

# thenue newsletter

AUTUMN 2022



The newsletter of Thenue Housing Association

[www.thenuehousing.co.uk](http://www.thenuehousing.co.uk)

## A WARM WELCOME TO YOUR NEW HOME!

### Milestone reached as tenant moves into our 3000th home

**TENANT** Laura Young has helped Thenue reach a landmark achievement in our 43 year history.

Laura has now settled into her new home which becomes our 3000th property.

The milestone comes as our large Abercromby Street development of new homes nears completion.

77 affordable flats and houses have been built in the multi-million pound development not far from our offices on London Road.

Now tenant Laura is enjoying her adapted home supported by her devoted family - particularly daughter Jan McGinn.

Jan said the property had delivered a "transformational effect" to her mother's wellbeing with its unique disabled-friendly features.

Laura has lived much of her later life in Calton in various addresses but described her new property as "a dream come true."



Welcome to your home.....Laura with Chief Executive Gary Naylor and Area Services Officer Carolyn McGowan outside her new home.

Gary said: "It is entirely fitting that our 3000th property should be a home which makes a real difference to Laura's life. The features of the property, by Laura's family's own admission, have made a huge difference."

Jan added: "It is impossible to describe the difference this new home has made to my mum's wellbeing. To say we are grateful for it is an understatement and my Mum is deeply appreciative of the smooth way moving in has been achieved thanks to Thenue."



Laura with members of her family pictured inside.

One of the biggest fans of the new home for her great grandmother is regular visitor great granddaughter Rarraah aged 3!

Our Chief Executive Gary Naylor called round with Area Services Officer Carolyn McGowan with a bouquet of flowers to mark Laura moving in.



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# NEWS FROM OUR AGM

**MEMBERS attending our AGM in September were told how Thenue is tackling the cost of living emergency, outlining the massive scope of our intervention.**

Our Chief Executive Gary Naylor presented an assessment of the difficulties tenants everywhere were facing.

Soaring fuel bills and rising prices in shops had combined to put an unprecedented squeeze on household incomes.

Gary, however, said Thenue – in common with other housing providers – was “committed” to providing as much help as it could.

Gary listed examples of help being offered including:

- Thenue’s Financial Inclusion team helped residents obtain just over £1 million in unclaimed entitlements in the last year
- Thenue’s energy advisor obtained energy savings of around £40,000 for people
- £6000 in fuel debt has been written off
- £58,000 of vouchers have been given to families and children

He also spoke of the drive to encourage digital skills not just in support but by offering devices to help people get online.

The AGM was told that performance by the Association had been good despite the backdrop of turmoil caused



Pictured: The AGM

by the lingering pandemic with notable highlights:

100% of eligible properties received gas servicing

There was an 8.5 day reduction in re-let times during the year.

59 more properties were let in comparison to the previous year

Rent arrears targets were once again achieved.

Chair Pauline Casey, giving her inaugural address to Members said: “The environment which we work in continues to be a testing one and I want to thank staff and Board members for their continued dedication, enthusiasm and application in steering us through the pandemic and economic challenges. As the cost of living is proving to be a challenge for everyone, including Thenue, we continue to be committed to providing as much help and support for our communities during these difficult times.”





# Rent Consultation – What You Need to Know

**Over the last couple of months you may have seen coverage in the press regarding a Rent Freeze for both private and social housing tenants. Legislation regarding this has now been passed in the Scottish Parliament and therefore the picture is a little clearer in terms of what this means for Thenue and for you, our tenants.**

The Rent Freeze is in place until 31st March 2023, and means that both private and social housing landlords cannot increase rents during this period. At Thenue, our current rent period runs until 31st March 2023 so there would not have been any increase to your rent during this time anyway. However, we understand why the legislation is in place and it helps to protect tenants living in all housing sectors as the cost of living increases.

What happens now? The Government legislation makes provision for an extension of the rent freeze beyond the end of March next year. However, no decision has yet been made on this and will not likely be made until January 2023. As a result, we have been advised by the Scottish Housing Regulator to carry out a rent consultation so that we are in a position to implement a change to your rent from April 2023, should this be permitted.

We completely understand the situation everyone is facing with the cost of living as we as an organisation are also experiencing price increases across the board, from materials, to services, to tender costs.

Currently, we are assessing all scenarios and their implications to ensure that we are able to consult with you on a rent proposal/s which

provide value for money in the current climate but also enables Thenue to continue to invest in your homes and provide you with quality services.

With inflation currently around 10%, we are committed to providing a proposal/s that falls well below this, and are working on efficiencies and innovative ways of working that will enable us to do this. At this point, we wanted to clarify the situation and make everyone aware that a rent consultation will go ahead this year, so that it does not come as a surprise. During the consultation we will provide a further update and will explain fully the reasoning behind our proposal/s.

We look forward to listening to your thoughts and opinions as part of the consultation period, starting later in the year.



# A TIME TO REMEMBER LOST LIVES

**YOUR housing association was again privileged to be part of the annual Castlemilk “Flowers on the Railings” event in September.**

This year it had added poignancy due to the passing of Queen Elizabeth and, as in previous years, was widely supported by the community.

The ceremony takes its names from the flowers sold on the day for £10 which are then tied to railings on 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.

A Humanist celebrant led a brief service and an uplifting note was struck by popular choir “Soundsational”. Balloons with a message of love on them were also released.

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

One of the floral tributes remembered the late Monarch and long-serving local councillor Malcolm Cunning who also died – both of which were tributes from Castlemilk Community Council.

# We're Looking for People to Join Our Board

**Our Board of Management takes on the responsibility of running the Association's affairs, but also plays an important role in developing our various communities. It provides strategic leadership and monitors and evaluates the organisation's business to achieve continued improvements for customers.**

We currently have the opportunity for a couple of tenants to join our Board of Management and would love to hear from those interested in helping us to ensure that tenants' voices are at the forefront of our approach and decision-making process.

The key things members of the Board of Management are expected to do are:

- Help us to lead and direct Thenue's work
- Promote and uphold Thenue's values (passion, excellence, respect and connection)
- Set and monitor standards for service delivery and performance
- Help us to control Thenue's affairs and ensure compliance

We understand that time is precious in everyone's busy lives and therefore we try to make the meetings as productive as possible and do not generally hold more than 10 meetings during the year.

In addition, each year we hold a Business Planning Session as we develop our Business Plan for the coming year. The table below shows the levels of participation required:

ACTIVITY	TIME
Attendance at up to 10 regular meetings of the Governing Body	Up to 2 hours per meeting
Reading and preparation for meetings of the governing Body	Up to 2 hours per meeting
Optional attendance: Sub-Committee structure with frequency of meetings between four times a year (Audit & Risk) and annually (Staffing). Board members are required to participate to ensure a meeting is quorate.	Up to 2 hours per meeting
Reading and preparation for meetings of a sub-committee	Up to 2 hours per meeting
Annual planning and review events (including individual review)	½ day to 1 day
Attendance at internal briefing and training events	When necessary
External training and conferences (may include overnight stay or weekend)	When necessary

Gary Naylor, our Chief Executive is really keen that we increase the number of tenants on the Board of Management and enable input into the big decisions we have to make in the current challenging environment. This will help us to strengthen our communities and services into the future.

If you are interested, Gary is available for a no obligation chat or if preferred you can email Gary on [gary.naylor@thenuehousing.co.uk](mailto:gary.naylor@thenuehousing.co.uk)



# Area Associations Round Up

## Cranhill Area Association:

Let's talk menopause!!! For long enough this has been a mute topic, something we hide away from and yet, something that a lot of people will experience. Cranhill Area Association have decided to tackle this stigma head on by developing a project that will provide education and practical techniques to manage menopause.

The Area Association recognise that this life changing experience needs to be brought to the fore and discussed openly and honestly. With feedback from members in their community about the lack of resources and support available to people going through the menopause, the Area Association have decided to do something about it.

The group will be working with an established partner to deliver a series of menopause workshops that

will cover everything from "perimenopause"

(perimenopause is the time when your body makes the natural adjustment) to post menopause. The workshops will include health related matters, misdiagnoses, managing symptoms, breathing techniques, nutrition, and vitamins, to name a few. The group hopes that the workshops will equip people with the knowledge and information they need to own their menopause and make it a more positive experience that they can manage.

This forward-thinking idea will bring many from the community together for a common, educational purpose and will empower people to be more in control of their menopause and how they choose to manage it.



## Netherholm Area Association:

### STEAM – What does it mean?

Science Technology, Engineering, Arts and Maths, that's what! And Netherholm Area Association have 50 children and young people getting involved in their STEAM Club every 2nd Sunday. The group have developed and deliver the club with support from a science teacher and an early years tutor.

There are three elements to the club, crafting and modelling, science and engineering and 3D design and printing. Participants learn core skills of the STEAM subjects through fun and innovative experiments including bridge building and stress tests, making bath bombs and volcanoes. These experiments allow participants to explore the scientific principles of physics, engineering and technology. The crafting and modelling session's re-purpose household materials to make various items and currently the children are creating

a village that resembles Netherholm with the use of some 3D printed parts that the participants have designed on the computer. The 3D design and printing sessions teach the children how to use advanced 3D design software. Participants are also taught how to operate and maintain the 3D printing machines, teaching engineering, technology and maths.

Some of the young people are learning the basics of coding, this is an area that the club would like to expand on. If you have knowledge and experience of coding and would like to give some of your time to supporting the next generation of STEAM experts, Netherholm Area Association would love to hear from you. You can make contact via the Facebook page @Netherholm Area or you can contact them by leaving a message with Eddie at Netherholm Community Hall on **0141 550 9573**.



## Bridgeton and Dalmarnock Area Association:

### Be Well Book Club.

Bridgeton and Dalmarnock Area Association were successful with a grant application to the Glasgow Mental Health and Wellbeing Fund to support a wellbeing project. The project, The Be Well Book Club, provides books to participants that promote wellbeing and inspires their readers. Additionally, participants have also taken part in mindfulness sessions.

The Club has been running since May 2022 and will come to an end in November 2022 with participants having read 6 incredible and inspiring books. The book club has created an environment where participants have been

encouraged to open up, share and write their own stories, with the support of Donna Campbell who is an esteemed and very motivating creative writer. We will celebrate the amazing achievements the participants have made at the end of the project with a printed book of their collective stories and poems.

The project has created a great feeling of community among the participants and become a safe place where trusting bonds and friendships have been born. The participants have informed us of the immense benefits they have gained from taking part, with increased confidence a factor in it all.



# Area Associations Round Up

# CALTON AREA ASSOCIATION NEWS

**It has been a very busy time for the CAA with the “Golden Club” for those aged 55 and over going from strength to strength.**

This is run on Wednesday afternoons in the CHLC and on Mondays in the 231 Stevenston Street community flat. New members are always welcome. Remember, too, that Bingo is in the Centre from 7 to 9 on Mondays.

There has been a varied programme of activities on Wednesdays including pottery classes, local history, a Jubilee Queens’ Tea, bag making, crochet and knitting.

There have been successful trips to places like Summerlee Museum on Scottish Industrial Life in North Lanarkshire, Largs and Prestwick and to Loch Lomond. Despite torrential rain on this trip to Loch Lomond the sun eventually came out and there was a welcome trip to Arrochar Hotel for tea.

Film days have included the screening of the hit movie “Belfast” and for the entire month of November every Wednesday

afternoon from 1 to 3.30 in the CHLC, Jane the Gardener will be making Christmas themed products such as gifts or decorations. This follows a period during the summer in Elcho Gardens – again with Jane - when we undertook garden and craft related activities.

There’s a great festive development with news that our “Christmas Extravaganza” returns this year - after the break caused by the pandemic - at St Lukes from 1 pm to

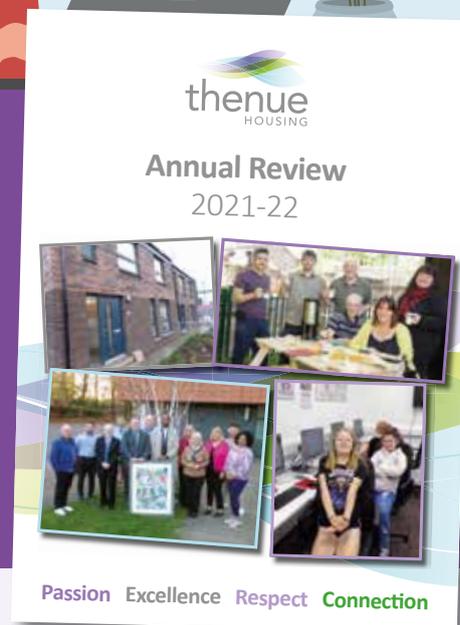
4.30 on Dec 4 with the Traditional Xmas Tree Switch On. Make a date in your diary now! Santa will be in his grotto and a festive fun occasion will be available for everyone.

Next year our plans include adding activities such as Chair Exercise, Aromatherapy, “Simple Climate Change Cooking”, sketching and even more days out. During the winter months we hope to use our gatherings in the CHLC as “warm spaces” to ward off the cold.



## 2021-22 Annual Review

Our Annual Review was launched at our September AGM and has now been issued to Members. If you are not a Member of the Association and would like to read a copy you can download it from our website [www.thenuehousing.co.uk](http://www.thenuehousing.co.uk)



# BARRY ALLAN APPOINTED DIRECTOR OF FINANCE

**We are pleased to announce the appointment of our new Director of Finance, IT & Resources, Barry Allan.**

In a career spanning more than 22 years in accounting, audit and housing, Barry brings a wealth of experience and knowledge to the role from within both the housing and private finance sectors.

Prior to joining us, Barry was the Finance & Corporate Services Manager at Edinburgh's Muirhouse Housing Association, spending 6 years with the organisation, including over 12 months as Interim Chief Executive.

Barry said: "I am excited to have joined the team at Thenue. I am looking forward to working together with the senior management team, all staff and the Board in building on the Association's successful record of creating new homes and improving tenants' lives.

"The cost-of-living crisis, and all the difficulties that this entails for both Thenue and our tenants, continues to create a time of great uncertainty for us all. We will be working hard to support tenants throughout this period and being part of a team which makes a difference and puts its tenants first is what motivates me."



Welcome.....Barry Allan



**Fiona Gray began work with us in November 1995 as part of the Scottish Homes stock transfer where we became the new owner of their properties.**

Fiona had worked with Scottish Homes since 1988 in various roles. At Thenue she was employed as Housing Assistant and then promoted to Housing Officer within the Bridgeton area in February 1999.

Fiona remained Housing Officer until July 2014 when she then took on the role of letting the 200 properties which the Association acquired

at the former Commonwealth Village.

Fiona returned to her role as Housing Officer in July 2015 and then in September that year she transferred to the Income Maximisation Team where she is still currently working. Fiona's last day with Thenue will be Friday 9th December. All of us here at Thenue wish Fiona a long and happy retirement!



**THANK YOU ANNE – WE'LL MISS YOU!**

Anne Hogg, our Senior Repairs Assistant, retired in early October after working for Thenue for over 16 years.

Anne was a well respected member of our repairs team and we wish her a healthy, long and happy retirement

All the Best Anne!



# HARVEST TIME AT ELCHO GARDENS, CALTON



**Elcho Gardens in Calton held a Harvest Festival in a link-up between Thenue Communities, “We Are With You” and the Elcho Gardens Steering Group.**

The event was part funded by ‘Dandelion’ which is an ambitious creative programme demonstrating collective action through a major “grow your own” initiative.

Combining growing, science, art and music Dandelion is an invitation to the whole of Scotland to cultivate, create and share. Dandelion is not just about food, but about music, knowledge and community.

Dandelion is funded by EventScotland and The Scottish Government. The event was also funded by Clyde Gateway URC which allowed us to showcase the amazing physical transformation of the gardens thanks to community benefits work delivered by contractor R J McLeod.

Over 100 local people joined us to enjoy the gardens, celebrate food growing and there was even a mini zoo. There was also live music from the Happy Band, facepainting, free bike repairs by Urban Fox and a scrumptious lunch provided by the Halliday Foundation.

The housing association also provided much-needed energy advice and guidance to those most severely impacted by the current cost of living crisis with 10 people signing up for more in depth support.



# THE NEED TO BE KIND

**These have been a difficult few years for all of us. We endured the pandemic and its devastating lockdowns only to then be confronted by the cost of living crisis with soaring energy bills and a real squeeze on so many household incomes.**

While very different challenges, they cause understandable frustration and worry for so many of us.

Here at Thenue we are always on the side of our customers - always working to deliver affordable rents and helping so

much at grass-roots level within our communities.

This wouldn't be possible without the dedication and professionalism of our brilliant staff who have consistently shown huge commitment during difficult days.

Being in housing is a bit like working in the health service, being a teacher or a social worker or working for the emergency services – it is a vocation underpinned by the desire to help others.

That's why we always ask you to be kind when dealing with us here at Thenue.

but unfortunately we have noticed on a few occasions instances of conduct from a very small number of tenants which is considered unacceptable.

It happens only occasionally and can take the form of aggressive behaviour. We understand the difficulties so many are facing right now but we always ask that you treat our team with courtesy and respect in the same way the vast majority of tenants do.

Respect is one of our values here at Thenue – the others being Passion Excellence and Connection. We like to think Respect from us to you - and from you to us - is so important.

Being kind is all that we ask.

Staff have every right to be treated with respect when they come to their work



## Start Your Clutter Clearing Journey Today!

**Are things just piling up and you have too much 'clutter'? Are you ready to address 'letting go' of belongings?**

Clutter Chat is a friendly non judgemental support group in Glasgow whose aim is to support and help people declutter and regain ownership of their life and home. Online meetings are held weekly and some in person meetings are now being held. Find out more by visiting their website [www.clutterchat.co.uk](http://www.clutterchat.co.uk)

You can also find out more by contacting our Tenancy Support Officer, Avril McLaughlin, tel -550-9550, email [avril.mclaughlin@thenuehousing.co.uk](mailto:avril.mclaughlin@thenuehousing.co.uk)



# Preparing for Winter

## Flu

The 2022 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.

If you are eligible, it is likely that you will be offered the COVID vaccine at the same time as the flu vaccination.

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

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 get in touch in the following ways:

- phone 0141 287 0555
- textphone 18001 0141 287 0555
- email Adults Team - [socialcaresdirect@glasgow.gov.uk](mailto:socialcaresdirect@glasgow.gov.uk) or
- email Children and Families Team - [scdchildrenandfamilies@glasgow.gov.uk](mailto:scdchildrenandfamilies@glasgow.gov.uk)

## Our Handyman Service – and it's

# FREE

If you are over 65 years 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 they can carry out. The labour is free – you just need to provide the materials.

Contact the service by:

- Emailing - [careandrepair@southside-ha.co.uk](mailto:careandrepair@southside-ha.co.uk)
- Tel: 0141 433 2749
- Website: Glasgow Care & Repair - Southside Housing Association ([southside-ha.org](http://southside-ha.org))



## 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.



# Our Common Rooms – always a warm and friendly welcome!

Our two common rooms at 71 Main St and 35 Tureen St are open and staff are based there at the following times (although they may be there at other times also):

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

They are open to all older tenants from all our communities. Please do pop in for a cup of tea and chat and make use of the warm, cosy surroundings.

Contact our Retirement Housing Assistants for further information:

**Bridgeton:** Dot McKinlay (Murray),  
tel: 550 9561 or 0778 631 2143  
email: dorothea.mckinlay@thenuehousing.co.uk

**Calton/Bridgeton/Monteith:** Laura McWilliams,  
tel: 550 9564 or 0779 523 7299  
email: laura.mcwilliams@thenuehousing.co.uk

**Calton:** Linda Malone, tel: 550 9565 or 0796 937 4811  
email: linda.malone@thenuehousing.co.uk

## Netherholm and Cranhill

Our Netherholm Community Hall, 4 Holmbyre Terrace hosts events for older people which include:

- **Conversation Café** - Tuesdays and Fridays, 12:00pm-2:00pm (FREE cuppa, snack and chat)
- **Community Yoga** - Wednesdays, 6:00pm-7:30pm
- **Community Bingo** - Thursdays, 1:00pm-2:30pm and Saturdays, 3:30pm-5:30pm
- **Woodland Walks** - Thursdays, 10:00am-12:00pm
- **Introduction to Computing** – Thursdays, 10:00am-12:00pm

By signing up to our Facebook page, you will receive notifications of various community courses. Contact Eddie Cusick for more information, tel **0752 393 9141, 550 9556** or [eddie.cusick@thenuehousing.co.uk](mailto:eddie.cusick@thenuehousing.co.uk)

In Cranhill, we use the Veterans' Centre, 2 Bellrock Close – the café is unfortunately not up and running at present but there are many opportunities for participation and activities available at the Cranhill Development Trust, 109 Bellrock St. Full information on their programme of events is listed on their website – [www.cranhilldt.org](http://www.cranhilldt.org)

We are looking to establish a group of older people both in Castlemilk and in Cranhill to discuss issues affecting older people in our communities. If you are interested please contact Paola Doyle tel **550 9548**, email [paola.doyle@thenuehousing.co.uk](mailto:paola.doyle@thenuehousing.co.uk)

We are currently planning our Christmas Parties and Panto trip for our Retirement Housing tenants in Bridgeton and Calton – for more information on these, contact your Retirement Housing Assistant.

# Health and Social Care Partnership (HSCP) – Changes Coming

Glasgow City  
HSCP  
Health and Social Care Partnership

The HSCP is shortly due to launch its new “Connect” service which will replace the current service known as Social Care Direct. It means that for anyone wishing to make a referral or enquiry about social work or health services, “Connect” will provide the first point of contact.

Advice, guidance, information and signposting will be part of this new service and will be provided by highly experienced teams. Operating alongside this will be the refreshed website [www.yoursupportglasgow.org](http://www.yoursupportglasgow.org) which lists a huge amount of information on health, social work and other services. More information on the new “Connect” service will be provided in a future newsletter.



Glasgowlife

Live Well

**Glasgow Life’s Live Well programme can support you to find and access activities which can improve your wellbeing.**

Sometimes we need a bit of support to give us the confidence to join, even with things we know we’re going to enjoy.

Our team of friendly wellbeing advisers are based locally and can support you in a range of ways.

We can help you if you want to:

- Get out and make new friends
- Be more involved in your local community

- Learn a new skill
- Feel more confident
- Get more active

If you’re 18+, living in the Calton ward area, and think you would benefit from some wellbeing support, we’d love to hear from you.

**Call for free: 0808 175 1956**

**Email: [livewell@glasgowlife.org.uk](mailto:livewell@glasgowlife.org.uk)**

**Visit: [glasgowlife.org.uk/livewell](http://glasgowlife.org.uk/livewell)**

# We're Relaunching Grants from the Thenue Trust



**The Thenue Trust was established in February of 2002 with the purpose of promoting, furthering, or supporting all or any activities deemed to be charitable.**

Over the years Thenue Trust has supported a number of people from within our communities, to enable further personal development or achievement.

These grants are designed to provide financial assistance to support you in areas such as (but not limited to) education, employment, training, sport and the arts.

At Thenue, we're keen to relaunch the grant scheme given the current financial climate to support and help where we can.

Grants will be subject to meeting the criteria and availability of funds. Examples of activities which we

can fund include contributions towards the cost of individual items of expenditure such as books, computer, sports equipment, travel costs associated with personal achievement or development where such objectives will benefit an individual and their community.

Chief Executive Gary Naylor said: "Thenue Trust is designed to help people from within our communities to develop and achieve. By relaunching Thenue Trust we want to raise the awareness that these grants are available

to cover items such as books or equipment at a time when money is an obvious concern. We really look forward to receiving application forms in the coming weeks and providing assistance where it is needed."

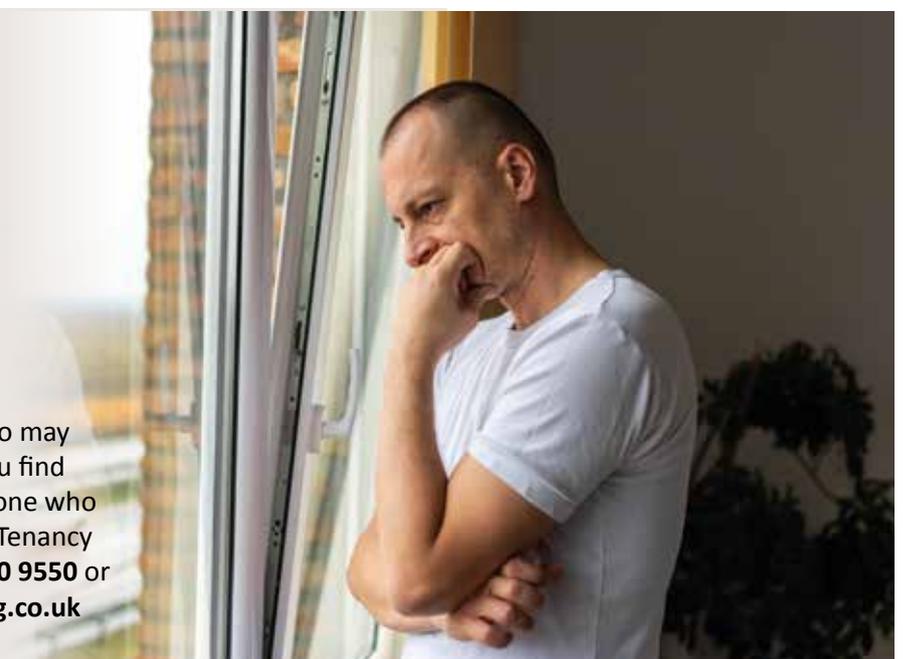
Applying for a charitable grant from Thenue Trust is really straightforward and an application form can be found on our website.

Go to "About Us" on the site then click on "Our Subsidiaries" where the details of the Thenue Trust will appear containing all you need to know.



## Tenancy Support Service

Thenue provides 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](mailto:avril.mclaughlin@thenuehousing.co.uk)

























# OUR PERFORMANCE AS A HOUSING ASSOCIATION

## Introduction

This is Thenue's ninth Charter Report. Each year we are required to complete an Annual Return on the Charter (ARC for short) and submit this to the Scottish Housing Regulator. As a result of that it becomes our obligation to produce this report to enable tenants and others to see how we are performing against the Charter. This report summarises all of the statistics that the Scottish Housing Regulator publishes, we are able to compare our own performance with the Scottish average and our performance last year. We hope that this information is useful for you to benchmark our performance over time. We carried out a tenant satisfaction survey during September and October 2020 and these

figures have been used for this year's satisfaction figures.

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

To find out more about our past and ongoing achievements you can visit us at [thenuehousing.co.uk](http://thenuehousing.co.uk)

Thenue's four core values are

**Passion:**

We are committed, determined and motivated

**Excellence:**

We aim to be the best in everything we do

**Respect:**

We treat everyone with courtesy and dignity recognising diversity

**Connection:**

We listen, to engage with our customers and communities

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

# Thenue's Profile

Thenue is a registered Scottish Charity and we are governed by a voluntary Board of Management. We have been around since 1979; over the years we have grown our stock base to 3,000 properties, mainly but not exclusively situated in the East End of Glasgow. A breakdown of the total stock by area is shown in the table below.

Area	Total Stock
Baillieston	19
Blackhill	123
Cranhill	282
Castlemilk	338
Bridgeton	1078
Saltmarket	54
Calton	727
Scotstoun	13
Dalmarnock	327
Supported Housing – Various Areas	13
<b>Total</b>	<b>2974</b>

The information below shows how we compare to last year.

## GENERAL VIEWS ON SATISFACTION

### Satisfaction with overall service

● 2021 ● 2022



### Satisfaction regarding being kept informed

● 2021 ● 2022



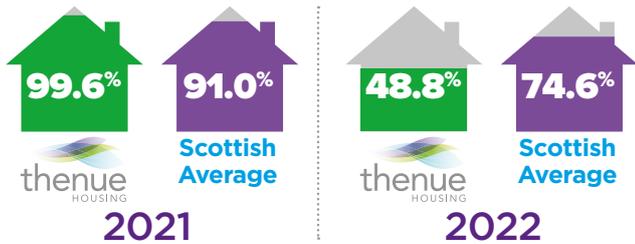
### Satisfaction with opportunities to participate

● 2021 ● 2022

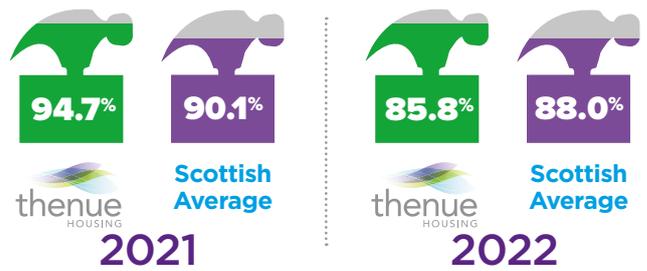


## QUALITY & MAINTENANCE OF HOMES

### Homes meeting the Scottish Housing Quality Standard



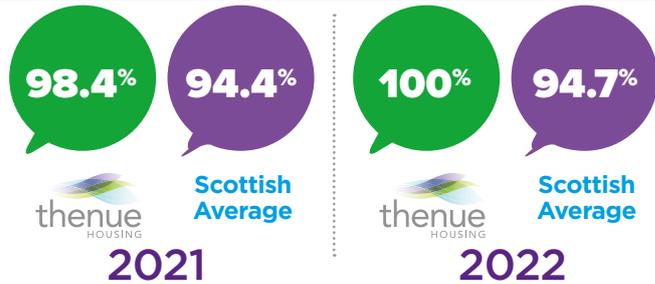
### Overall repairs satisfaction



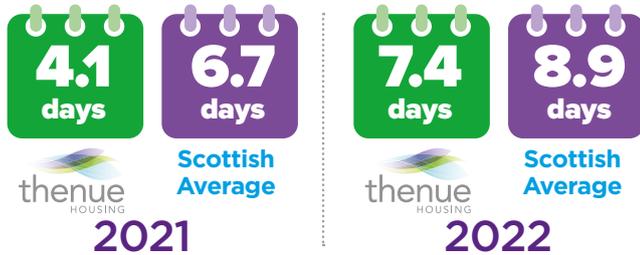
### Time taken to complete emergency repairs



### Anti Social Behaviour cases resolved within locally agreed targets



### Time taken to complete non-emergency repairs

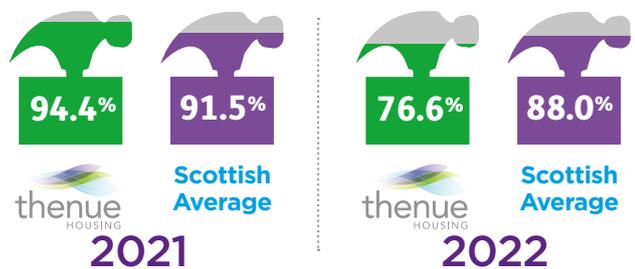


For every 100 of Thenue's homes **8.6 cases** of anti-social behaviour were reported in the last year

### Gas Safety



### Reactive repairs completed 'right first time'

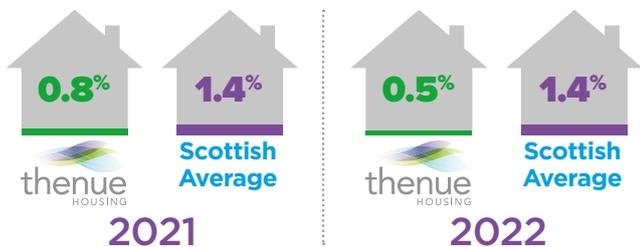


Tenancy sustainment (the number of tenants who have kept their tenancy)



## VALUE FOR MONEY

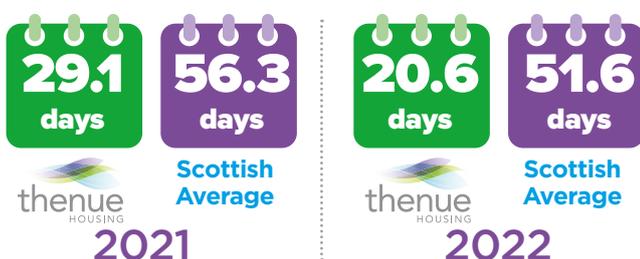
### Rent not collected due to homes being empty



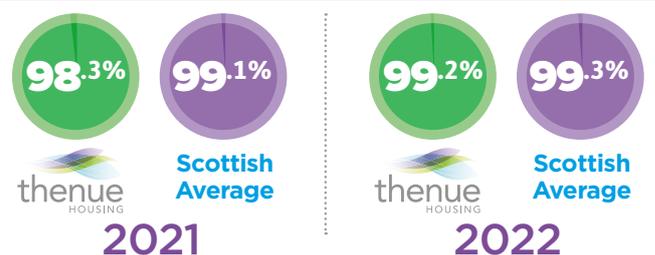
### Average Weekly Rent



### Average time to re-let homes



### Proportion of total rent collected



Thenue collected £14,019,766 of the £14,133,491 rent money due

# LEARNING FROM COMPLAINTS

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

## STAGE 1 (% ON TIME)



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

**3.6 DAYS**

## STAGE 2 (% ON TIME)



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

**14.8 DAYS**

COMPLAINTS TO THE OMBUDSMAN

**0**  
**0 upheld**

Received Responded in full Responded in time



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