult this pandemic has been and would like to thank everyone who has taken the time to complete this survey and help us to finalise the plans for delivering a quality service for the future. We look forward to welcoming you back to our office and service centres in due course.

A Welcome Re-Opening of our Common Rooms



We are currently finalising provisional plans to welcome tenants back to the common rooms. In line with Government safety guidelines and our own Risk Assessments we will initially be opening for an appointment -only system for tenants to see staff on an individual basis. When it is safe to do so, dependent on Government guidelines and our own Risk Assessments, we will be arranging club activities.

In Calton we will be discussing options in conjunction with the Tenants' Committee. Appointments to see your Retirement Housing Assistant will be able to be made by contacting them directly either by phone or email or via our website:

Bridgeton: Dot McKinlay (Murray), tel: **550 9561**
email: dorothy.mckinlay@thenuehousing.co.uk

Bridgeton/Calton: Laura McWilliams, tel: **550 9564**,
email: laura.mcwilliams@thenuehousing.co.uk

Calton: Linda Malone, tel: **550 9565**,
email: linda.malone@thenuehousing.co.uk

When entering the common room everyone will require to: confirm they have no Covid symptoms; take a temperature test; wear a face mask; and remain at least 2 meters apart from anyone else in the common



room. Contact details will also have to be provided so we can keep a track of everyone who has been in the common room.

Unless you have made an appointment, staff will not be permitted to allow entry so will ask anyone without an appointment to come back at a different time or a home visit can be arranged. It is essential that everyone co-operates with these guidelines in order to ensure that everyone is kept safe.

WE DO NOT YET HAVE A DATE FOR RE-OPENING COMMON ROOMS. WE WILL CONTACT ALL RETIREMENT HOUSING TENANTS WHEN WE ARE ABLE TO CONFIRM THE DATE.

New Smart Hub Emergency Alarms

All tenants who previously had the hard-wired alarm system, should now have their new Smart Hub system installed. Work to remove any redundant items of equipment is underway and should be completed shortly.

Handyperson Service

The Handyperson Service is up and running and raring to go! If you are over the age of 65 years or have a disability, you are eligible for this free service.

Tasks like moving furniture, putting up curtains, re-fixing loose hinges, replacing a washer on a dripping tap – are just a few examples of the kind of tasks the service can carry out.

Contact the service by email:
careandrepair@southside-ha.co.uk
 or tel: **0141 433 2749**



Ask SARA

Launched late last year, AskSARA is a new self-management online tool for use by people who may need some type of equipment at home to help them manage better. It has been developed by a number of partners working with the Disabled Living Foundation.

It can be accessed using the following website/link:
<https://equipu.livingmadeeasy.org.uk/>.



The site provides a range of information allowing the person to answer questions about their needs and provides them with a tailored report which outlines the types of solutions they may find useful. It also includes signposting people to help them reflect on their wider needs that may help make their longer-term living circumstances easier. If you need help to access this online resource, please contact your Retirement Housing Assistant or the Housing Support Team.

£1,492,064

WHAT A RESULT!

We reveal the amount of money YOU obtained in a year

Helping you to obtain money to which you are entirely entitled is one of the things we are most proud of.

Our free Financial Inclusion Service is one of our most important services because it can help you establish if you are eligible for a range of financial help – in most cases from the State.

We are now in a position to reveal that the amount we obtained for tenants in the financial year (1 April 2020 to 31 March 21) was a staggering

£1.49 million pounds.

The Financial Inclusion Service was needed even more during the pandemic with people losing their jobs, suffering reduced income or being put on furlough.

In these challenging times we are living through, it literally pays to get good advice.

So please get in touch in whatever way suits you best. Remember we are always here to help.

Every case is different so why not get in touch and see how we can help!



Phone us on 0141 550 9554/9553



Email us on Financial.Inclusion@thenuehousing.co.uk



Through our Mobile App

Young Persons Job Start Grant

What you get: £252.50, or £404 if you have children

To Qualify

You must be aged between 16 and 24 years of age. See below if you are a care leaver.

- You must have been out of paid work and in receipt of one of the qualifying benefits for six months or more at the time of the job offer.
- Income-based Jobseeker's Allowance,
- Income Support,
- Income-related Employment and Support Allowance or

- Universal Credit
- If you are a care leaver, you can access this support up to 25 years of age. You also just need to be on a qualifying benefit when you get the job offer, you don't need to have been in receipt of this benefit for six months.

You can apply for the grant up to 3 months after you have taken up employment.

You can apply through mygov.scot or by calling **0800 182 2222**

Removal of additional £20 per week Coronavirus payment

We thought it would be useful to remind you of the changes that will be taking place to your Universal Credit payments from October 2021.

The additional Coronavirus payments of £20 per week have ended for Tax Credit claimants, but continue until the end of September for Universal Credit claimants.

The table below shows what the Monthly UC payments will be once this additional money ceases.

Single and under 25	Currently £342.72	From October 2021 £257.33
Single and over 25	Currently £409.89	From October 2021 £324.85
Couple both under 25	Currently £488.59	From October 2021 £403.94
Couple both or either Over 25	Currently £594.04	From October 2021 £509.91

That will be quite a large drop in income for households and will require budgets to be adjusted.

You may find that if you only received a small amount of Universal Credit to assist with Housing Costs, for example £90 per month or less, you will find that you will lose any entitlement to Universal Credit.

One consequence of this could also mean that if you were receiving a discretionary housing payment for a spare bedroom, this will also stop.

Debt that was manageable with the additional income, may well become unmanageable due to this income drop.

What is important is that you do not let problems pile up. The earlier any issue is dealt with the quicker it can get resolved. So, if you find yourself in the position of struggling to manage your debt, remember we are here to help.

DWP medicals have resumed

The Department for Work and Pensions has resumed face to face medicals for ESA and PIP claimants.

Not everyone will have to go through this. The DWP have said that these medicals will only be for cases where they cannot decide on entitlement.

Do not attend your assessment if any of the following reasons apply. Instead, please contact the assessment provider straight away, using the contact details in your appointment letter. They will discuss and re-arrange your assessment.

- you or anyone coming with you has symptoms of COVID-19
- you or anyone coming with you is following guidance to self-isolate, including after entering the UK from abroad, or
- the NHS has contacted you or anyone coming with you and advised you or them to stay at home

You will also be asked to attend alone if you are able to do so. If you need to have someone with you, they should be from the same household as yourself.

However, if that is not possible, you will have to inform the examination centre of this before you attend.

You will also be required to wear a face mask. If you are exempt from wearing one, you will need to contact the medical centre before you attend to have this confirmed.

You cannot be stopped from entering the medical centre if you have a condition that exempts you from wearing a face mask. You do not need to prove you are exempt, however if you would feel more comfortable to have some form of evidence, you can apply for an exemption card online at: <https://www.smartsurvey.co.uk/s/exempt/>

Or by calling **0800 121 6240** (Open 10am to 3pm, Monday to Friday)

Best Start Grant and Best Start Foods payments

It is that time of year again to apply for a range of payments from the Scottish Government.

On June 1st this year new applications were opened for the Best Start Grant School Age Payment. This payment is £252.50. To receive this payment you need to be responsible for a child whose date of birth is between 1st March 2016 and 28th February 2017 and in receipt of a qualifying benefit.



GETTING A 'QUALIFYING BENEFIT'

If you are 18 or over you'll get a school age payment if you or your partner get any of the following benefits:

- universal credit
- income support
- income-based jobseeker's allowance
- income-related employment and support allowance
- pension credit
- housing benefit
- child tax credit
- working tax credit

You can be entitled if you were getting universal credit within the last month, but it has now stopped.

If you are aged under 18 you can get a school age payment even if you are not on a qualifying benefit and no matter what income you have.

Other grants that are available are:

- Pregnancy and Baby payment
- Early Learning Payment.
- Best Start Food Payments.

You can find out if you qualify by checking out this website: www.mygov.scot/beststart or by calling **0800 182 2222**

COMMUNITIES UPDATE • COMMUNITIES UPDATE



AREA ASSOCIATIONS' NEWS

Bridgeton and Dalmarock Area Association have been successful in securing funding from the CORRA Foundation and will be using this to establish a new project for local toddlers and children. They have partnered up with Dolly Parton's Imagination Library and will be working with the local nurseries to ensure children in their areas receive a book each month up until they reach 5 years of age.

Sadly, Elmcroft Nursery School in Ruchazie recently had their outside garden vandalised and items that the children regularly used stolen.

Cranhill Area Association reached out to the school upon hearing of this terrible incident and kindly donated £500 from last year's wider action funds.

Netherholm Area Association gave out Easter eggs to 130 kids in the local area. Through this the Association were able to support an additional 38 families on a needs led basis with things such as energy advice, counselling and shopping.



Your Garden - Your Responsibility

We are now into the summer, and it's that time of year to sit outside, soak up the sun and enjoy your garden!

If you are a tenant, with exclusive use of a garden, then it is your responsibility to maintain this outside space - whether it be yourself, a family member or a friend. Residents are required to keep your garden(s), front and back, trees/hedges etc. to a standard acceptable to the Association. Examples of what is expected are given below:

- **Front Gardens:** Cut-back trees, hedges in front gardens and remove cuttings from the garden area.
- **Back Gardens:** Cut back trees/hedges to fence height (approx. 6 foot) and remove cuttings from the garden area.
- **Ivy:** Please remove any climbing ivy or similar climbing plants. Ivy is known to attach itself to brickwork/mortar and can damage the building.
- **Cut grass** and remove all cuttings from garden area.
- **Dog Owners:** Please remember to bag and bin all dog fouling mess immediately from gardens and common areas.
- **Remove and bag** for disposal all litter and rubbish.
- **Please ensure all wheelie bins are returned to your back gardens**, as soon as possible after the city council have uplifted.
- **Bulk Uplifts:** Please report this to us.

Ongoing Estate Management is carried out regularly by the Area Services Team. Please help with upkeep of your local area by maintaining your garden. For those who may struggle, we do have an assisted garden maintenance scheme, but you can only qualify for this under certain criteria, such as being a Tenue tenant who is over 70 years, and having a medical condition. Please be aware that even if you are accepted onto the scheme, there is a lengthy waiting list.

For more information, please call your housing officer or assistant or complete an application form which can be found on our website.

Glasgow City Council also offers an Assisted Garden Maintenance scheme to qualifying residents but it is our understanding this service continues to be suspended since March 2020. You should contact the council, directly on **0141 287 2000** for more information on their scheme.

REPAIRS ROUND UP - THIN



Reporting Repairs

The last 15 months have been difficult for everyone but we have worked hard from our living rooms, dining rooms and in some cases bedrooms, to ensure that you had the ability to report your repairs 24 hours a day.

We are still working from home, however gradually returning to the new “normal”, with contractors now being able to carry out non-emergency repairs. Please bear in mind it has been a busy period and it may take us slightly longer to answer your call and your patience is greatly appreciated.

You can continue to contact us in the usual ways:-

- By telephone on **0141 550 3581**
- Via **Thenue Housing Tenant App** which can be downloaded from Apple App Store or Google Play
- Via the Thenue website
<https://www.thenuehousing.co.uk/tenants/Repairs/>
- By email to repairs.admin@thenuehousing.co.uk

Out Of Office Hours Numbers:

- For Heating and Hot Water repairs call City Technical Services on **03332 020 708**
- For all other repairs call Mears on **0370 1910 001**

Note: Tenants of newbuild properties should call the numbers listed in the Handbook

Some useful numbers to keep:

- Scottish Power (Emergency) **0845 27 27 999**
- Scottish Gas (Gas Leak/Emergency) **0800 111 999**
- Scottish Water **0800 0778 778**
- Stair Lighting Department **0800 595 595**
- Pest Control Department **0141 287 1059**
- Glasgow City Council (Main No) **0141 287 2000**



Protect Your Home

Having your home broken into is not common. There are however many ways that you can help secure your home and they don't all cost money.

- Keep your home locked at all times; many thieves do not need to break in at all because a door or window has been left open or unlocked
- Don't leave keys on the inside of door locks, under mats or anywhere else they can be easily found
- If you have a 'thumb turn' lock on the inside of a door, ensure that it cannot be accessed from outside
- Don't put your name or address on your keyring
- Don't keep house keys and car keys on the same key ring
- Don't keep a lot of cash in the house

- Mark your property (TV, SKY Box etc) with a UV marker pen or Security DNA marking Kit - these can be bought online, in hardware stores or in some areas from your Community Police Officer
- You can record and register details of all your valuables, serial numbers and features or marks, on devices on the national mobile property register on www.immobilise.com - this includes mobile phones, cameras, laptops and tablets
- Don't leave valuables where they can be seen through a window
- If you have a wall calendar, avoid having it shown near a window from where appointments can be seen - people may see when there will be no one in.

If you have any concerns, please speak to our staff or call your local Community Policing Team.



Locating An Underfloor Leak

As per your Tenancy agreement, it is your responsibility to remove any floor covering to allow our tradespeople to uplift the floor to find a leak. This applies to vinyl, fitted carpets and laminate. Laminate should only be laid by a tenant after permission has been granted by Thenue

and it should be the “click type” which will allow you to lift more easily.

If you have laid laminate flooring without permission please speak to a member of staff about what we can do to help.

INGS YOU NEED TO KNOW



Rechargeable Repairs

As you will be aware we are not responsible for every repair within your home or for damage to possessions, or decoration, resulting from flooding etc. Listed below are just some examples taken from our Policy, and your Scottish Secure Tenancy Agreement, of what items are held to be the tenant's responsibility.

If you have any questions, please contact the repairs team on **0141 550 3581**.

Tenant Responsibilities

- It is your responsibility to report promptly all repairs to the Association as described in the Tenancy Agreement.
- It is your responsibility to make good repairs and damage to the areas shown below which are listed as the tenants' responsibility in the Scottish Secure Tenancy Agreement:-
 1. *internal decoration.*
 2. *damage to glass (unless it is the result of vandalism by people other than the tenant or those the tenant is responsible for).*
 3. *lost keys.*
 4. *repairs arising from forced entry - resulting from key loss.*
 5. *wilful damage to sinks or sanitary ware.*
 6. *tenant misuse leading to choked sinks or sanitary ware.*
 7. *batteries for smoke alarms other than annual replacement*
 8. *waste plugs/chains for baths, wash hand basins and sinks.*

Any other repair/replacement (not specified above) which is the result of damage/loss caused by misuse, vandalism, carelessness or negligence committed by the tenant, members of their household or visitors for whom they are responsible.

- You will be recharged for the cost of repairs resulting from acts of vandalism by them or by people they are responsible for.
- It is your responsibility (included in the Tenancy Agreement) to report all acts of vandalism or criminal activity which results in damage to Association property to the police within 24 hours. Thenue reserve the right not to instruct certain repairs if the tenant refuses to report vandalism or theft to the police.
- We may recharge tenants in cases where they have used Association contractors to have Emergency repairs done which were not genuine emergencies, the tenant did not provide access or were the tenant or owner's responsibility.
- Where infestations occur in tenanted property our staff will consider, in the absence of any local authority service, whether it is appropriate in the circumstances for us to instruct remedial work.
- It is your responsibility to have home contents insurance to protect their decoration, fittings and possessions. We will only re-instate our fixtures and fittings when a property has been subject to fire, leakage from a pipe or appliance, flood etc.

Repairs Arising from Legally Forced Entry by the Police

Where the Police have caused damage to our property by forcing access through the front door to a tenant's home, we will:

- a) Advise the tenant to carry out necessary remedial work themselves (they will then be responsible for the security of that entrance door)

In exceptional circumstances we may instruct a necessary repair to make safe but recharge the full cost of this work to the tenant (the tenant will normally be expected to make a significant contribution towards the cost of the repair/replacement before the work is instructed).

SERVICES DURING THE SUMMER UPDATE

LANDSCAPE & BACKCOURT MAINTENANCE:

The sun is shining and we are all wanting to make use of the communal landscape areas.

Maintenance firm Idverde are working to address the current issue of extreme weed growth. This has been difficult as weeds took hold last year when we were in lockdown and it continues this summer as they have seeded and are spreading. Idverde are working across our areas to address this as quickly as they can, but they can't be in all places at once, unfortunately!

The grass is being cut on the fortnightly cycle – there were some delays in May due to the rain, but we expect this to remain in the normal cycle for the remainder of the growing season, although it is always weather permitting.

The following will also be carried out over the growing season:

- Grass cut approximately every fortnight (weather dependant)
- Shrubs pruned at the start of growing season March/April and at end in October/November – this may vary due to weather.
- Litter is collected fortnightly and hard areas brushed
- “Weed kill” applied monthly April-September but weather must be dry
- Backcourts included in the contract – are visited weekly following the refuse collection by GCC. Any excess rubbish is removed and backcourts cleared of litter and hard areas swept.
- Bulk items are removed to the agreed collection point or will be taken direct to the depot, depending on collection days.

CLOSE CLEANING:

All closes included within the contract are cleaned on a weekly basis by CSM Facilities who began delivering this service in March this year. Services include stairwells being swept out and then washed down weekly and walls, ceilings, doors, handrails and windows are cleaned monthly. Where there is a lift on the premises this will also be cleaned weekly.

GUTTER CLEANING:

Patersons Safety Anchors carry out the gutter cleaning to our properties on an annual or bi-annual basis depending on location. A notice will be placed in your close or through your door to advise when they will be on site. The dates may be subject to change due to weather however PSA will strive to complete all properties over the summer months.

PAINTING WORKS

Our properties within the Games Village are currently benefitting from a painting programme, with the contractor MITIE almost having completed the site works. Other common areas across our housing stock will also benefit from the painting programme this summer, with letters being issued to advise all tenants and factored owners who will benefit from this service.

VENTILATION SERVICING & MAINTENANCE IS CARRIED OUT BY THE CONTRACTOR BAM FM

BAM FM, will contact you by letter in advance advising you of the date they will come to carry out the Servicing and Maintenance of the ventilation systems. If this is not convenient please call them as soon as possible and they will arrange another appointment to suit you: **0141 779 8850** or Contact us on **0141 550 9547**

GENERAL:

We aim to get things right first time. If you are unhappy with any aspect of our service, please contact us as soon as possible. This will allow us to deal with your concern promptly. Please contact Property Services on: **0141 550 3581** should you have any concerns or questions.



Bulk Uplift Service Update – What You Need to Know

This is an important update in relation to bulk uplifts. Please read it so that you know what's happening with this service

In February last year – just prior to lockdown - Glasgow City Council made the decision to start charging residents for bulk uplifts (which it also calls “bulky waste uplifts”). These charges have not been introduced until now.

You may recall the city council stopped its bulk uplift service during the initial lockdown and only reintroduced it on a temporary basis in December 2020.

Your housing association has provided a bulk uplift service for tenants since June 2020 to fill this void, and to ensure that bulk can be removed where necessary.

We recognised that people value this service and wanted, as we always do, to help our communities in this way.

There is an environmental reason behind the council's decision as charging aims to change the way people think about the things we have traditionally thrown away.

The council aims to encourage residents to reduce the amount of waste they produce or find other ways for items to be re-used where possible. The local authority says extending the useful life of bulky items will help reduce Glasgow's carbon footprint and help support the city's aim of becoming “carbon neutral” by 2030.

What is meant by carbon neutral? It means offsetting the amount of carbon dioxide that an organisation like a council emits into the atmosphere by other means. Increased recycling and throwing away less are ways of achieving this offsetting.

Glasgow City Council have asked all housing providers including ourselves to make you aware that it introduced charges for collection of household bulky waste on **5th July 2021**.

- Residents will be able to place requests for a bulk uplift online by first registering with “myaccount”. Full details and guidance is at www.glasgow.gov.uk/bulkywaste
- A limited phone line initially for 3 days a week will be provided for residents who cannot access the internet.
- Payment can be made by credit or debit card via a secure site and will be taken upfront.
- The charges are as follows:
 - £35 for up to 10 standard items
 - £35 for each large electrical item – these will be collected separately for recycling
 - Special large items such as marble fireplaces, sheds, cast iron baths will continue to be charged on a half-hourly basis.

While the Council's chargeable service is available to our tenants, your housing association will continue to provide an alternative currently non chargeable bulk uplift service until the end of March 2022 and will review the continuation of this on a year-on-year basis. However, please note that this is not a free service as there is a cost to the Association to provide bulk uplifting. As this cost to the Association was not built into budgets, it is currently covered by our rental income. Should this cost go up, and if tipping charges in particular are introduced by the Council, we will need to consider how this service is paid for in order to provide best value for our tenants and enable us to deliver its range of services effectively. As tenants, you can continue to request bulk items to be removed by contacting your Area Services Officer or assistant, or by contacting Carolyn McGowan on **0141 550 9520** or by email on Carolyn.mcgowan@thenuehousing.co.uk.

Parent Network Scotland: Parent Awards 2021

Calton Heritage & Learning Centre was nominated for the 'Stand out Organisation' Award by Parent Network Scotland for our support to families during the health emergency. We were shortlisted after being nominated by our volunteer Anne Crow.

The winner was PEEK (Possibilities for Each and Every Kid) but we were delighted to have been nominated. We send our best wishes to PEEK as worthy winners.

The awards are all about recognising the truly amazing work which parents and organisations do across Scotland, recognising those who go that extra mile to help others

The CHLC was at the forefront of mobilising the community to help others during the early days of the pandemic in 2020 when CHLC staff and volunteers began delivering our emergency response service.

The service began by our team knocking doors to see if any of our older community members needed help



with shopping whilst they were shielding. As restrictions continued throughout 2020 and into 2021, the support grew to include all members of the community with food, prescriptions, energy top ups and debt advice and so much more. Working in partnership with Thenue Housing Association, support was delivered across all of our communities including Calton, Bridgeton, Dalmarnock, Castlemilk, Cranhill and Blackhill.

CAA Golden Club

The Calton Area Association is setting up a new club called the Golden Club.

It is available to anyone aged 55 or over.

And it is designed to help those of that age and above - and particularly senior citizens - to get out and about as restrictions ease and social interaction becomes more commonplace.

Calton Area Association recognise that for many people who have endured so many months of lockdown this can be a challenge

So as always Calton Area Association is here to help.

How will it work?

Membership is free and things planned include

- Bus trips including to the coast and country
- Arts and crafts
- Gardening
- History classes and walks
- Motivation classes
- Musical afternoons
- Seasonal celebrations such as Christmas
- Any other classes which local people feel would be beneficial

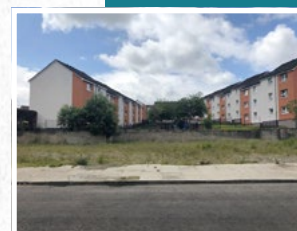
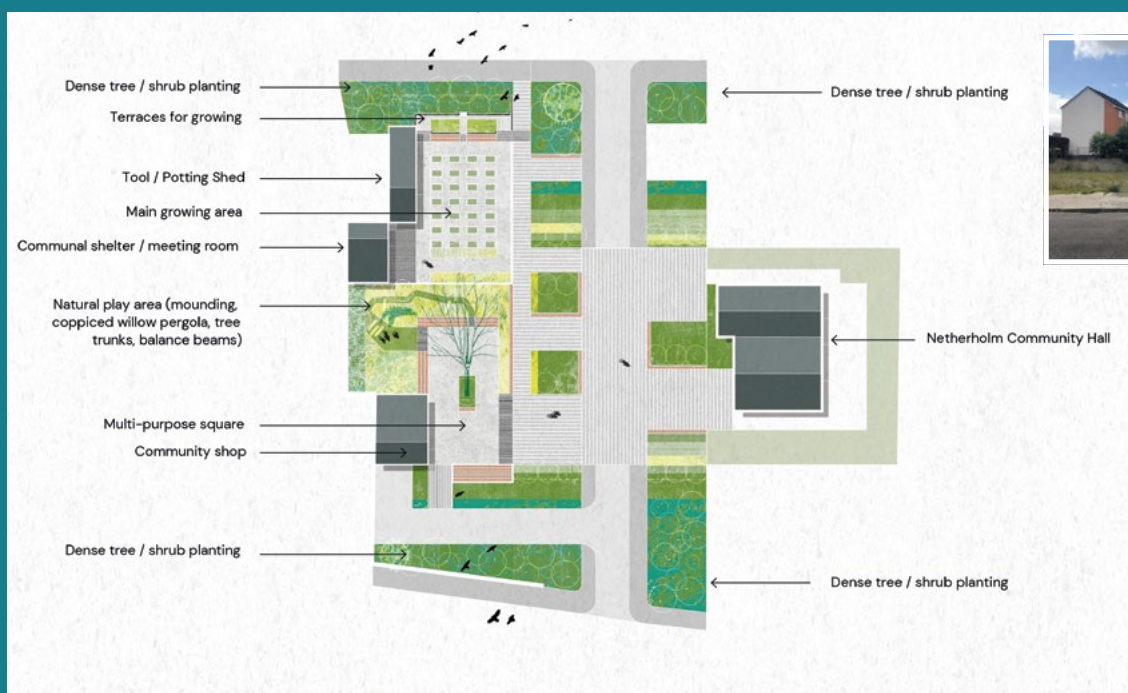
The Club is not yet up and running but will be soon and activities such as those mentioned above

will depend on further easing of restrictions. **MORE DETAILS WILL FOLLOW IN DUE COURSE.**

But you can find out more about the plans to create the Golden Club by ringing the Calton Area Association on any one of these three mobile numbers: 07742 714472 or 07507 447626 or 07395 057015



BLAELOCH COMMUNITY LAND OUR LATEST UPDATE



Pictured:
The “concept design” and how it looks at present.

Many of our tenants in Castlemilk will be aware of the community’s efforts to create something new and exciting.

A new community organisation has been created called Blaeloch Community Land Ltd which is endeavouring to transform a piece of ground across the road from Netherholm community hall.

This land has lain derelict for more than 25 years and the view locally is it can be put to good use to benefit local people. Originally, it had flats and shops which were demolished in the 1990s as part of a regeneration strategy.

Most people recognise the lack of a shop in Netherholm is an ongoing issue and addressing this is seen as vitally important.

The land is not in the possession of Blaeloch Community Land Ltd but the plan is to create a sustainable community-led asset which will consist of a community shop, a growing space and play area. But this can’t happen without ownership of the land.

Blaeloch Community Land is looking to take advantage of legislation passed by the Scottish Parliament to empower communities to purchase land.

BCL has worked with the community and partners to build a compelling case for ownership. This will include undertaking a community ballot to demonstrate that local people are in favour of the new development.

The final decision on whether the land can be purchased will be taken by the Scottish Ministers.

The concept of this community effort has certainly caught the public mood in Netherholm. There are now 245 members and a successful, second AGM was held in May.

Architects have been working with the local community and have produced what’s known as a “concept design” to demonstrate what the area might look like.

As you can see from the drawing it would transform the area and perfectly complement the Netherholm hall across the road.

We will keep you up to date on developments as they happen.

THE FUTURE OF THE EAST END IS IN YOUR HANDS

Time to have your say on what you need and what you want

Our tenants living in the east end are being invited to have a say on the future of the area.

And you have until September 3rd to provide your views!

Glasgow City Council has published a new document – known as a *Strategic Development Framework (SDF)* - which sets out a 10 year plan to transform the east end.

It aims to make the east of Glasgow a more attractive place to live and tackle deprivation and health inequality.

Calton, Dalmarnock and Bridgeton are three areas where we have our homes and come under the scope of the consultation.

Our Chief Executive Charles Turner said: “We warmly welcome this proposal from Glasgow City Council and are encouraging our tenants to take part and air their views.

“The local authority deserves great credit for devising such an initiative which will turbo-charge the efforts of so many organisations committed to helping the east end.

“As a housing association we have grown deep roots in our communities since our creation in 1979 and we have been building homes consistently in the east end and in other communities we are proud to serve.

“Our multi-million pound development of 77 new homes in Abercromby Street, Calton will be completed this year. It is being built with financial help from Glasgow City Council and The Scottish Government – demonstrating true partnership working which benefits local people.

“But we accept that it is not enough to just build homes – we need to build communities and this step forward by Glasgow City Council is just what’s needed for the east end.”

The consultation covers a large part of the city and includes: Barrowfield, Bridgeton, Calton/ Barras, Carntyne, Cathedral Quadrant, Collegelands, Dalmarnock, Dennistoun, the Games Village, Haghill, Parkhead, Shettleston, The Forge and Tollcross.



The council document goes into detail about plans to help the area “become a series of interconnected walkable and liveable neighbourhoods, creating a vibrant, inclusive, liveable and well-connected people-friendly place.

“It will be a city district that is climate-resilient; fosters creativity and opportunity; promotes social cohesion, as well as health and wellbeing and economic prosperity.”

To read the document and give a response use this web address: tinyurl.com/mcrnj9x4

REMEMBER RESPONSES MUST BE GIVEN BY SEPTEMBER 3