

thenue newsletter

SPRING 2022



The newsletter of Thenue Housing Association

www.thenuehousing.co.uk

WE'RE ON YOUR SIDE!

Testing times bring us all together

BY GARY NAYLOR, CHIEF EXECUTIVE

This is my first message to you as Chief Executive having succeeded Charles Turner who has begun a well-deserved retirement after 17 years at the helm of Thenue.

I want to pay tribute to Charles for his diligent and remarkable stewardship of your Association over such a long period.

He is a hard act to follow but we will ensure that Thenue continues to have the drive and ambition to improve lives, serve our communities and achieve our goals. You can read more about how we have marked Charles' retirement plus a tribute from the Board inside this edition of your newsletter.

Turning now to the economic situation which continues to affect us all, I want to reassure you that your financial wellbeing remains a top priority for us all at Thenue.

When times are tough, it is understandable that tenants look to their housing association – given our deep community roots – for leadership and help when it is needed most. We feel privileged to be able to help when and where we can as we endeavour to shield you from the effects of the cost of living crisis.

That's why this edition not only brings you news about Thenue and our communities but focuses strongly on the current economic challenges in our popular "Cashpoint" section which begins on page 12.

Remember we are here to help, and it might be that you have not previously sought the help of our superb and hardworking "Financial Inclusion Team" who did such a fantastic job during the height of the pandemic and remain actively engaged in helping you with affordability and claiming your entitlements. You may very well be



surprised what we can obtain for you and in many cases these benefits can be backdated. In Cashpoint you can find out the various ways to contact the team.

Service delivery will continue to be really important to both the staff at Thenue and to me on a personal level, and I know how hard our teams across the organisation are continuing to work to deliver quality services.

Meantime, enjoy your copy of the newsletter and as we emerge finally from the pandemic here's to better days ahead.

With Best Wishes
Gary



A tribute to
Charlotte

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Associations

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Thank You
Charlie!

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Cashpoint

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THENUE MOURNS PASSING OF CHARLOTTE LEVY

We are deeply saddened to announce the passing of one of our stalwarts and long-standing former Board member Charlotte Levy.

Charlotte, a much-loved and highly respected member of the voluntary housing movement in Scotland, was first elected to our Board of Management in September 1996.

Paying tribute to Charlotte, Charles Turner called her “one of our most loyal, passionate, faithful and constant supporters”.

She served for five years as Thenue’s Vice Chair before becoming the association’s fourth Chair for a further five years in 2002. Her involvement with Thenue began when the Association acquired around 1500 properties in Glasgow’s east end from what was then Scottish Homes. One of those homes which Thenue bought was Charlotte’s.

Not unhappy with the transfer from Scottish Homes to Thenue, but very unhappy with the degree of tenant consultation and involvement, Charlotte decided that it was time to let her feelings be known. After taking out housing association membership, she was subsequently invited to participate in our then Management Committee.

Jousting and learning with some formidable characters helped mould her into a strong and formidable character herself, but she was always willing to listen, reason, and when persuaded, happy to concede a point. A key achievement by Charlotte was establishing the principle that the Chair of a community-controlled housing association such as Thenue, must always be a local resident - and it has been that way ever since.”

Our Chair Pauline Casey extended her sympathies and heartfelt condolences to Charlotte’s family and her local community, describing her as someone who is “genuinely irreplaceable has touched all of our hearts within the Thenue family”

Charles said: “Charlotte liked to achieve things, not for her, but for others, so that in her own words, ‘ordinary people get a better deal’. What she thrived on was



ironing out difficulties, reaching a consensus and achieving results.

“She never walked away and liked a challenge. Charlotte was also involved in SHARE for 15 years having joined its Management Committee in 2000, and the picture accompanying this tribute shows Charlotte in happier days when she received the runner up slot in the prestigious Mary Barbour Award in 2017.

Charles added: “Charlotte was one of the most selfless people the voluntary housing sector has ever known. She would never see anyone stuck, and she has helped with the governance of not just one, or two, or three, or four, or five, or six, or seven, but eight voluntary committees, cumulatively spanning over 60 years given to voluntary committees, which is a phenomenal achievement.”

“Our thoughts and prayers are with her family, who will after grief, begin to accept and understand the huge contribution Charlotte has made on all our hearts”.

NEW GAELIC SCHOOL FOR CALTON CONFIRMED

Work is getting under way to transform the former St James Primary in Calton into a new Gaelic school.

Residents in Green Street may have noticed barriers being erected and a council sign appearing detailing what's coming.

This is good news not just for children whose parents are keen on a Gaelic education but also enables the restoration of the "B" listed former primary which has lain derelict for 13 years.

Expected to open in 2024, it addresses the rising demand for Gaelic education in the city as set out by Glasgow City Council.

Around £16 million is being spent on the refurbishment and it is anticipated it will have a community role outwith school hours.



Pictured: The school as it is today and the sign showing what's to come

Kitchen and boiler renewals



Pictured: One of the CCG team.....Liam Rae.

Our kitchen and boiler renewal programme is gathering pace across various Thenu communities. CCG (Scotland) Ltd are on site following a period of delay due to a reduction in supplies at the start of 2022.

The programme will run into the early summer months and tenants will receive a letter or telephone call from CCG to advise of their installation date to allow you and the company to plan the time needed to undertake the work.

Dates can be changed if required by tenants and CCG will work flexibly to suit any commitments you may have. Please call the Property Services Team on 0141 550 9541 with any questions relating to the contract.

Welcome Back to our Common Rooms!

While remaining cautious, we are delighted to be re-opening our common rooms in Calton and Bridgeton for our older tenants living in these communities. If you are a Retirement Housing tenant, you will have received a note of the events we are holding and if there is anything of interest you should have let your Retirement Housing Assistant know. If you are an older tenant living in or around these areas, please do contact us and we can let you know what is available. We have also put information on our website.

Netherholm Community Hall – Conversation Cafe

Every Tuesday and Friday between 2:00pm – 4:00pm some of our older tenants are meeting up in our Netherholm Hall for a chat, a cup of tea and a snack.

Please feel free to join in – no need to book – just arrive and meet other residents and enjoy a cup of tea!

Silver Stories

Silver Stories is an initiative originally set up in England and involves “Silver Listeners” receiving a telephone call once a week during which a child from school will read them a story over the phone. Some of the “Silver Readers” may be children who are just starting out on their journey of learning to read, and that this will give them confidence and be fun both for them and their Silver Listener. Each call usually lasts between five and ten minutes and the child is at all times supervised by a teacher. We have more information on this and if you would like to join in and we may also be able to organise “group” readings in the common rooms over the coming months. If you are interested in this and would like to find out more about it, please contact your Retirement Housing Assistant or check the Silver Stores website www.silverstories.co.uk



Anticipatory Care Plans

The Scottish Government has published some information about something called Anticipatory Care Plans which are a way of setting down what matters most to you when making plans for your care in the future. You can talk about this with those close to you, and your doctor, nurse or care worker. Should you require care in the future, your care team would want to know what’s important to you when they’re planning treatment and care with you.

Making plans in advance means there’s less to think about if you become unwell. It’s never too soon to think about what you’d like to happen if you get ill, or your health condition deteriorates.

Everyone is different so Anticipatory Care Plans will also be different and reflect your own wishes. Anticipatory Care Plans may include:

- personal information about what matters to you and your family
- where and how you can be cared for
- a carer information and support plan
- an emergency treatment and care plan

GPs can hold this information in a secure and confidential setting. More information is available from the NHS website – www.nhsinform.scot Do a search under Anticipatory Care Planning.

Older Persons’ Focus Groups

We are looking to re-establish these meetings which were previously held quarterly in our office at 423 London Road to discuss issues of interest and concern to our older tenants, across all of our communities. If you would be interested in joining these groups, contact your Retirement Housing Assistant or Paola Doyle on 550 9548.

Michael Byrne appointed as our Director of Community Housing Services

We are pleased to announce the appointment of our new Director of Community Housing Services. Michael Byrne has been chosen for the role and took up the post at the end of April.

In a career spanning more than 30 years in housing, Michael is a former Director of Housing at Tollcross Housing Association.

After leaving that role in 2019, for three years he was Founder and Managing Director of Lived Experience Trauma Support Ltd – known as LETs – an organisation

which is pivotal in helping to change workplace culture on mental health.

Prior to his Tollcross role Michael held management roles at Glasgow Housing Association and Barrhead Housing Association.

Chief Executive Gary Naylor said: “We are pleased that Michael is joining us as our new Director of Community Housing Services and look forward to working with him as part of our senior management team. His experience and enthusiasm for the role stood out during the interview process as well as his focus on service delivery and meeting the needs of our tenants.”



Pictured: Michael Byrne

Close cleaning

Our close cleaning Contractor CSM have re-branded and are now known as Pro-Tec FM. The Company will continue to deliver the close cleaning services to all properties included in the current contract and the site operatives will remain the same. No change in services should be seen by residents and the new branded vans are already out across our communities with the teams also wearing new uniforms. We are receiving praise for the services which are of a high standard. Contact the Area Services or the Property Services Teams if you have any concerns relating to the service on **0141 550 3581**.



Grounds Maintenance

Spring cutting season has begun with the contractor Idverde carrying out grass cutting. The teams will be carrying out visits to maintain the common areas and any Thenu tenants' gardens who are part of the Garden Assistance Scheme. Common areas and back courts included in the contract will be visited for grass cutting with weedkilling, back court works and litter picking continuing. We ask all residents to ensure gardens are kept clear of items including removal of any dog fouling by their pets which prevents works taking place in the area.

Our staff carry out routine visits to check the sites - however if you have any concerns please contact the Property Services Team on **0141 550 9544**.

Paintwork

The BELL Group are currently on site at properties included in the current painter work programme. The programme will continue through the Spring making best use of the hopefully good weather. Properties included in the programme will be contacted directly and notice provided before works begin. An additional programme will be announced in early summer with all tenants and factored owners included in the programme being notified of the potential works.

Area Associations Round Up

THANK YOU

FOR ALL YOU DO!

PRAISE FOR OUR AREA ASSOCIATIONS

In early Spring we were pleased to host an event for our area associations.

The three associations – in Bridgeton & Dalmarnock, Cranhill and Netherholm in Castlemilk - have been working for many years identifying local priorities and tackling issues that matter to residents.

Their essential role was brought sharply into focus during the worst period of the pandemic as they tirelessly helped local people in partnership with Thenue.

Now the trio – which have the freedom to operate independently of Thenue – were shown how much they are appreciated at an occasion held in the Calton Heritage and Learning Centre.

The occasion had a twin role – first to review our “customer service handbook” and examine if it was communicating effectively the key messages we want tenants to understand. It also considered communications activity in relation to our “service standards”.

Secondly, a celebratory lunch was held to thank Area Association members for their ongoing work with Certificates of Commendation presented to all those attending.

In his final address to Area Association members, outgoing Chief Executive Charles Turner praised their “resilience and passion” and



Getting together.....Gary Naylor addressing the Area Associations' event

said they were a vital part of the relationship between the housing association and tenants.

Charles said: “I want to thank our three Area Associations for all they have done and will continue to do. There is no doubt their work provides an essential connection with communities which helps Thenue enormously. It is important that this selfless hard work is recognised and we appreciate everything that is done in the Netherholm, Cranhill and Dalmarnock & Bridgeton communities.”

New Chief Executive Gary Naylor added: “Thenue Housing recognise the role that our Area Associations play in the work of our organisation. So much of their commitment, time and effort is often unseen but at the heart of it all is a strong commitment

to improving local communities and guiding the decisions that we make as a housing association. It is right and proper that we held this event not just to again listen carefully to what they had to say but to celebrate and reward their valuable work.”

*There was a special mention at the event for the late George Alexander, a stalwart of our Association and the Netherholm Area Association who recently passed away. A former Chair of Thenue, and lifelong community activist, he was instrumental in helping create the Netherholm Hall after a 20 year campaign – a triumph for the community and a focal point for community cohesion in Castlemilk. We are working on a way of remembering George in the form of a commemorative plaque – details of which will be announced in due course.

Area Associations Round Up

Thenue prides itself in the work that we do with the Area Associations, and we have been overwhelmed by the support they have given to their communities and continue to provide. Each of these groups are a credit to their neighbourhoods and Thenue. Without their knowledge, commitment, dedication, and passion, we would not be able to develop and deliver the projects and services that Thenue HA provides. As well as supporting Thenue, the Area Associations directly develop and deliver projects in their own communities, specific to the needs of local people. The groups seek and apply for funding to enable individuals and local groups to engage in activities that positively impact their lives. We would like to say a massive THANK YOU to all the members involved for your remarkable contributions to your communities.

Cranhill Area Association:

Cranhill Area Association support the need for digital inclusion and secured funding from Glasgow City Council's Area Budget to provide a "short life project" in their area. The group enlisted the expertise of FUSE Youth Café who have significant experience of delivering digital inclusion activities. The project known as Cranhill Digital Buddies was funded from January 2022 – March 2022 with varying levels of digital support. The funding enabled the Area Association to support local people who wanted to learn more about going digital. Some people who accessed the service were supported to use their own devices for connecting with family and friends, handling information safely online and learning basic

digital skills. One participant said: "I have learned how to contact my family by video call which has made me feel more connected".

As well as this project, the Area Association have organised a winter pantomime for 2023 and a summer trip for 2022 all for local people. The group have also provided a community grant to the Church of Scotland to enable it to deliver the "Family Matters" project for a further 6 months, supporting local people with food provision.

If you would like more information head over to the group's Facebook page [@cranhillareaassociation](#)



Netherholm Area Association:

Netherholm Area Association managed to secure various grants to deliver projects and activities in the community - based on feedback from local people. These grants have enabled the group to provide wellbeing training and activities, children and young peoples' services and emergency food provision to those who may need it.

The wellbeing sessions have been well received from those who participated and has seen a group of local people successfully achieve their Level 1 in Reiki, enabling them to practice on themselves, friends and family. A massive well done to you all! The group hope to deliver more Wellbeing activities in the future and would love to see you coming along to get involved.

Netherholm Area Association have developed a 3D printing and homework club for children and young people which has

seen a huge number of local kids being supported. The group delivers this every Sunday in Netherholm Community Hall where young people can come along and have some breakfast and learn how to use different programmes to physically create their own projects using the 3D printers. The group have between 14 and 20 people attending each week and hope to secure further funding to keep this project going.

If you would like more information head over to the groups Facebook page [@netherholmarea](#)



Bridgeton and Dalmarnock Area Association:

Bridgeton and Dalmarnock Area Association have successfully set up and established the Dolly Parton Imagination Library across both communities and have recently secured funding to compliment this project with an adults' book club. The group secured grant funding from the Glasgow Mental Health and Wellbeing Fund to set up and deliver the "Be Well Book Club." This is a project which will span 6 months and will see 15 local people participate in reading and reviewing a book each month on wellbeing. They will also be involved in

writing their own stories with the support of a creative writer and will participate in "mindfulness sessions" with the amazing "10 for Zen". The group are excited to see the outcomes of this project which will start in May 2022 at Calton Heritage and Learning Centre.

If you would like more information head over to the group's Facebook page [@bridgetonanddalmarnockareaassociation](#)



Area Associations Round Up

CALTON AREA ASSOCIATION NEWS

Over the last few months Calton Area Association's "Golden Club" has continued to thrive with a host of activities undertaken including history classes, walks of interest and reminiscence days.

A highlight of these has included not just family and memories of specific places but incredibly, a tablecloth made out of a world war two parachute! All of these things help us to look back with fondness as we remember the good old days.

During the coming year we will hopefully be organising cinema days plus afternoon teas with our popular swing band plus "tribute" events. More details will follow in due course.

We have also had pottery classes where bowls, dishes and jugs have been created – not without the laughter associated with first timers making such things!

During the summer months we will be going to places of interest including the recently re-opened Burrell Collection, coastal days out and going "doon the watter", fish teas and country days out.

Starting in September we will have art classes and relaxation classes and more still to be finalised.

Elcho Gardens continues to be a vital green space in our community where we will offer gardening tips and classes and other gardening related events. We will also be focusing on gift ideas during the summer and as the year rolls on we will



turn out focus to making Christmas decorations in November including table decorations and wreaths.

We would remind you of our Monday night Bingo sessions at 7.30 – 9 pm which are always popular. Everyone is very welcome so come along for a game of bingo, meet new people and enjoy a cuppa.

Something else for the future is our engagement with an arts centre called "Platform" from Easterhouse which runs classes and workshops. It is hugely popular in that community. Platform who have been very encouraging of our classes – again more details will follow.

As the Platinum Jubilee approaches we will be organising a "Queens Tea" in June (date to be finalised) with "gladrags and handbags at the ready"!

Fortnightly Wednesday classes continue from 1 to 3.30 at the Calton Heritage and Learning Centre and it is worth remembering that members of the Golden Club are given priority when it comes to events so why not come along and enjoy a variety of activities which help bring our community together.

All of the events take place at the Calton Heritage and Learning Centre, Elcho Gardens or for big events at St Luke's.

AN UPDATE ON OUR **NEW HOMES PROGRAMME**

We continue to build homes for rent and this summary outlines where and when this is happening.

Abercromby Street

11 houses and 66 flats due to be completed between May and August 2022.

Landressy Place (pictured)

27 flats for retirement housing due to be completed by January 2023.

Craighead Avenue

8 houses and 10 cottage flats due to be completed by March 2023.



44 Dalmarnock Road

Tenders have been received to build 10 flats at a gap site. We hope to be on site later this year.

Connal Street/Transport Mall, Dalmarnock

We have purchased the site and hope to develop 22 houses and 19 flats. We propose to be on site later in 2022

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

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



Thank you!



Charles and Board members immediately following his final Board meeting in April

By Pauline Casey, Chair of the Board and Maureen Dowden, Vice Chair

When we were asked to write this article reflecting on the huge contribution our retiring Chief Executive Charles Turner has made to the Association, we genuinely didn't know where to begin.

Charlie has been such a huge part of Thenue and as such it is difficult to capture the impact of his input in a short article. In saying that, on behalf of the Board we would like to take this opportunity to acknowledge the

outstanding contribution he has made to Thenue and to the lives of our tenants and communities over the past 17 years as Chief Executive. He is a hard act to follow.

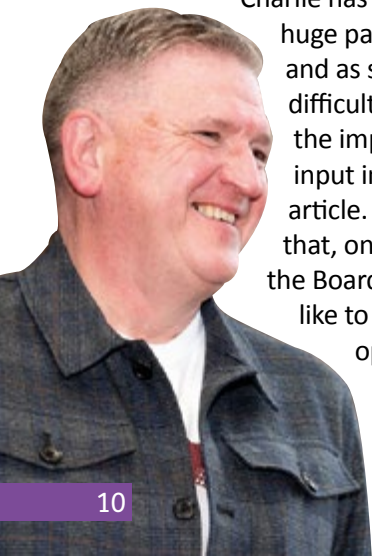
Charlie's commitment to social housing throughout his long career has been remarkable. He has been responsible for overseeing the growth and development of Thenue including our successful new build programme, significant investment in our homes and compliance with the Scottish Housing Standards and Environmental Standards designed to ensure that our tenants live in good quality homes which are well maintained, warm and safe and meet your needs.

Charlie has also delivered sustained improvements in all areas of Thenue and, through his leadership, staff roles

have evolved with everyone focused on delivering excellent services for tenants with a key emphasis being affordability and value for the rent you pay. Our impressive community regeneration activity such as digital inclusion has delivered some real, tangible outcomes for our tenants and communities.

There are too many examples of Charlie's achievements to list in this article but you will see from some of these images over the years how he has led the organisation with distinction.

While we will be sorry to see Charlie retire we are confident that he leaves Thenue in good shape. We wish him a well-deserved long, healthy and happy retirement. Thank you Charlie for a job well done.



CHARLES!



Man of the people.....Charlie chatting to Thenue members at one of our AGMs which are always well attended



Kindness in the community... Charlie at the handover of a community benefits cheque from builder Cruden



Media star....Charlie being interviewed on STV about the new homes in the former Commonwealth Village



Investors in People... celebrating the awarding of "Gold" status. Under Charlie's leadership Thenue went on to achieve the rare "Platinum" status



Brought back to life....Charlie at the opening of the former Monteith Hotel which, along with an adjacent new build, was turned into new homes



Good enough to eat....Charlie with the cake presented to him at his final Board meeting. This cupcake feast had the theme of his beloved Middlesbrough FC



Saying goodbye.....Charlie at his retirement celebration event as he said farewell after 17 years



Admiring our new homes..... Charlie with former housing minister Kevin Stewart MSP as they inspect newly-built Bridgeton homes

STAMP OF AUTHORITY!

A unique handover took place in April immediately prior to the retiral of Charles Turner.

Charles undertook the formal handover of a traditional "stamp" – an intricately-manufactured and ornately-decorated traditional method of certifying documents of importance relating to Thenue.

An example is where a major contract has to be formally agreed between your housing association and a contractor undertaking work on our behalf.

Suggestive of a bygone age, it is an important link with the past when such traditional undertakings are too often forgotten.



Now this is yours.....Charles (left) presenting the stamp to Gary in one of his last acts before leaving office. Pictured behind them is a painting by the artist Janey Godley given some years ago to Thenue and depicting St Thenue, mother of St Mungo after whom the Association is named.

Essential Broadband for benefit claimants

Two of the largest broadband providers offer special rates for people claiming benefits.

Here we highlight what's on offer from Virgin and BT.

Virgin Essential Broadband (for Universal Credit claimants only)

If you are a Virgin customer and you receive only broadband from this provider, you can ask to be put onto this lower payment amount. Your current contract would end and your new payment rate would start.

If you are a Virgin customer and you have TV, Phone and Broadband, you would need to give up the TV and telephone service to get this cheap broadband deal.

If you have a telephone alarm system in your house then this is not for you, as you would lose the telephone service.

BT Essential Broadband

Who can get a BT Home Essentials Plan?

Home Essentials Plans are available for anyone on one or more of these state benefits:

- Universal Credit (all claimants)
- Pension Credit (Guarantee Credit)
- Income Support
- Jobseeker's Allowance
You need to be receiving income-based Jobseeker's Allowance to qualify for Home Essentials. People on

contribution-based only JSA are not eligible. If you receive both income and contribution-based JSA, your income-based JSA must be higher.

- Employment and Support Allowance
You need to be receiving income-related Employment and Support Allowance to qualify for Home Essentials. People on contribution-based only ESA are not eligible. If you receive both income and contribution-based ESA, your income-based JSA must be higher.

The person in receipt of one of the above state benefits must be the BT Account Holder of the Home Essentials Plan.

THENUE COMMUNITIES ROUND UP

Thenue Communities Green Volunteers Project has now come to an end and we are sure everyone would agree it has been a remarkable success.

The effort of those involved has helped keep our community looking great and their hard work and commitment to the project has been inspiring – led, of course, by our Gardening Development Officer Jane Burdass. Our thanks go to The National Lottery Community Fund who have supported our work over the last three years.

Sadly as a result of the end of the project we can no longer help tenants with gardening and hedges.

But the good news is we have managed – thanks to funding from the Glasgow Mental Health & Wellbeing Fund - to deliver a gardening and wellbeing project at Elcho Gardens in Calton until December this year.

We are busy engaging with the wider community to develop activities which will be delivered on Mondays, Wednesdays and Thursdays at the garden and hope to involve local residents, community groups, voluntary sector organisations and schools/nurseries/colleges. Jane will return to deliver these sessions for us.

Meanwhile, Thenue Communities is working with



The Green Volunteers with Jane (far right).

Netherholm Area Association, Glasgow Centre for Population Health and Glasgow City Council to carry out what's known as a "Place Standard" exercise locally. This will involve the local community facilitating an event where the wider community are invited to assess the quality of the place where they live/work and develop an action plan for improvements.

It will take place on Tuesday 17th May at Netherholm Community Hall and is yet another example of how this active and inspiring community is hard at work making life better for all residents.

ENVIRONMENTAL HEALTH

Glasgow City Council's Pest Control Service is back up and running now so if you see rodents outside on the pavement or street or on a common pathway or area, please call them direct on 0141 287 1059 and give them as much information as you can.

If you have issues in your own home or within the confines of the common close or backcourt, please call our Repairs Team on 0141 550 3581.



SCOTTISH WATER

7.5M WIPES ARE FLUSHED DOWN THE TOILET EVERY DAY IN UK!

Scottish Water have an important new campaign which benefits everyone and is easy to sign up to concerning the use of wet wipes and the problems they cause to our drains and to the environment

What happens when you flush non flushable wipes down the loo? What happens if you pour fats, oil or grease down the sink? Most wipes contain plastic so they never really break down. Instead, they block sewage pipes by binding together with discarded fats, oil and grease.

Climate change is causing extreme weather. Sewers, choked by wipes, are overwhelmed by a deluge of storm water. Filthy water and wet wipes are then forced back out of the wastewater system. That's bad news for you, your neighbours and nature.

Wipes spoil riverside walks and litter our beaches. They harm fish and birds, leaking microplastics into their habitats. Ultimately, they're messing with Scotland's precious natural landscape.

FIRE PREVENTION IN THE HOME

There is some concern that the recent increase in energy costs will mean that people cannot use cookers, lights or gas heating as they should be used and may even consider shortcuts including using cheaper forms of cooking and lighting which can result in an increase in fires.



Our properties have smoke and heat detectors, but it is still important that you are not tempted into using tealights or candles or an unsafe form of cooking or heating as they can all cause problems when left unattended.

If you have any concerns at all please give us a call or, Scottish Fire and Rescue Service are available to visit you at home and discuss this and any other safety issues you have. Give their Headquarters a ring on 01698 300999 and they will direct you to the correct team.

You can get more useful information on their website: www.firescotland.gov.uk/your-safety/at-home/

SOME USEFUL NUMBERS TO KEEP HANDY

EMERGENCY REPAIRS

| | |
|--|----------------------|
| CTS Out of Hours Call Centre (Heating & Hot Water) | 03332 020 708 |
| Spie Out of Hours Call Centre (Close Doors or Intercom) | 0844 809 4340 |
| Mears Out of Hours Call Centre (All Other Emergency Repairs) | 0370 191 0001 |

UTILITY COMPANIES/COUNCIL SERVICES

| | |
|-------------------------------------|----------------------|
| Scottish Power (Emergency) | 0845 2727 999 |
| Scottish Gas (Gas Leak/Emergency) | 0800 111 999 |
| Scottish Water | 0800 0778 778 |
| Stair Lighting | 0800 595 595 |
| Environmental Health (Pest Control) | 0141 287 1059 |
| Cleansing Department | 0141 287 9700 |

Electrical safety in your home

Changes in regulations from the end of March 2022 result in all tenanted properties requiring an Electrical Safety Inspection visit within every 5 years. The Scottish Housing Quality Standard is a measurement of housing quality in Scotland and ensures tenants' properties are kept safe, secure and in good condition. The need to check electrical installations in tenanted properties ensures Thenue homes are meeting this Standard and tenants are safe from electrical faults which can be a risk for tenants and your neighbours.

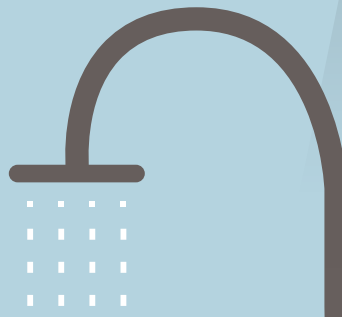
Thenue have employed the contractor MEARS to visit properties during every 5 year period to carrying out an electrical installation test. The visit will take around 2 hours and is essential to ensure the electrics

in your property are safe to use. Should you receive an appointment date please ensure you or another adult are at home to give access or call Thenue or MEARS to re-arrange the visit. Appointments can be made to suit your circumstances - however you must respond to any correspondence relating to this essential work.

Where a tenant refuses to allow access for electrical testing works or is continually not at home for pre-notified appointments, they will be notified of a forced access visit during which a joiner will force open the door to allow an Electrician to carry out the essential checks. Tenants may also be charged the costs relating to the forced access visit.

If you have any questions relating to the electrical testing, you can contact the Property Services Team on 0141 550 9547/3581.

Water safety



Legionnaires' disease is a potentially fatal form of pneumonia, which can affect anybody. It is caused by inhaling very small droplets of infected water suspended in the air which contain the bacteria. All hot and cold water systems in residential properties are a potential source for legionella bacteria growth.

Everyone is potentially susceptible to infection but Legionnaires' disease most commonly affects people over the age of 45, smokers and heavy drinkers, those suffering from chronic respiratory or kidney disease, people whose immune

system is impaired, and those suffering from long term illness. Not everyone exposed to legionella bacteria becomes ill and the disease is not contagious.

The risk of Legionnaire's disease is very low. But there are a number of ways in which you can prevent any risk of the disease:

- Run through showers and taps for a period of 10 minutes if they haven't been used regularly
- Clean your shower head regularly
- Run outside hosepipes before use
- Flush toilets with the lid down following a period of non-use

Gas Service

City Technical Services continue to deliver the Gas Service and Maintenance Contract on our behalf. The annual Gas Service visit is a legal requirement and City Technical Services must access tenanted properties to carry out essential checks on the boiler, pipework and the meters.

You must get in touch with City Technical Services or Thenue if you receive an appointment date which is not suitable. Thenue will force access to tenanted properties should the service not be completed by the legally due date and tenants may be charged for all costs for this visit. Please do not ignore any correspondence from Thenue and call the Property Services Team on Tel: 0141 550 9547 should you have concerns regarding the service taking place. Evening and Saturday appointments are available on request.

