

thenue newsletter

WINTER 2021



The newsletter of Thenue Housing Association

www.thenuehousing.co.uk

Coming Soon

Our 3000th home



*A First Look at
the Abercromby
Street homes -
See page 2*

Next year we will see the creation of our 3000th home with the completion of our latest housing development.

Abercromby Street is the location for 77 affordable flats and houses in a multi-million pound landmark development not far from our office on London Road.

Many have now been pre-allocated to tenants and staff involved in making them ready for tenants were busy inspecting them towards the end of November.

It doesn't just represent us delivering on our promise to keep on building – something we know you place great emphasis on.

It will be a milestone in that one of the properties will be our 3000th home.

Over the years we have gradually increased our housing stock - sometimes through acquisition of homes from other housing providers



but also by building new ones.

Creating new properties remains an essential task for any housing association.

The Abercromby Street development has been taking shape over many months and is due for completion around the spring of next year.

It has been built with financial support from Glasgow City Council and the Scottish Government.

Some of the houses are now finished and inside your newsletter on page 2 you can get a first glimpse of what they look like.



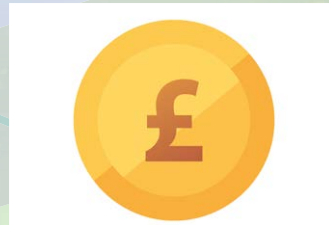
A tribute to George

P3



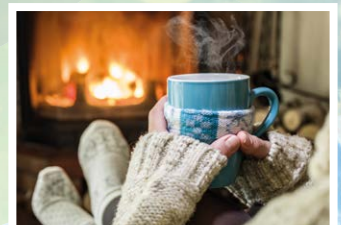
Charles Turner to retire

P4



Rent consultation begins

P13-20



Winter proof your home

P23

A First Look at the Abercromby Street homes

From page 1

We are pleased to bring you a first look at some of the homes which are now being completed at the Abercromby development. These photos are from homes in Tobago Street.



MORE PLATINUM SUCCESS FOR US!

We make it to final of Investors in People Employer of the Year awards

THE INVESTORS[®]
IN PEOPLE
AWARDS 2021
Finalist

We were delighted to make it to the final of the Investors in People Awards in late November.

Just months after capturing rarely-awarded "Platinum" Investors in People status, the Association was shortlisted for Employer of the Year.

It reflects the hard work and commitment of staff and our board of management during a period dominated by the health

emergency which has tested housing professionals like never before.

Charles Turner, our Chief Executive, said: "This was brilliant news - coming so soon after the Association was awarded Platinum Status in May.

"To make the final for the Investors in People Awards 2021 is the icing on the cake and demonstrates recognition for the incredible job our staff and board of management have done over the many difficult months of the pandemic."

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."

Our Investors in People journey began when it was first accredited in 2006.

At the final, the Award went to a housing association in the north east of England.

“TRUE COMMUNITY CHAMPION GEORGE” WILL BE MUCH MISSED

Tributes for George Alexander after many years dedicated to Castlemilk

TRIBUTES have been paid to George Alexander, one of our former Board members and a former Chair of Thenue who has sadly died.

George passed away after a long illness faced with great courage and fortitude.

His enormous contribution to community-based housing was also described as “impossible to measure” after decades championing the cause of good housing and putting his beloved Netherholm community first.

George’s hard work, campaigning and determination – notably during his time as Chair - helped shape Thenue Housing into the successful housing provider we are today – and one which has grown deep roots in our many communities.

Paying tribute to George, Pauline Casey, Chair of Thenue said he was a “*visionary of community-based housing*”.

Pauline said: “The loss of George is felt very deeply by the Thenue family but we are strengthened by the incredible work he undertook over decades.

“George was a passionate campaigner for the Netherholm area of Castlemilk and his stand-out achievement was undoubtedly leading the Netherholm Area Association to victory in its campaign for a community hall. That vision took 20 years to accomplish and became a reality just over three years ago.”

At the time of its opening, George said: “*This is a great step forward for our community. We have campaigned long and hard for a facility such as this and it is wonderful to see it here.*

“It has been overwhelmingly welcomed by everyone and the community will put it to good use. Above all, it will help to bring people together.”

Our Chief Executive Charles Turner worked closely with George over many years.

Charles said: “*It is immensely difficult to quantify the sheer scale of the contribution George made over so many years.*



George with wife Linda



George with fellow campaigners

“George commanded great respect from others largely because of his experience and determination to get things done. He will be greatly missed and I owe him a huge personal debt of gratitude for his wisdom, humour and guidance throughout our long and happy association.”

George, a retired Fire Fighter, served on the Board for 21 years, having first been elected in 1998, following the transfer from what was Netherholm Housing Association. He held the position of Chair immediately prior to Owen Stewart and retained his interest locally in Netherholm Area Association and Blaeloch Community Land Company. He became only the second Member of Thenue’s Board of Management to attain a SQA Qualification in Governance of Scottish Housing Associations.

George is survived by his wife Linda, children Ross and Emma.

OUR CEO CALLS TIME!

Charles Turner who has led Thenue for the last 17 years will retire from the organisation in the spring of next year, it has been announced.

The Association will now begin its search for a successor who will be just the third CEO in the Association's 43-year history.

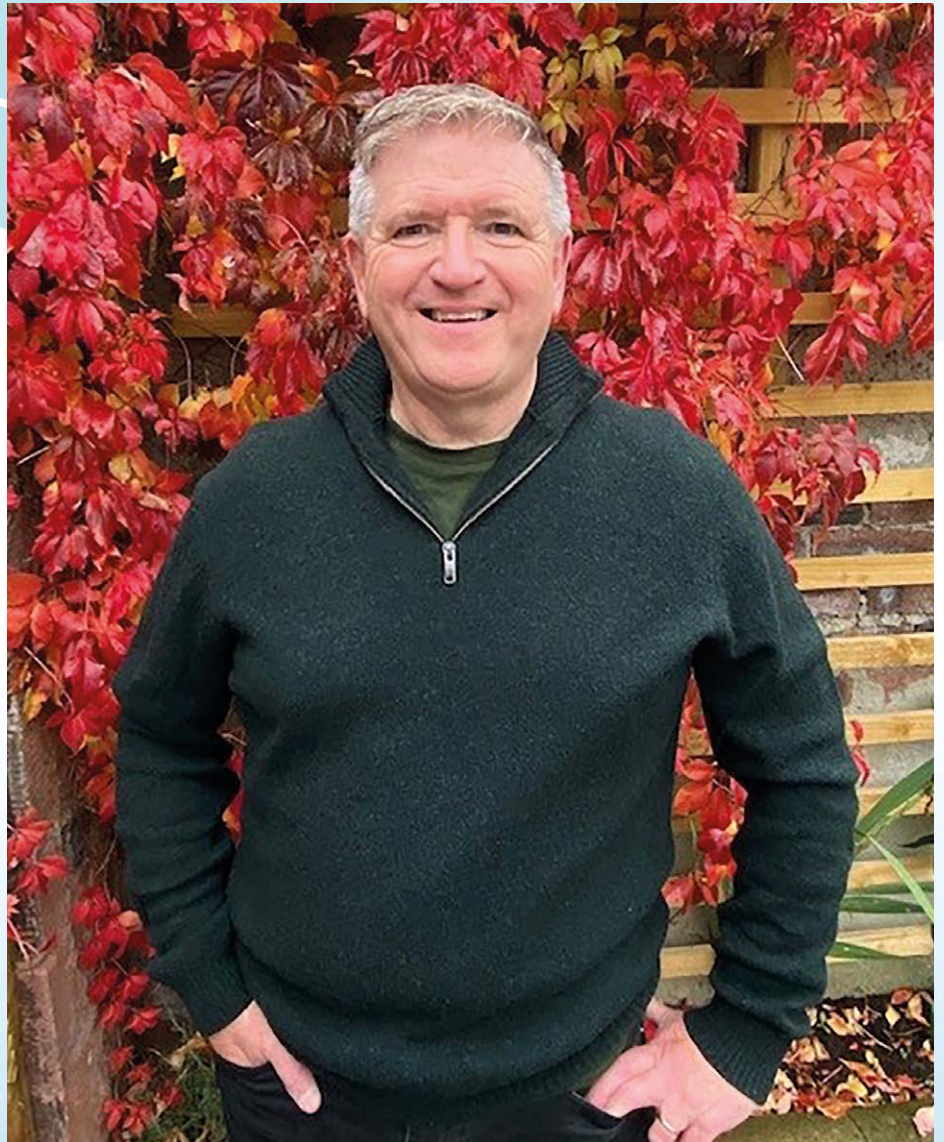
Commenting on his retiral, Charles said: "I feel very fortunate and proud to have enjoyed a highly-rewarding career in housing, spanning four decades, - most of that time working with some fantastic people in the community-controlled housing association movement.

"I've worked with, and still work with, some great individuals and when the time comes, I know it will be a wrench to walk away.

"Certainly, the last 20 months or so have been difficult for everyone but having helped Thenue weather the storm of the pandemic, achieve Investors in People platinum status and developed our 3,000th house, it feels the right time for new thinking and fresh ideas.

"I'll be leaving the organisation in a strong, financially secure position, with a forward-thinking Board and a superb staff team to deliver on that future vision."

Pauline Casey, recently-elected Chair of the Association said "We have been very fortunate in having Charlie as our chief executive for 17 years. He will be a big loss to the Association and we want to thank him for his hard work and dedication to Thenue. All of us wish him a happy, long and healthy retirement



Our long-serving Chief Executive will leave next spring after 17 years

when the time comes".

Derek Quinn, immediate past Chairman, who worked closely with Charles for the last nine years said "I have continually been amazed at the high level of responsibility carried by Charlie and how much the reputation of the Association rested on his shoulders.

"During a time of immense change, he had a passion to achieve

extraordinary things and encouraged his colleagues and Board Members to be innovative in setting out the vision for our future. He certainly set high goals for himself and has been driven by unwavering energy to put his skills and experience in the housing sector to good use over many years. Put simply, I learned a lot from him".

NEW HEAD OF FINANCE APPOINTED

A key senior appointment has been announced with the appointment of Lesley-Anne Junner to the role of Group Head of Finance (Corporate & IT Services).

Lesley Anne took up her new role in mid-September and follows the retirement of John Russell

She is responsible for overall treasury management, the development of strategy, policy, and performance in respect of finance, corporate and IT services and ensuring the overall financial wellbeing of Thenue and its subsidiaries.

Lesley-Anne said, "I am delighted to be joining Thenue at a dynamic time for the Group. It's an exciting opportunity to work with the Board of Management, the Executive Team and all my new colleagues along with support in the continued provision of excellent homes and services to our local communities".

Lesley Anne also has voluntary board experience with Boxing Scotland which exists to promote and develop the sport in Scotland.



Lesley-Anne

WELCOME TO EDDIE CUSICK

Eddie took up the position of Community Development Worker at the beginning of October and is looking forward to meeting and working alongside the groups and individuals at Netherholm.

Eddie would like to hear from any groups or individuals who have an idea which would benefit the community to see what support he can provide and to establish how we can work together to make the idea a reality.

Eddie has worked in the community development field for over 30 years - holding various positions in several organisations.

Eddie is passionate about communities taking control of their own destiny and is willing to support groups and individuals maximise their potential. This means they can play a meaningful role in the local and national decision-making processes which impacts directly on their community, life and lifestyle!

So welcome Eddie!



Eddie Cusick



OUR COMMON ROOMS

We are continuing to see tenants in our common rooms – preferably by appointment, however, if you don't have an appointment and staff are available, you are able to call in.

Staff are based in the common rooms during the following times (although they may be there at other times too):

Every Tuesday and Thursday between 10:30am – 12:30pm

The return of group activities has

begun in a controlled way, allowing for a maximum of 8 persons in Tureen St (including staff) and 6 in Main St (including staff) with everyone on the premises having to follow COVID guidelines. An updated timetable of events has been issued to retirement housing tenants and is available on our website for other older tenants who may be interested in taking part.

We are utilising online resources including options for using digital technology for group activities - for

example, Age Scotland's Around the World in 80 Days; Sharing our Stories; Hand Jive and Hand Massage; and At Home in Body and Mind.

Unfortunately we are unable to hold a large scale Christmas event - however, we will be hosting refreshments with a mince pie in the common rooms, weeks beginning 13 December and 20 December.

Do contact our Retirement Housing Assistants for further information.

SEASONAL FLU JAGS

The 2021 seasonal flu vaccination programme is now underway. NHS Scotland recommends that eligible people protect themselves and others and get the free flu vaccination this year.

It is expected that over 700,000 people will be offered a flu vaccination across Greater Glasgow and Clyde, ranging from school aged children to people living in care homes for the elderly.

Due to COVID restrictions and to do everything possible to keep everyone safe, the way the flu vaccination is being offered may be different this year, but with COVID-19 still around, it's more important than ever to get your flu vaccine.

To find out if you are eligible and for more information, please visit: <https://www.nhsggc.org.uk/your-health/healthy-living/seasonal-flu/#>.

LOOKING OUT FOR YOUR NEIGHBOUR

Do you have an elderly neighbour? Could they use a helping hand, particularly this year and over the Christmas and New Year period?

There are lots of ways you can do your bit by just keeping an eye on any neighbours you know who may live on their own and who may need a bit of help with things like shopping, posting letters or dog walking. If you haven't seen an elderly neighbour for a while, a knock on their door to make sure they are all right could be lifesaving. These are just a few examples of how you could help your neighbours by providing a bit of help especially at this time of year. We are also here to help so do contact us if you are concerned about a neighbour and we will do our best to assist.

WINTER FUEL PAYMENT

If you were born on or before 26 September 1955 you could get a winter fuel payment. This is an annual payment to help with the costs of heating your home during winter. The grant ranges from £100 to £300. How much you get depends on your circumstances.



If you are receiving the State Pension or some welfare benefits you should be sent your winter fuel payment automatically. Otherwise, you may have to claim your first winter fuel allowance payment. Most payments are made automatically in November or December each year.

You can find out more about winter fuel payment and how to claim on www.gov.uk/winter-fuel-payment

REMINDER OF OUR FREE HANDYPERSONS SERVICE

If you are 65 or over or have a disability, you are eligible for our free service. Tasks like moving furniture, putting up curtains, re-fixing loose hinges, replacing a washer on a dripping tap, fitting a toilet seat are just a few examples of the tasks we can carry out. The labour is free – you just need to provide the materials.

Contact the service by:

Emailing - careandrepair@southside-ha.co.uk

Tel: 0141 433 2749

Website: Glasgow Care & Repair -

Southside Housing Association (southside-ha.org)

ACCESS TO OLDER PERSON'S SERVICES - THROUGH THE PANDEMIC

Glasgow Health and Social Care Partnership-Access to Older People's Services

Throughout the pandemic, Glasgow City Health and Social Care Partnership (HSCP), the organisation responsible for delivering health and social care services in Glasgow with partners, has worked around the clock to continue to deliver services and support the needs of patients and service users, and to develop its response to managing the impact of the virus.

Unfortunately some services had to be paused to ensure compliance with Government and Public Health COVID-19 guidelines, and that the health and safety of patients, service users and staff were being prioritised. In addition, certain home care visits had to be reduced and, as everyone probably heard in the news, the heart-breaking measure to limit visits to care homes had to be brought in.

Throughout the pandemic, HSCP staff have continued to deliver health and social care in people's homes and from their "building-based" services, often with staff re-deploying from their normal roles to help out. Always following the latest guidance and learning about the virus, the HSCP has continued to provide most of the very critical services like Care Homes, District Nursing and Home Care, to name just a few, using appropriate and safe ways of working.

The use of technology was expanded and working with partner organisations like GCVS (Glasgow Council for Voluntary Services <https://www.gcvs.org.uk/>) and Housing Associations like ourselves, the HSCP did its best to make sure that no-one was left vulnerable.

As more was understood about the virus, the HSCP set up personal protective equipment (PPE) hubs, adapted how it delivered services and eventually helped in the roll-out of the vaccine. So far they have delivered approximately 1400 vaccinations to house-bound people and have enabled 84.1% of the population to have their double vaccinations.

Meanwhile, COVID-19 BOOSTER vaccinations are now being rolled out.

NHS Inform's website also has information on the COVID-19 booster vaccination at: <https://www.nhsinform.scot/covid-19-vaccine/the-vaccines/coronavirus-covid-19-booster-vaccination>

The HSCP is also continuing to work to safely open up access to all of their services, particularly their building-based services that have been affected by the pandemic. To ensure the health and safety of people who visit, more hygiene and other precautions have been put in place.

As the virus has not left us, we all still have a part to play in helping to keep our communities, friends and family safe and well by making sensible choices in our day-to-day activities by ensuring that we are following Government and Public Health guidelines. We all have an important part to play in keeping ourselves and others safe.

If you think you or someone you know has a health concern and for health information you can visit:

- NHS Inform for information on a variety of conditions <https://www.nhsinform.scot/>

Or, for advice when your GP surgery or dental practice is closed, phone NHS24 on **111**.

For social care issues you can contact by:

- phone 0141 287 0555
- textphone 18001 0141 287 0555
- email Adults Team - socialcaredirect@glasgow.gov.uk or
- email Children and Families Team - scdchildrenandfamilies@glasgow.gov.uk

You can learn more about how the HSCP is managing its response to the COVID-19 pandemic by visiting a dedicated COVID-19 page on the HSCP website: <https://glasgowcity.hscp.scot/covid-19-hscp-update>

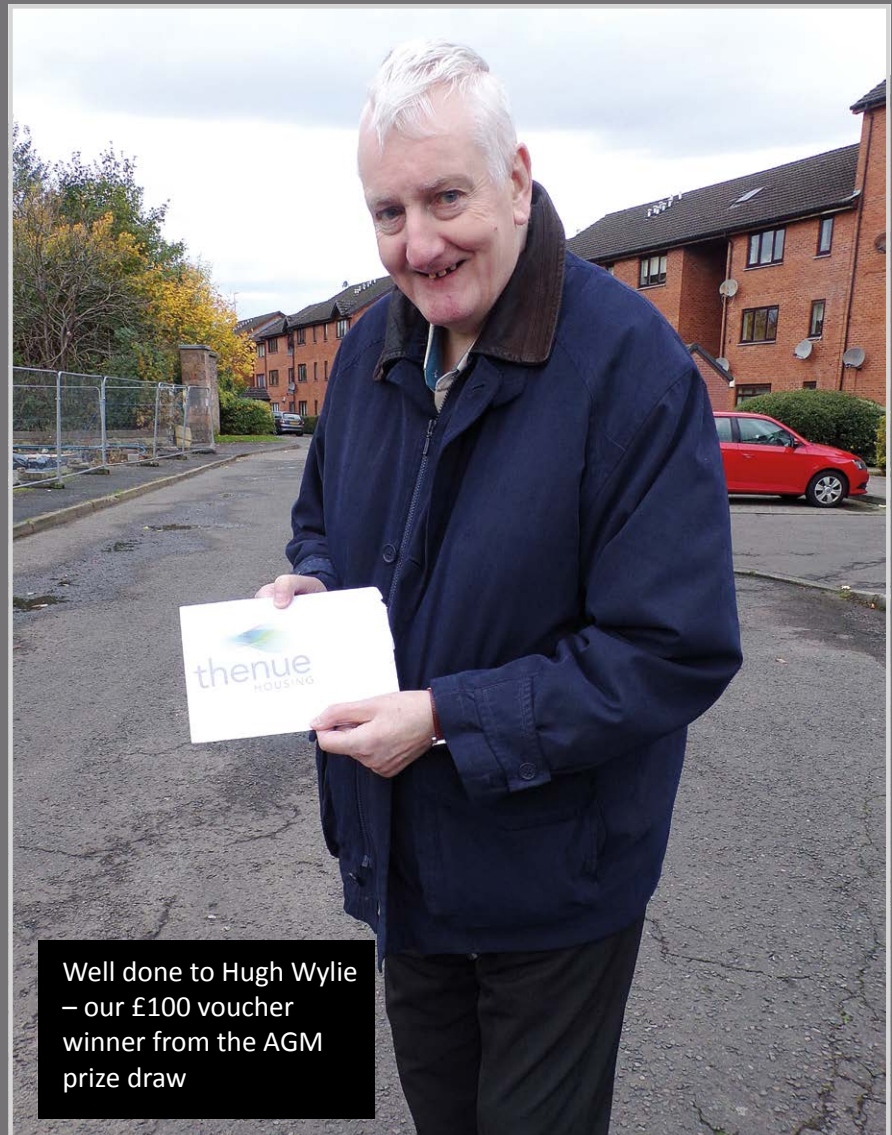
AN UPDATE FROM OUR AGM

It was great to be able to present past news and a look ahead into 2022 to our Members at the 2021 Annual General Meeting – made so much better because we held it in person, rather than through the small screen. With special thanks to the Glasgow Life staff at the Emirates Arena for organising the covid-secure event for us.

After the look back over the past year by our Chairman Derek Quinn and our Chief Executive Charles Turner talked about doing “everything we can to protect our tenants from the perfect storm ahead of not just Brexit and pandemic issues, but also the crippling energy hikes coupled with the scrapping of the Universal Credit £20 uplift, the end of furlough and increased tax through National Insurance, with the prospect of higher level of inflation as we exit 2021”.

Charles gave a frank assessment of the challenges our tenants face but promised recovery would be the focus as the organisation plotted its way forward. Recovery is about progression not perfection. Recovery is about restoring the overall performance here at Thenue to something which resembled our performance before the pandemic hit. It is something we must work on every single day, and it is something that doesn't get a day off. Recovery for the Association, our tenants and our communities will take a long time. Members were reminded – and encouraged to make use of - our free energy advice service which is expected to be increasingly valuable at a time of soaring bills.

Meanwhile, launching our 2020/2021 Annual Review, outgoing Chair Derek Quinn used his final message in the role to praise the “resilience and



Well done to Hugh Wylie – our £100 voucher winner from the AGM prize draw

commitment” of Staff and the Board of Management during the testing months of the health emergency. He and his immediate predecessor as Chair, Owen Stewart, have now stepped down from their Board roles, as required after each giving 9 years' service.

Paying tribute to both, Charles said they had contributed greatly to the success of the organisation and thanked them for their long and devoted commitment to the Association.

Following our AGM, local resident Vice Chair Pauline Casey was appointed Chair of the Association – stepping up from her role as Vice Chair. Maureen Dowden will

continue in her role as Vice Chair. One additional local resident, Allan Anderson, was also elected to the Board of Management, making the overall Board composition for the next 12 months being: -

- Abdifatah Hayde
- Howard Mole
- Florence O'Hale
- Maureen Dowden
- David Keltie-Armstrong
- Pauline Casey
- Robert Kelly
- Linda Chelton
- Bryan McMahan
- Allan Anderson

Blaeloch Community Land, Castlemilk

By Frank Soutar

As many of you who read the newsletter will know, local people are hard at work trying to make our community land endeavour a reality.

So as Chair of Blaeloch Community Land Ltd, I am pleased to bring you an update on how things are progressing.

Blaeloch Community Land Ltd was set up with the vision to transform the vacant land at Holmyre Terrace in Netherholm into a sustainable community project.

Local residents got together due to our collective frustration that the land, in the heart of this community has lain empty for an astonishing 25 years. First established in June 2019, the group has come a long way and now has developed our design proposals and business plan for a community shop, growing space and natural play area.

Undoubtedly these will be a great benefit to local people.

If we are successful this will be a huge step forward for the community bringing new services and environmental improvements to the area.

The project proposals have been developed in direct response to the community's needs through many community consultations and we are extremely grateful for this input.

Using the Scottish Government's Community Right To Buy legislation, we are looking to buy the land to progress our ambitious and exciting proposals. The next

part of the journey is to undertake a community ballot.

This is an important part of the Community Right To Buy process and we will ask the community if you are in favour of supporting the community purchasing the land at Holmyre Terrace. All local residents in Netherholm who are eligible to vote at local government elections can vote in the ballot.

After the community ballot (and if it approves of our plans) we will then look to prepare and submit a community-backed application to the Scottish Government requesting the Community Right To Buy for the land. Strong community support is vital for the success and sustainability of the project.

A date for the community ballot has not been set but it is likely to be early next year and residents of Netherholm will be informed of it in advance.

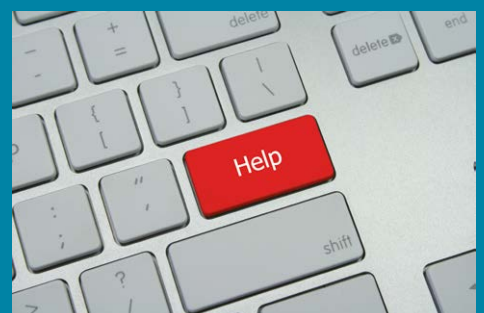
Last month world leaders, politicians, activists descended upon Glasgow for COP26 to collectively address the urgent issue of climate change.

We believe that our project proposal is a great neighbourhood example of sustainable development – community owned, with net zero principles, food growing, a social enterprise shop, opportunities for skills development and volunteering, green space and community focus – all for the benefit of our community and beyond.

Your ongoing support and enthusiasm is greatly appreciated and we promise to keep you up to date on developments as they happen.

Tenancy Support Service

We provide help to any tenant who may be struggling to manage at home. If you find yourself in this position or know of anyone who may need our help, please contact our Tenancy Support Officer, Avril McLaughlin tel 550 9550 or email avril.mclaughlin@thenuehousing.co.uk



ELCHO GARDENS, CALTON – A DEAR GREEN SPACE

Thenue Communities have been operating in Elcho Gardens since around 2014 when we held the 'Calton Commonwealth Beach' event to celebrate Glasgow hosting the commonwealth games.

Since then, we have built on the previous efforts of Calton Area Association to further develop the space as a community garden and event space.

Both Calton Area Association and Thenue Communities have invested time and funds into this space to ensure it is a usable and enjoyable green space for the wider community, with support provided by our brilliant Lottery-funded Green Volunteers Project.

Partnership has been key to our work at Elcho Gardens, as demonstrated by our work with 'We are with You' and their 'Roots to Recovery' project, whose volunteers have worked hard to install a beautiful new butterfly garden and giving their time every week to see the garden grow.

You will notice that we have added a stunning new mural with the help of Glasgow Life's Artists in Residence, local residents and the kids from St Anne's Primary School. You will also see there are fantastic new raised beds that our now being enjoyed by local growers.

The updates to the garden have been funded by Glasgow



The Green Volunteers at work

City Council's 'Stalled Spaces' programme and more recently we've received much needed additional funding support from Clyde Gateway URC.

Elcho Gardens is managed by a steering group made up of local people, if you are interested in joining the steering group, or growing at Elcho Gardens, please contact our Community Gardener Jane Burdass on 0141 550 9573. Alternatively, you can email Jane at Jane.Burdass@thenuecommunities.co.uk





FAIR START SCOTLAND

Fair Start Scotland is here to support you, to find the job, that is right for you. It is a free, voluntary programme that PeoplePlus deliver, alongside our trusted partners, on behalf of Scottish Government. We deliver this across Glasgow and the Highlands and Islands. The programme offers tailored support to the unemployed for up to 12 months before and after starting work.

There are lots of people who want to work but find it difficult based on their circumstances and here at PeoplePlus we have a lot of experience supporting people back into work by helping to break down the barriers that might be stopping you from working. **These barriers may include:**

- Health conditions
- Caring responsibilities
- Being a single parent
- Long term unemployment
- Being a care leaver
- Being from a minority ethnic community
- Being a refugee
- Being a person with a conviction



I have struggled with many challenges when looking for jobs, however the courses I have done with PeoplePlus have given me the support and tools required to remove a lot of, what I felt were hurdles, to confidently search for jobs."



Scottish Government
Riaghaltas na h-Alba
gov.scot



PeoplePlus
Scotland

People Plus are in Calton Heritage & Learning Centre, 423 London Road, Glasgow, G40 1AG every Monday from 1 – 4pm. Tracy Bain of People Plus is there. Tracy can support anyone who is unemployed to get back into work (even if you have only been unemployed for as little as a day) and you don't need to be claiming benefits to be able to access this service.

Landscape & Backcourt Maintenance

idverde continues to carry out the works to our common landscape areas and backcourts. The services include the following areas of work:

- Grass in the growing season cut approximately every 2 to 3 weeks
- Shrubs pruned over the summer months and again 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 for this to be carried out
- Backcourts are visited weekly following the refuse collection by GCC. Any excess rubbish is removed and backcourts cleared of litter and hard areas swept.



Gas Servicing

Help us to keep you safe. Every year by law the Association has to check and service your gas appliances to ensure that they are in safe working order. The visits are essential and will include a check to ensure all smoke detection systems in the property are operating. 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. Evening and weekend appointments can be arranged at your convenience.



Close Cleaning

All closes included within the contract are cleaned on a weekly basis by CSM Facilities with stairwells being swept out and then washed down. (should temperatures drop close to freezing the closes will not be washed but will still be brushed down). Where there is a lift on the premises this will also be cleaned weekly. Walls, ceilings, doors, handrails and windows are cleaned monthly. We ask all residents to keep all the common close areas clear including free from bicycles, scooters and furniture.



Your opinion matters...

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 as this will allow us to deal with your concern promptly. Please contact Property Services on: 0141 550 3581 with any questions relating to any of the contract services.

Your Rent - Time to have your say



Delivering value in everything we do – our rent review for 2022/23

PLEASE READ THIS IMPORTANT PUBLICATION CAREFULLY!



Welcome to our annual rent review consultation. This consultation gives an opportunity for you to have your say in regard to next year's rent before any decisions are made. The last year has continued to provide challenges in the form of the Covid-19 Pandemic and Brexit. Here at Thenue we have worked hard to adapt in order to deliver value for money for YOU and will continue to do so. This document aims to update and keep you informed about what is happening at your housing association, the plans for the coming year and how this affects the level of rent you pay.

There will also be more information on why we have arrived at the proposed rent level within the economic environment we are working in and challenges we will face. We will also explain and show you what this equates to in terms of service delivery and what the proposed rent increase means to you in a financial sense.

We hope this document helps you to understand our thinking, but if there is anything at all you require more information about or need to know, please contact us on the following email: rent@thenuehousing.co.uk



Keeping the rent as affordable as possible is important to us! Now more than ever!

The Covid-19 pandemic has impacted us all over the last 20 months and continues to provide challenges. Last year's rent increase took into account our reduced spend throughout lockdown periods, when non emergency reactive and improvement repairs in particular were not possible, and which enabled us to lower the rent increase to an unprecedented 1.1%.

It was the right thing to do, and we'll continue to review the rent level on a yearly basis to look at the challenges ahead and how we make the best possible use of your rent.

We appreciate the pressures being felt at present, including the financial ones such as increasing living costs, the removal of the Universal Credit top up, the end of the furlough scheme and energy costs. At Thenue, we are also experiencing rising costs, particularly in relation to materials and construction costs. It is important that we find a balance, between our ability to deliver services and improvements and maintaining rent levels that are affordable. This document will explain our thinking and how we have come to the proposed rent figure.

What we plan to deliver...

Looking after your home:

Repairs will always be your biggest priority, whether that be reactive repairs or improvements such as kitchens and bathrooms. We realise that from a tenant's perspective having periods of lockdown and the resultant disruption to services has been frustrating at times, and we do appreciate your patience and understanding.

We have been working hard behind the scenes internally and with our partners at Mears FM on the reactive repairs to combat the challenges we are facing.

In terms of call handling, we have restructured our staffing to create more capacity to answer calls which also help us to identify areas for improvement and action them. Communication is rightly important to you and the changes we have made will ensure that there is a continuous improvement.

Mears FM are our main partner in relation to reactive repairs and we are working alongside them to find solutions to an ever-evolving situation with material shortages and rising material and staffing costs caused by the pandemic and current demand, Brexit and rising fuel costs. Over the last few months, material costs in general have increased by over 10%. It is vital to us that we have fair discussions and solutions to this whilst also ensuring best value and service for you - our



tenants. However, it is unavoidable that there will be some increase in our repair spend in 2022/23 because of market conditions and this is built into the proposed rent level for the coming year.

In 2022/23 we anticipate spending £2.34 million on reactive repairs and know how important this service is to you. Despite the impact of the pandemic our performance in general was strong in 2020/21 as shown in comparison to the Scottish Averages from other housing providers.

The average time we took to complete emergency repairs was 2.1 hours, compared to the Scottish average of 4.1 hours.



Average time
2.1 hours
Emergency Repairs

The average time we took to complete a typical non-emergency repair was 4.1 days, compared to the Scottish average of 6.8 days.



Average time
4.1 days
Non-Emergency Repairs

We completed 94.4% of reactive repairs 'right first time' compared to the Scottish average of 91.3%.



Reactive Repairs
94.4%
Right First Time

94.7% of tenants who had repairs or maintenance carried out were satisfied with the service they received, compared to the Scottish average of 90.4%



Repairs or Maintenance
94.7%
Satisfied


The ongoing effects of the pandemic has meant that there are areas of the service that have not been perfect this year and our changes internally are helping us to adapt and aid our management of the contract, so you have best value from the repairs service in future. This involves working with our partner Mears FM to overcome some of the issues they are faced with such as labour shortages and material shortages.

Although we can't guarantee the service will be perfect every time, we can guarantee that we continue to put all our efforts into striving for this. In addition to the money we spend on day-to-day reactive repairs, next year we expect to spend £3.67 million on repair, replacement and improvement work as a whole. This amount includes kitchen and bathroom replacement, gas servicing, smoke detection installations, stonework repairs, window replacement, landscape maintenance and gutter cleaning. Your safety is of upmost importance to us, and we are pleased to say that we continue to be 100% compliant with our gas servicing programme.

Overall, we expect to spend £7.2 million this coming year in keeping our properties in good order. However, the unpredictability around costs and labour continues to be a factor we need to be aware of and react to as a business. Now more than ever, it is important to achieve best value wherever possible as tender and construction costs in particular continue to rise by up to 40% in some cases. As you can imagine, this does put increased pressure on our budgets and delivery targets.

One area, we continue to work hard to be efficient is in the time we take to let our empty properties, ensuring properties do not remain empty any longer than necessary and so are not needlessly losing rental income. During 2020/21, the changes in working practice and lockdowns provided challenges in our ability to relet properties, but our teams ensured that our performance was as good as we could have delivered in the circumstances. A couple of examples of this are shown below and we continue to improve these figures into 2021/22:

Average time between tenancies



29.1 days

On average, the time in between tenancies, (when we are not collecting rent), was 29.1 days compared with the Scottish average for the year of 55.9 days. Currently, our average time is now 23 days and reducing.

Our rental loss is less than



0.8%

Our rental loss for the year was 0.8% as a result of properties being empty compared with the Scottish Average of 1.3%. Again, this figure at time of print has reduced to 0.6%.

Looking after your neighbourhood:

As you may recall, Glasgow Council removed their Bulk Uplift service at the start of the first lockdown in Spring 2020.

In last year's consultation document, we updated that Thenu would continue this service as we felt that we could not allow a deterioration in your neighbourhoods from an appearance and safety point of view. The cost of this service was not applied to the 1.1% rent increase last year as the cost (£77k) was taken from savings made in the same year.

This coming year is different in that those savings no longer cover this service and therefore need to be incorporated into our service spend moving forward.

The service is an important one to provide as the alternative now provided by Glasgow City Council is chargeable and more expensive.

Our service will cost circa £80k for 2022/23 which is the equivalent of circa 50p a week per tenant over the course of the year. In comparison the service provided by Glasgow City Council charges £35 for up to 10 standard items and large electrical items are £35 each.

In addition, it had been suggested that housing associations would face an additional tipping charge on top of the £80k. We are pleased to say that following discussions with partners and the Council there will be no additional tipping charges for 2022/23.

Collecting the rent

Our Income Maximisation and Financial Inclusion Teams have been particularly busy during the pandemic, with the main aim of supporting our tenants and working with them to resolve claims, affordability and discuss changing circumstances. Although it is vitally important that we collect the rent that is due to us, we fully appreciate and understand the difficulties that the pandemic and changing economic environment has provided to our tenants. The teams remain committed to help and advising our tenants to ensure people are claiming what they're entitled to - and keep up to date with payments.

There has been a significant rise in households receiving Universal Credit, from 10% at the start of 2020, to nearly 30% in September 2021. Much of this rise in Universal Credit case numbers can be attributed to changing circumstances with jobs and hours worked due to the pandemic and we understand how difficult this can be. It's good news that claims are now being processed efficiently by the Department for Work and Pensions and the delays with tenants receiving Universal Credit experienced at the start of the pandemic have vastly improved. As always, we are here to help and assist, so please contact us if you do require advice or assistance.

In addition to the support provided by our Income Maximisation and Financial Inclusion Teams, we continue to offer Energy Advice through Energy Redress grant funding through the Energy Savings Trust, and understand the importance of this service given the rise in fuel costs since October. Julie Broadley, our Energy Advice Officer is happy to help on a range of energy related issues, including:

- Reviewing 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/>

Building new homes

Our last tenant survey showed that you supported our development programme with 48% of you see building affordable homes as a priority. This is in line with Scottish Government target to build 110,000 new affordable homes by 2032. The work is funded by government grants and bank loans repaid with rent money.

We are working really hard to make sure that building homes doesn't impact significantly on the rents existing tenants pay. We are continuously assessing the risks and making responsible decisions in conjunction with our Board, to ensure we can continue to deliver affordable homes within our communities.

It is a challenging market with a combination of Brexit and Covid-19 impacting greatly on supply and labour. This in turn has led to price increases on materials at an average of 10-15%, with individual items such as timber rising by up to 30%.

Current sites in construction are:

- Abercromby Street – 77 flats due to be completed early 2022
- Landressy Place – 26 units, we returned to site following the original contractors going into administration and a subsequent arson attack. Costs have since risen by 20% but on a positive note the development aims to be completed in 2022.
- Green Street – the refurbishment of 9 flats is nearing completion.



Future developments:

- We are looking to progress 12, 2 bed flats at Ruchazie Place, Cranhill.
- We are looking to progress 18 new flats and houses at Craighead Avenue, Blackhill.
- We are refurbishing 4 flats on Dalmarnock Road, Bridgeton.

We will continue to assess the demand and viability of future opportunities to enable us to continue to deliver quality homes to our existing tenants and tenants of the future.

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 quickly, and here we aim for a maximum of five days. These things are important to us and to you, and so is investing in the right amount of resources. We also know that as well as writing or e-mailing you when we need to, you are keen to receive our regular newsletters. Our 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.

As you may know our main office has now reopened to the public and our staff are working in a more hybrid way, with a combination of home, estate and office working. As well as helping to reduce the risk of Covid infection, this approach has allowed our staff a more flexible and efficient way of working in order to provide the best service we can to our tenants. Although you can book an appointment to see a particular member of staff, we will have staff members from our customer facing teams available to see you should you need to come into London Road offices and don't have an appointment. This approach has also increased our capacity to answer your calls and deliver key services.

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.



Scottish Housing
Regulator



Help us to make key decisions...join our Board or Scrutiny Panel

Our Board of Management is ultimately responsible for our overall governance of the association is made up entirely of unpaid volunteers. We currently have capacity for an additional people to join our Board. Do you wish to help us to make key decisions and contribute your experience and insight from the perspective of being a Thenue tenant? Please let us know and we can talk to you about this. E-mail us at Charles.turner@thenuehousing.co.uk.

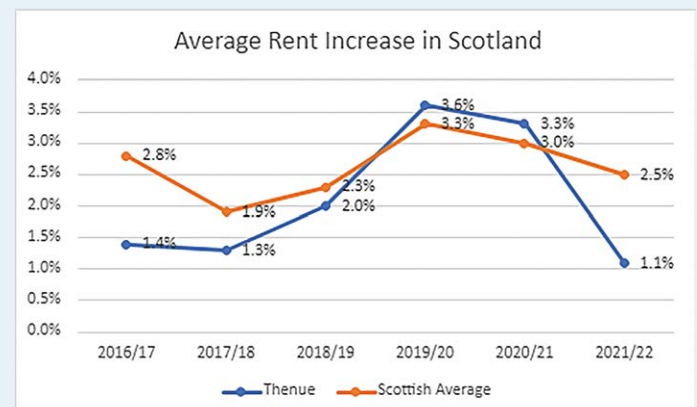
Our Tenant Scrutiny Panel also plays an important role in reviewing our service delivery and helping us to continuously improve, again this group is made up of unpaid tenant volunteers. There is also space for more volunteers to join this group and help us with this vital work. If you are a tenant who is keen to be involved and have your say, please get in touch and email us at Gary.naylor@thenuehousing.co.uk

Providing Value for Money

Overall, we like to think that our rents are good value for money. We are never complacent about value for money and will continue to strive to deliver our tenants excellent service in an efficient way. 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. Learning from the experiences and feedback of our service users and in conjunction with the Scrutiny Panel (REST) service area reviews allows us to put constructive and positive improvements in place that directly impact on the service you receive.

We will always try to keep rent levels as low as possible, and again this year is no exception with the proposed figure being considerably below current inflation levels. It is also useful to look back, as you can see how our rent increases have compared to the average increases in Scotland.

Rent Increases 2016 to 2022





	Thenue	Scottish average
Six years cumulative rent increases value	12.7%	15.8%

As you can see overall, Thenue’s rent increases have been over 3% lower than the Scottish Average over the last six years.

The Proposed Rent Increase...and what it means to you, our tenants

In 2022/23 our aim is again to keep the increase to the minimum, whilst ensure that our high standards or performance are maintained. This is within a background of the rising costs we are facing as an organisation. Our proposal is to increase rents by 3.1% from April 2022.

What does this mean for you as a tenant? Based on current average weekly rents is shown below:-

Size of home	Current average weekly rent	Proposed average weekly rent	Increase per week
1 apartment	£68.28	£70.40	£2.12
2 apartment	£81.43	£83.95	£2.52
3 apartment	£87.79	£90.51	£2.72
4 apartment	£100.33	£103.44	£3.11
5 apartment	£106.74	£110.05	£3.31

How this compares to Thenue’s original Business Plan?

The original business plan had accounted for a 2.5% increase in costs. Ideally, we would have liked to have been able to offer a rent increase in line with this. The Bank of England for example had also predicted price increases of around 2%.

As you will know from your own experiences, prices are going up in excess of this and the latest inflation cost is 4.2% and expected to rise again before levelling. Unfortunately, this means that 2.5% is no longer viable to maintain services at the current levels or continue with the necessary work to meet the required investment in our homes.

We’ve worked hard to keep our rent proposal for 2022/23 under inflation and as affordable as possible for you and hope that this document has provided you with

an explanation of our thinking. The rent proposal is 1.1% below inflation, lower than the 3.3% increase in the year prior to Covid-19, and allows us to deliver the following:

- The new affordable properties explained earlier in this document.
- Maintain our current services and provision.
- Continue to deliver the Bulk Uplift Service for another year.
- Continuation of our services to ensure properties meet the regulatory standards.
- Deliver planned improvement work on time, including: 73 kitchens with new boilers, 131 new individual boilers, 19 kitchens with existing boilers and 181 new bathrooms.

The opportunity to have your say...

In this document we've explained the reasoning and some of the challenges faced in keeping this rent increase to 3.1% given the economic environment created by factors such as Brexit and Covid-19. It's really important to us that we listen to your thoughts on this, now that you have read the information provided before any final decisions are made.

Below are 3 questions we would like you to answer and the opportunity to also provide us with your comments to put them in context. Your answers and comments will be collated and a final report produced to aid in the decision-making process:

We aim to keep the rent increase level as affordable as possible at 3.1%. Given the background of inflation sitting at 4.2% and build costs increasing by up to 40%, do you feel that this is the correct approach?

Yes | No

Comments:

An increase of less than 3.1% would mean that we would need to reduce delivery of services and improvements. With this option there are risks of failing to meet regulatory standards and harder increases in future years. Do you agree with our approach to reduce this risk and continue with our current service delivery?

Yes | No

Comments:

We are conscious of affordability, and this is why we have proposed a 3.1% increase, balancing what we feel is required with value for money. However, we can potentially increase delivery but there would be an increase in the proposed rental figure. Are you willing to pay a higher rent and what would you like to see for the money?

Yes | No

Comments:

In addition to the survey with the above questions, which can be posted or completed via our APP or website, we may ask you either in person or over the phone about this in the coming weeks should you contact us or be contacted by us. We would appreciate you spending the addition few minutes to provide your thoughts should you be asked.



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 suit you.

www.thenuehousing.co.uk



Ways in which you can tell us what you think, the closing date for survey returns is 31st January 2022:-

-  Post your slip below to us at **423 London Road.**
-  E-mail us at rent@thenuehousing.co.uk
-  Phone us on our usual number
-  On-line survey at www.thenuehousing.co.uk
-  Through the **self-service app.**

Or scan this QR code



Choices for Change Benefits Live On!

Our successful Choices for Change personal development course helped many people before it came to an end

But a slight underspend on the money allocated to run the course has meant its legacy has continued to lend a helping hand.

Happily, we have used this money to do a number of things.

We ran an eight week "Steps to Excellence" personal development programme in Calton; a 10-week Meditation & Relaxation initiative at Netherholm community hall in Castlemilk and a 5-week art project at Elcho Gardens, Calton. This included photography, creative writing and music.

Thank you to everyone who took part.

LANDRESSY PLACE

Here is an update on our housing development at Landressy Place in the east end.

As you will know from reading previous newsletters, the contractor appointed to undertake the construction of our retirement properties at Landressy Place, Bridgeton suddenly and unexpectedly went out of business.

Now we are pleased to report that a new contractor – McLaughlin Construction - has been appointed to complete the work and are now on site.

The latest estimated completion for the 27 retirement flats is now November 2022.



Electrical testing

The electrical installations in tenanted properties are tested on a 5 year cycle to prevent fires and ensure the safety of tenants. We employ contractor MEARS to carry out an electrical safety check which involves an inspection of the electrical circuits in your home. This check is essential to keep you safe and must be carried out every 5 years.

The contractor will contact you with an appointment to get access to carry out the essential checks. Should appointments not be kept or access not be gained over a period of time, we may force access into the property to carry out the checks. Please ensure you respond to any appointments by allowing access or calling to re-arrange the appointment.

The Property Services Team can be contacted on 0141 550 3581 during office hours to discuss your appointment and if needed arrange for the visit to be carried out during the evening or weekend.





The kids and their painting.

ST ANNES PRIMARY MAKE THEIR MARK AT COP 26

SCHOOLCHILDREN from Calton took centre stage in November with a unique artistic and musical double for COP 26.

Six pupils from St Anne's Primary are featured in a stunning painting from world-renowned Scots artist and songwriter Gerard M Burns which is hanging in both Glasgow's City Chambers with another version at Glasgow Airport.

And in an additional boost to highlight the children's appeal to delegates, a song has been written entitled

"Mother Glasgow" outlining the urgency on climate change which they performed at the City Chambers.

It's hoped the two creative developments contributed to the success of the conference - widely believed to be a game-changing moment in the global climate emergency.

St Anne's has a strong tradition of promoting a love of music in the classroom and the link-up with Gerard M Burns came about after he contacted the school.

Winter tips for your home

In order to keep you and your home safe & warm this winter here are some tips:

Insurance

Make sure that your home/contents insurance policy is up to date with adequate protection

Pipes

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.

Stop Cock

This is the valve that turns off and on the cold water system in your home. If there is a burst/frozen pipe this means that you can shut off the water to prevent any flooding. It is usually found in your kitchen under the sink or in a hall cupboard – turn it clockwise to switch it off.

Radiators

If your radiators are colder at the top than the bottom, then they may have trapped air inside - which stops the heat from circulation properly. Use a radiator key to release the air and the radiator will run more efficiently. Tenants can call City Technical Services to assist with this on tel: 0333 202 0708

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.

Block out draughts

Draught excluders at windows and doors are easy to install yourself and are effective for small areas.

Use your curtains

Keep 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

Move it away from the radiator to allow the hot air to circulate. Do not dry clothes on radiators as this creates condensation and can reduce the heating in your rooms.



A TIME TO REMEMBER LOST LIVES

Poignant pandemic-focus as Castlemilk brings back tribute to loved ones

THE Castlemilk community's efforts to remember lost loved ones has taken place again after being halted by the pandemic.

And it has received support from both ourselves at Thenue and Ardenglen Housing Association as both of us contributed floral tributes to remember lost lives.

Castlemilk's "Flowers on the Railings" annual event was held in September - 8 months after the last one took place.

This year it had added poignancy due to the heartbreak caused by covid.

The ceremony gets its names from the flowers sold on the day for £10 or £5 or £3 for a single rose which are then tied to railings in Castlemilk Drive.

As in previous years it took place beside the "Lost Lives" Memorial Garden which was created to remember Castlemilk's lost loved ones whether they died from natural causes or in tragic circumstances.

It is immaculately kept, is a place for reflection and remembrance in tranquil surroundings and is widely respected and valued by residents.

This year's event particularly remembered Castlemilk residents who lost their lives to coronavirus.

As in previous years, a Humanist celebrant led a brief service and there was singing from a choir. Balloons with a message of love on them were also released – 18 in total which represents each month of the pandemic.

One of the organisers Maureen Cope MBE said: "This was a significant occasion which reflects the importance the Castlemilk community places on remembering lost loved ones. While there is understandable sorrow, the



Pictured: Floral tribute.....remembrance from Thenue

focus is on remembrance and appreciation for lives that have been well lived.

"This year it has added poignancy with the opportunity to remember lives lost to coronavirus which has touched every community. It was important to bring this occasion back after an absence of 18 months as it means so much to so many people."

News about Universal Credit & Carer's Allowance

UC changes but only for those who are in employment.

In the recent Budget statement by the Chancellor of the Exchequer, it was announced that the amount of deductions which will be taken from your earned income, will reduce to 55p for every pound rather than the current 63p.

Here is a basic example of what difference that will make.

A lone parent with one child, working 35 hours per week on minimum wage, with a rental charge of £350 per month.

Currently they would receive approximately £369.81 per month in Universal Credit.

By reducing the deductions to 55p in the pound, this family would receive approximately £444.17 per month in Universal Credit.

An increase of £74.64 per month.

A single person, no children with the same monthly income, a rental charge of £350 per month and one room, would not currently receive any Universal Credit.

By reducing the reduction to 55p in the pound, they would be entitled to approximately £0.52p per month.

Please note this is only an estimate at this time and should not be taken as definitive.

The proposed changes to universal credit are of no assistance to those tenants who are not employed and have lost the additional £20 per week in UC payments.

All our tenants will be facing, higher energy bills at the coldest time of the year, rising cost of food and with Christmas approaching, it will be difficult to budget.

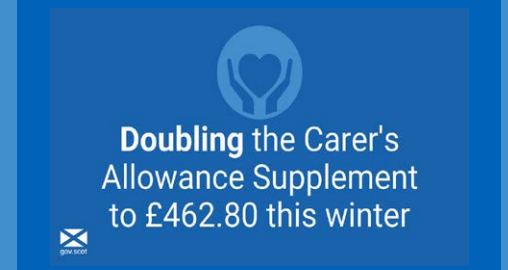
Tenants will be aware through our recent Cashpoint newsletter, that we have an Energy Advice Service. If you are a low-income household and you require help with your energy bills, or do not have any money to top up your meter, they may be able to help.

We can assist tenants who have no money left for food with a foodbank voucher. We work with the local foodbank and the Halliday Foundation. The Scottish Welfare Fund may also be able to help with a crisis grant. The Scottish Government have announced that they will be making money available for help with energy bills. However, at this time, the how, why and when to apply in relation to this is not known. As soon as we find out we will put the information on our social media, through Facebook and our website news page.

Please do not feel embarrassed to ask for help, we will help you as much as we can during this time and if we cannot help directly, we will try and point you in the right direction for support.

It is perhaps, more important than ever to make sure you are receiving your full benefit entitlement.

We can provide you with a benefit check and assist you if needed to apply for any benefit you may be entitled to.



Carer's Allowance Supplement Double Payment

The Carer's Allowance Supplement is paid twice a year to carers who are living in Scotland and receive Carer's Allowance, paid by the Department for Work and Pensions, on specified qualifying dates. The qualifying date for the December 2021 double payment was 11 October 2021.

To be eligible for Carer's Allowance, and therefore the Carer's Allowance Supplement, you must be providing 35 hours or more of care per week. Recipients can only earn up to £128 a week, after deductions, through paid work.

The person the carer looks after must be in receipt of one or more of the following disability benefits:

- Personal Independence Payment - daily living component
- Disability Living Allowance - the middle or highest care rate
- Attendance Allowance
- Constant Attendance Allowance at or above the normal maximum rate with an Industrial Injuries Disablement Benefit
- Constant Attendance Allowance at the basic (full day) rate with a War Disablement Pension
- Armed Forces Independence Payment



AREA ASSOCIATIONS ROUND-UP

Bridgeton and Dalmarnock Area Association

It is a wonderful thing to be able to give your child a nice new book and watch them as they explore the pages and get lost in the stories. Bridgeton & Dalmarnock Area Association have officially become affiliate members of the Dolly Parton Foundation Imagination Library. This is a project which provides children, aged 0 – 5 years with a free book each month to help encourage literacy, communication and a love of learning. Each book is selected by a panel of early childhood literacy experts who review hundreds of books to ensure each child receives a book suitable to their needs.

Bridgeton and Dalmarnock Area Association secured £2000 funding from the CORRA Foundation and received an £1800 donation from contractor CCG which was used to support this project. The group have established an initiative that will ensure 140 children aged 4 from Silverdale and Greentrees Nurseries have access to this incredible project. The group will pilot the initiative for 1 year with the hope of developing and growing it next year. This was by no means an easy feat for the group, with countless hours of work and organising but they have managed it and with great success. Watch this space for updates on the progress of the project. Well done to the Area Association..... you have done an outstanding job which will benefit many children.

Netherholm Area Association

Netherholm Area Association worked with their community to deliver an outstanding Hallowe'en party at Netherholm Community Hall. Over 40 kids and young people from the area attended and got involved in lots of scary craft making, "dooking" for apples and Hallowe'en party games. There were hot dogs and DJ's and enough laughter to fill the hall for the year. Needless to say a fabulous time was had by everyone who came along. Well done to the

Management Committee for organising and staffing the event on the night.

The Area Association are also working hard to deliver a 3D printing and homework project. They have secured funding from Awards for All and the Co-op to make this happen. Working together with Thenue Communities and Glasgow Kelvin college, this is a partnership which will bring a lot of support and opportunity for young people and kids in the area. Watch this space for more information in the new year.

The group have recently changed their Facebook page - please give them a like and follow @Netherholm.

Cranhill Area Association:

Cranhill Area Association have been very supportive of the housing association's efforts to ensure tenants and residents have access to digital technology and the internet throughout the pandemic. The Management Committee feel very strongly about digital inclusion and accessibility - so much so that they have submitted a funding application to the Area Budget, requesting a grant to develop and support a digital inclusion project in the community. This will see one-to-one training for individuals who require bespoke support using their own devices or devices in local settings. Watch this space for further information on the outcome of the funding application.

Cranhill Area Association have also been working closely with the housing association on the new kitchen and boiler replacement programme and have been involved with selecting the choices for the new installations. The group have given a great deal of their time and consideration to this to ensure tenants have as much choice as possible. The new contractor, CCG has been appointed and some tenants have already had surveys carried out in their homes.

CALTON AREA ASSOCIATION NEWS

Our Golden Club

The Calton Area Association Golden Club which we told you about in the summer newsletter is now up and running.

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.

Since August the club has gone from success to success and has focused its attention on a number of things – namely Calton history, gardening, afternoon teas, film days, “golden memories”, pottery and pre-Christmas activities.

This has included guidance on how to make Christmas gifts and planting seasonal bulbs which will bloom in time for the festive season.

The club meets each Wednesday in the Calton Heritage and Learning Centre but from 2022 it will meet fortnightly with selected Wednesdays when it does not meet used for the possibility of day trips.

It is hoped 2022 will see a range of activities including cabaret and big band nights, crafts and gardening activities and plays.

Meanwhile weekly bingo nights take place on a Monday at 7.30 pm and everyone is welcome.

The Calton Area Association would like to take this opportunity to wish everyone a very Happy Christmas when it comes and a great New Year.

Further information on the Golden Club and free membership is available by calling 07395 057015.



COMPLAINTS

We always aim to get things right first time, but if the service you have received from us doesn't meet your expectations, please let us know. Complaints give us valuable information we can use to improve service provision and customer satisfaction. By taking the time to tell us when you are not happy, this gives us the opportunity to address any issues you have experienced and helps us to prevent the same problem from happening again.

There are several ways in which you can let us know you are dissatisfied: by phone, in writing, by email, through our self-service app or the portal via our website. You can find out more by visiting thenuehousing.co.uk/tenants/Complaints

On this page is a summary of the complaints we received between April and September 2021. When you complain, we always aim to resolve the issue as soon as possible and within 5 working days. However some complaints are more complex and require detailed investigation, meaning they are treated as Stage 2 complaints which we aim to respond within 20 working days.

Stage 1 Complaints

42 Received

38 Responded to on time (90%)

The average time in working days for a full response at Stage 1 -

3.5
DAYS

Stage 2 Complaints

8 Received

7 Responded to on time (87.5%)

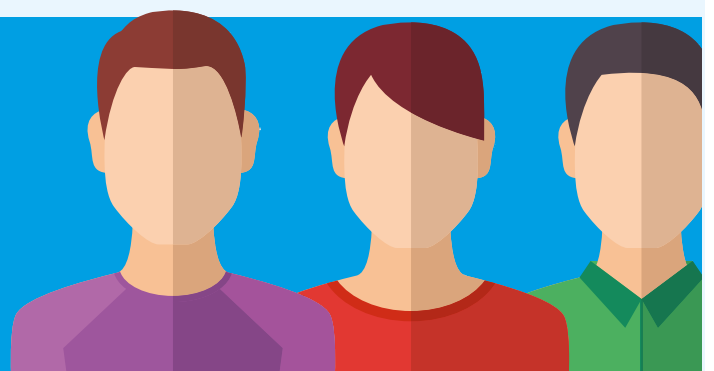
The average time in working days for a full response at Stage 2 -

13
DAYS



Service Improvement

We review each complaint to identify any improvements we can make to our service. Following a complaint regarding the out of hours service provided by our contractor, a meeting was held with the contractor in order to look at what had gone wrong and to improve this service in the future.



GOING DIGITAL - WE'RE HERE TO HELP

The pandemic created many difficult and often traumatic challenges for everyone and we have worked tirelessly to support our tenants and residents the best that we can. One of these challenges has been limited or no access to a digital device, the internet or support on how to use them, leaving many people feeling lonely, isolated and left behind.

The pandemic has exacerbated the digital divide and we have seen an increase in the number of individuals and families needing digital access and support including children and young people who have had to adapt to a new way of schooling. Most of whom have had to use their parents' mobile phones to complete schoolwork and this is often one phone shared between 2 or more children.

We have been successful securing multiple devices from SCVO's Connecting Scotland programme, enabling us to provide I-pads,

chromebooks and Internet access to individuals and families who are digitally excluded. This has meant that many of our tenants and residents have been able to keep in touch with friends and loved ones, complete schoolwork and get shopping online.

However, providing a device and the internet is not enough. What do you do with these devices if you don't know or aren't confident enough to use them? Fuse Youth Café have been working with us since March 2021 as part of a pilot project, supporting our tenants and residents in and around our communities and teaching participants how to use their devices - all from the comfort of their own home using the phone. Some of the support they have provided is access to and using social media to stay connected, using WhatsApp, setting up and using email, troubleshooting, and streaming to name a few. We have



seen great success with many people accessing this help and we wanted to ensure we continued to support this project.

Fuse, in partnership with Thenué made an application to the Linn Area Partnership with the idea of delivering a bespoke digital inclusion project to our tenants and residents in Castlemilk. We are delighted to announce that this application has been successful and will provide us with the means to deliver a 12 week digital inclusion programme in the New Year.

BIG SUCCESS FOR “TURN THE BIG LIGHT AFF”

Thank you to everyone who came along to this event held in mid November at the Calton Heritage and Learning Centre.

It was well attended and hopefully fulfilled its aim of passing on energy advice at a time when it is badly needed.

Rises in gas and electricity bills are never welcome and many of those who attended were keen to learn about how to save money.

Pictured: The busy event in full swing



LINK-UP BENEFITS VITAL CHARITY WORK

A link up between contractor Procast and Thenue Housing has brought a financial benefit to a hard working charity.

As part of its contract with Thenue, Procast delivered on its “community benefits” pledge with a donation of £2000 to SIMBA.

Community benefits obligations are often built into contracts with housing associations and demonstrate the willingness of a contractor to help communities, as the name suggests.

Established charity SIMBA has been supported in its fundraising efforts by many individuals, organisations and businesses over 15 years and specifically helps parents coming to terms with the loss of a baby

It offers a range of support and services including donating “Memory Boxes” to help families to gather precious items of the time that they have to spend with their baby. The charity also refurbishes “family rooms” giving families a peaceful and welcoming place in hospital to spend time with their baby.

A spokesperson for the charity thanked Thenue for its link up with Procast adding : “We are truly grateful for this extremely generous donation. We rely on donations to run our vital services and £2,000 will make such a difference to families who have been touched by baby loss.”

A Thenue spokesperson said: “This charity does the most inspirational work and is worthy recipient of financial support.”



Jeely Piece Club

REGISTERED SCOTTISH CHARITY SCO: 35027

OUTREACH CLUBS

Monday

Netherholm Community Hall 3.15—5.15 pm

Tuesday

Kings Park Baptist Church 3.30—5.30 pm

Wednesday

Jenniburn Centre 3.30—5.30 pm

Thursday

Castlemilk Parish Church 3.30—5.30 pm

Friday

Netherholm Community Hall 3.15—5.15 pm



-- CLUBS ARE £1— SNACK IS PROVIDED

News for Factored Owners

Update to our Written Statement of Services

The Scottish Government recently carried out a review of what's known as the **Code of Conduct for Property Factors** which forms part of the Property Factors (Scotland) Act 2011.

The revised Code of Conduct came into force earlier this year, and we have taken the opportunity to review our "Written Statement of Services", not only to ensure compliance with the Code, but also to provide owners with all relevant information regarding to our factoring service. You will have recently

received a copy of this updated document but if you have any questions please contact us by emailing owners@thenuehousing.co.uk or calling 0141 550 9534

The Code of Conduct also requires property factors to have various procedures and documents easily accessible to owners. You can view these on the owners' page of our website <https://www.thenuehousing.co.uk/owners/Are-you-an-owner>. If you require a hard copy please contact us.

Owners' Forum

From February 2022 we are planning to hold an "Owners' Forum" on a regular basis. These meetings will provide the opportunity for our factored owners to meet with the Association's staff to ask questions, to discuss future plans and provide feedback on our services. We will send out information closer to the time but if you would like to register your interest please email owners@thenuehousing.co.uk or call 0141 550 9534.

Grounds Maintenance & Back Courts

Following a regulated, open procurement exercise carried out through the Public Contracts Scotland

procurement facility, our Board has approved the award of the new Grounds Maintenance and Back Court Services contract to Idverde, starting on 1st July 2021. The contract award was based on the most economically advantageous tender return, which was a combination of scores based on the price the contractor submitted and quality.

The contract has been secured for a term of 4 years and is managed by the Property Services Department who can be contacted on 0141 550 3581.



Paying your rent over Christmas and the New Year

Rent payments during Christmas and New Year...

Due to the pandemic, the last 21 months have seen many of our tenants experiencing real financial hardship. The Income Maximisation Team have been here throughout this time listening to you, helping you to maximise your income and also helping you to keep your rent account up to date.

Christmas is fast approaching and we know that there can be a great deal of pressure to spend a lot on presents and entertaining over Christmas and New Year, However, paying your rent should still be your number one priority. Before you start buying presents and planning parties, think carefully about how much you can spend and set yourself an affordable budget. Putting a plan in place to prevent rent arrears occurring will help to ease some of the financial stress associated with the Christmas and

New Year period. Make sure all your priority bills are being paid – rent, gas, electricity etc.

Missing these payments means that you will start the New Year with arrears which you may never have had before.

It's important to stay in touch with us if you feel you might be under some financial pressure this holiday season. Don't ignore it and do nothing!

At the end of the day, we really hope you enjoy your Christmas and New Year celebrations – it's been a very tough time so you've earned it!

For information on all of our payment methods please log onto Thenue website at <http://www.thenuehousing.co.uk/> and select Are you a Tenant? then Rent. You will find details on our various payments options available to you.

