

# thenue newsletter

SPRING 2023

thenue  
HOUSING

The newsletter of Thenue Housing Association

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

## ENERGY WORRIES? WE'RE HERE TO HELP

### Introducing Evelyn Milligan and Tom Ucci – your new Thenue Energy Advice Assistants.

Evelyn and Tom took up their posts in the spring and are here to support Thenue customers.

Their appointment **TRIPLES** the number of staff dedicated to helping you deal with your energy issues and sort out any difficulties you may have with electricity or gas suppliers. The Energy Advice Team will provide tailored in-depth energy advice and an advocacy service (working on your behalf to resolve energy issues with your supplier).

They join existing Energy Advisor Julie Broadley, who has been supporting Thenue customers with energy advice over the past 3 years.

The winter may be over but energy prices remain sky high and we know for a fact that this is having an impact on your finances.

Having three people engaged exclusively on providing energy advice for our customers massively extends the reach of our help – meaning we can assist more people than ever before.



Evelyn, Tom and Julie

CONTINUED ON PAGE 2

## READ ABOUT OUR NEW STRATEGY

Most organisations including charities like ourselves – even major companies – have a Strategy which maps out where they are going.

It allows us to tell you what we expect to fulfil in the future and guides our day

to work while setting out a number of objectives.

In this edition of your newsletter on pages 9 to 12 you can read about this new Strategy, why we have come up with it and what it means for you.

THE WAY  
FORWARD  
FOR THENUE

- ANNOUNCING OUR  
NEW STRATEGY

thenue  
HOUSING

"For our customers, homes and communities  
– being the best that we can be"

# ENERGY WORRIES? WE'RE HERE TO HELP

This is why if you are facing any energy issues you should contact us for free, impartial and confidential advice. Our energy help is funded by the “Energy Redress Scheme” which redistributes money from major energy suppliers.

Some of the common questions we are often asked include:

- What can I do to reduce my energy costs?
- Are there any grants available to help with my energy debt ?
- How do I know if my energy bill is correct ?
- What is a daily standing charge ?
- I can't get through to my supplier on the phone, it is so frustrating – what can I do ?

We can help you :

- Reduce your fuel costs

- Help manage your fuel debt
- Learn how to operate your hot water and heating system efficiently
- Understand pre-payment meters
- Understand smart meters
- Best ways to save energy in the home
- Understand your energy bills (unit and daily charges)
- How to use online energy services (app, Live Chat)

You can contact us in the following ways:

**Phone:** 0141 550 9558/ 0141 550 9572

**Email:** [energyadvice@thenuehousing.co.uk](mailto:energyadvice@thenuehousing.co.uk)

**Facebook:** [ThenueHousing](https://www.facebook.com/ThenueHousing)

**Twitter:** [@ThenueHousing](https://twitter.com/ThenueHousing)

## Work is progressing on Glasgow's newest Gaelic primary school in Green Street, Calton

**Councillors have approved the name, Bun-sgoil Ghàidhlig a' Challtainn, which means Calton Gaelic Primary School.**

When the city council's education department submitted plans for the new school, it stated: “When the need for another Gaelic school was identified in the north east of the city, St James' Primary was recognised as fulfilling a number of the education requirements, whilst also contributing to the local area by saving a heritage asset in the Calton area.”

The school, constructed in 1885, was occupied until 2009, when remaining pupils were moved to Alexandra Parade Primary.





# Thenue Communities – Working at the Heart of Where You Live

Thenue Communities continues to deliver a range of activities – all designed to support our neighbourhoods

It is operating a Warm Spaces project where warmth, lunch and refreshments alongside arts activities are provided. This takes place every Wednesday from 1 to 3pm and on Fridays from 2 to 4pm in Calton Heritage & Learning Centre.



We provide lunch as well as flat pack food packs which provide the ingredients and recipe to feed a family of four. We are also working in partnership with the Association and The Halliday Foundation to provide 3 free pop up shops in the Calton CHLC and 3 in Netherholm Community Hall.

This service is being funded by The Winter Social Wellbeing Fund (awarded to Thenue Communities) and by The National Lottery Community Fund (awarded to Thenue Housing Association) and the partnership with Thenue HA also ensures that participants have access



to energy advice and support where appropriate.

In addition, we are working in partnership with W.I.L.D (Woodland Inspired Learning & Development) to deliver our Nature Natter project at Elcho Gardens. This is building on the successful project delivered by Netherholm Area Association and W.I.L.D at Netherholm Community Hall. If people are interested in attending you can call us on 0141 550 9573 or email us at [bookings@thenuecommunities.co.uk](mailto:bookings@thenuecommunities.co.uk)



This project is being funded by 'Green Shoots' - a fund managed by DTAS (Development Trust Association for Scotland).

We are also providing spring outdoor nature sessions for nursery children and their families at Elcho Gardens. This is a partnership with Bridgeton Family Learning Centre and Glasgow Life to provide outdoor activities for around 30 families. All activities will be free of charge with refreshments provided.

We are hoping this will lead to further partnership work with Glasgow Life and Bridgeton Family Learning Centre encouraging families to use Elcho Gardens and green spaces in general.

The initial feedback has been overwhelmingly positive.

Seven families attend the first session – 19 adults and children in total. They enjoyed egg rolling, wild flower planting and in keeping with the Easter theme, an egg hunt.



# Area Associations Round Up

## Calton area association news

**The Calton Area Association continues to fulfil an important role in the community – thanks to a hard working committee and marvellous support from people living in Calton.**

Looking back it has been a busy start to the year. The “Xmas Extravaganza” was its usual success with something for everyone. A great time was had by all with everyone particularly impressed by the visiting magician who impressed with his tricks.

Wednesday sessions began in January at the CHLC from 1-3 with Sarah offering knitting, crochet and chair aerobics – much enjoyable activities to banish the winter blues.

Monday sessions take place at the community flat at 31 Stevenston Street with Jane offering gardening tips, craft making and much, much more.

Come along on either day for companionship and activities which are sure to be enjoyable.

A feature of the ongoing activity are occasional bus outings including a

much enjoyed one to the newly-reopened Burrell Collection in Pollok Park and also to the “Teahouse on the Loch” at Gartcosh. Like the Burrell, this visit involved a scrumptious afternoon tea.

A “Royal Day” is planned offering afternoon tea and music and more details will follow.

It is planned to further develop these outings in the future given how popular they are.

It is worth reminding you about the Film Afternoons which also offer treats like popcorn and ice cream – just like you’d get at the pictures!



Meanwhile, a highlight of the social calendar came in late March with the return of John Ritchie’s “Swing Sensation” band – a superb occasion which had many up dancing to popular tunes.

The latest calendar of activities from the Area Association is as follows:

### At the CHLC:

- Monday nights 7 to 9 pm Bingo
- Wednesday afternoons 1 to 3 pm Craft making. Crochet. Knitting and much more

### At the Community Flat, 31 Stevenston Street:

- Monday afternoons 1 to 3 pm Craft making, seasonal activities and much more

The Committee want to encourage more local people to take part in its activities. The Calton Area Association is here for YOU.

Additionally, if you would like to volunteer some of your time for the ongoing events which the CAA organise please contact a Committee Member.

## Netherholm



Wellbeing has become such an important factor in our lives and more so since the pandemic. It is essential now more than ever

that we look after our physical, mental and emotional wellbeing to help us live a balanced and happy life. Netherholm Area Association have developed and delivered some exceptional health and wellbeing clubs and classes in their community for local people. These have included yoga, sewing club, Reiki, conversation cafes, gardening group and British Sign Language classes (BSL).

All of these initiatives have seen great success with many local people getting involved and noticing an improvement in their quality of life. The Area Association are delighted to announce that they are able to extend the yoga class, sewing club, gardening group and the BSL classes to June 2023, and this is thanks to a successful

funding application made to the Glasgow Winter Wellbeing Fund.

The group have also just delivered a very successful Easter event where local people were invited along to have afternoon tea at the Community Hall, and kids took part in an Easter egg hunt and Easter egg giveaway. This event brought the community together as well as local organisation including Thenue communities and Cherry tree nursery.

The Area Association were awarded a grant from the Corra Foundation which has enabled them to support 100 households in their community with a £50 supermarket voucher. These vouchers have made a huge difference to households during this financial crisis. The Area Association is acutely aware that as the crisis continue to affect people. They will do what they can to support the community.



# Area Associations Round Up

## Cranhill

Let's talk menopause! This has long been a moot topic with many people choosing not to share their experiences. Well, to its great credit, Cranhill Area Association have changed that in their community. This group of committed members decided to re-write the narrative and open up the topic for conversation without stigma. This is a very natural process that more than half our population go through, and Cranhill Area Association wanted to provide a safe space to talk about the symptoms and how to manage menopause.

The Area Association employed the services of Solstice Health Studio to provide 8 workshops to people in their community

who are or have gone through menopause. The workshops have taught participants about yoga, breathing, nutrition and supplements to improve the symptoms. The project has adopted a true community learning approach by tailoring the topics around the needs of the people who attend. For more information you can contact Cranhill Area Association through their Facebook page @cranhillareaassociation.

Another extraordinary initiative that Cranhill Area Association have provided in their community is the Pop-up food shop, in partnership with the Halliday Foundation. The group are acutely aware of the impact the cost-of-living crisis is having on families and individuals and wanted to offer support to those who may need it. The pop-up shop is delivered in the veterans'



centre on alternate Monday evening and afternoons. The service has been a huge benefit to many people and provides free essential food items and toiletries. For more information, you can contact the area association through their Facebook page @cranhillareaassociation.

In addition to this support, the area association were successful with a grant application made to the charity known as the Corra Foundation to offer supermarket vouchers to people in their community. This grant supported 30 households in Cranhill to purchase essential items and food, alleviating financial pressures and stress.

## Bridgeton & Dalmarnock

**Book books books! We can't underestimate the importance of books and the impact they can have on our lives, especially that of the younger generation. Bridgeton and Dalmarnock Area Association have been involved with the Dolly Parton Foundation for 2 years now and have supported over 100 nursery aged children to access a free book each month from the Imagination Library. The group works with 2 local nurseries, one in Bridgeton and one in Dalmarnock, to provide each child within a certain age category with a book each month for a year. This enables families to read together and create a love for books and literature, developing reading skills and creativity. The group are excited to announce that they are aiming to continue their involvement and support more children and their families in their communities.**

As well as supporting our younger generation the group have also developed and delivered a very successful book club, together with 10 for Zen and Her in Doors. The participants were involved in reading 6 inspiring stories and encouraged to discuss them, they also wrote some of their own stories and poems that have been collected into a booklet. The group are delighted to let you know that they will be hosting a celebration event for the participants and their families on the 25th of April in CHLC to recognise the groups achievements and what the participants have learned throughout the project.

Over Christmas the Association provided a Christmas lunch at the local restaurant, Garlic and Thyme, for their members and had a wonderful time with entertainment and prize draws. The group received excellent feedback from those who attended, saying, it was a great event to bring communities together.



## Our Handyman Service – and it's FREE

If you are over the age of 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))



## Our Common Rooms – for 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 too):

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: [dorothy.mckinlay@thenuehousing.co.uk](mailto:dorothy.mckinlay@thenuehousing.co.uk)

### Calton/Bridgeton/Monteith:

Laura McWilliams, tel: 550 9564 or 0779 523 7299

email: [laura.mcwilliams@thenuehousing.co.uk](mailto:laura.mcwilliams@thenuehousing.co.uk)

### Calton:

Linda Malone, tel: 550 9565 or 0796 937 4811

email: [linda.malone@thenuehousing.co.uk](mailto:linda.malone@thenuehousing.co.uk)

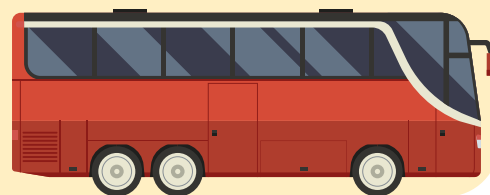
## Tea and a Chat - Netherholm Community Hall, Castlemilk



Don't forget, we hold a Conversation Café in our Netherholm Community Hall at 4 Holmbyre Terrace every Tuesday and Friday at 12pm – teas/coffees and snacks available free of charge. Come along for a refreshment and a natter!

## Forthcoming Activities – Common Rooms

Dot, Laura and Linda are busy planning events for Spring and Summer including our legendary bus run! We will shortly be issuing an updated timetable of activities which we will also put on our website to be found under *Homesekers* then go to *Retirement Housing* then go to *Current Events*.



**What is Age Scotland? This used to be called Age Concern and provides a range of information for older people across the UK and Scotland specifically.**

Their helpline is free and

confidential - not just for older people but also for their carers and families.

Their skilled advisers provide information and advice on a range of topics. They also provide friendship for when you just need a friendly chat.

Its free to call on **0800 12 44 222** and lines are open Monday to Friday, 9:00am to 5:00pm



# Need Help Finding the Right Service for You?

Glasgow's Health and Social Care Partnership has a website which provides lots of useful information and contact details for a range of services which you might find helpful. For example, you might be looking for a Day Care Centre, help with legal matters or Power of Attorney.



[www.yoursupportglasgow.org/connect](http://www.yoursupportglasgow.org/connect)



## Health and Social Care Launch New "Connect" System

The HSCP has introduced a new and easier way of you being able to contact them. They believe stronger communities make healthier lives, and that with access to health and social care support when they need it, people can flourish, their health and wellbeing can improve and they can become more resilient. They are aiming to achieve this by transforming health and social care services in our city.

One of the changes they have recently made to make it easier for people to contact them when they need help or support, is to introduce their Health and Social Care Connect initiative. This is one route for people and agencies to access the following:

- direct contact to request a service
- advice, information and signposting to other supports and
- improved ways to be assessed for the right supports and services
- You can contact Health and Social Care Connect:
- using their online forms (on Glasgow City Council's website (<https://www.glasgow.gov.uk/index.aspx?articleid=29768>))
- phone **0141 287 0555**

HSCP is also working towards having web chat and text as a method of contacting them.

You can also find more information on Health and Social Care Connect at [www.yoursupportglasgow.org/connect](http://www.yoursupportglasgow.org/connect) including a link to check if you are eligible for a social care service from them.

## Testing your SMART Hub

If you have a SMART Hub in your home, it is important that you carry out a test every month. You should use the call button on the Hub and also test your pendant/bracelet by pressing it. Both should connect directly to Homecare Community Alarms who should respond to your call.

If you have any difficulties with this and would like a member of staff to help you with it, please just let Dot, Laura or Linda know. If you have any problems with connecting to Homecare, again, please let us know immediately. It is important you do this every month to ensure there are no problems with your Hub.

# Our Review of Repairs Service Standards

## Delivering for our tenants and customers

**Over the last couple of months we have been busy reviewing how we deliver repairs based on the feedback of our tenants through a number of avenues. These include satisfaction surveys, Area Association meetings, complaints and via our Tenant Scrutiny Panel.**

The aim of the review is to improve the service we deliver to our tenants. The key outcomes we are working on achieving are:

- **Ensuring that through our contractors, we keep as many appointments as possible**
- **Increasing the capacity of our contractors to deliver the service**
- **Increasing our ability to react to emergencies and tenants needs**

The repairs environment has changed over the last 3 years with material delays and shortages becoming a reality and outside of our control. We also have experienced an increased number of repairs following lockdowns during the pandemic. However, our focus in reviewing the service has strongly been on how we deliver the best

possible service to our tenants, and working with our contractors to do this.

Following discussions with our Board of Management, Area Associations and our Tenant Scrutiny Panel there will be a change to our repairs service standards from 1<sup>st</sup> April 2023.

Our new service standards will be:

- **4 hours to make safe an emergency repair (to complete if possible)**
- **8 days on average to complete a non emergency repair (internal and external combined, eg: 7 days for internal).**

Although, both targets have slightly increased, they are both still within the Scottish average for housing associations and we will still aim to get to you at the earliest opportunity. The review has been about improving what we deliver by:

- **Visiting your property when we say we will**
- **Getting the right trade to the right job**
- **Having a more flexible and agile workforce**

- **Not just meeting a time, it's about getting the job right**

Our Chief Executive, Gary Naylor said: "Our tenants in our recent rent consultations clearly see the delivery of our repairs service as their top priority. As the environment we are working in changes, we also need to adapt to provide the best service we can. Amending the service standards will provide our contractors some increased capacity and flexibility which will allow them to plan your repairs more effectively and ultimately deliver a better service. Our targets have traditionally been based on time and there is a fundamental change with this review to focus more on delivering quality and reduced failed appointments within reasonable timeframes."



### 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@thenuhousing.co.uk](mailto:avril.mclaughlin@thenuhousing.co.uk)

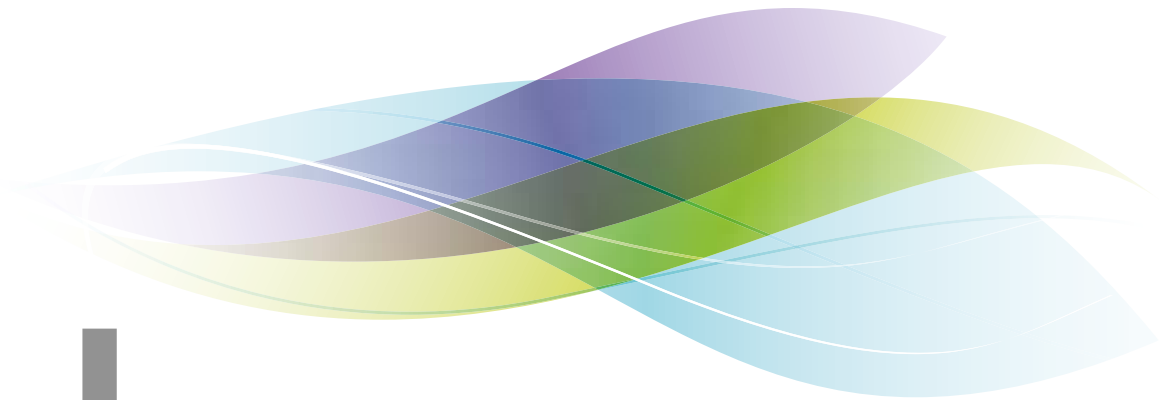
### Allocation Policy Review

Our Allocation Policy has undergone a review and following our consultation process, has recently been approved. Several changes have been introduced and you can see a copy of our policy in the Download Section of our website [www.thenuhousing.co.uk](http://www.thenuhousing.co.uk)



# THE WAY FORWARD FOR THENUE

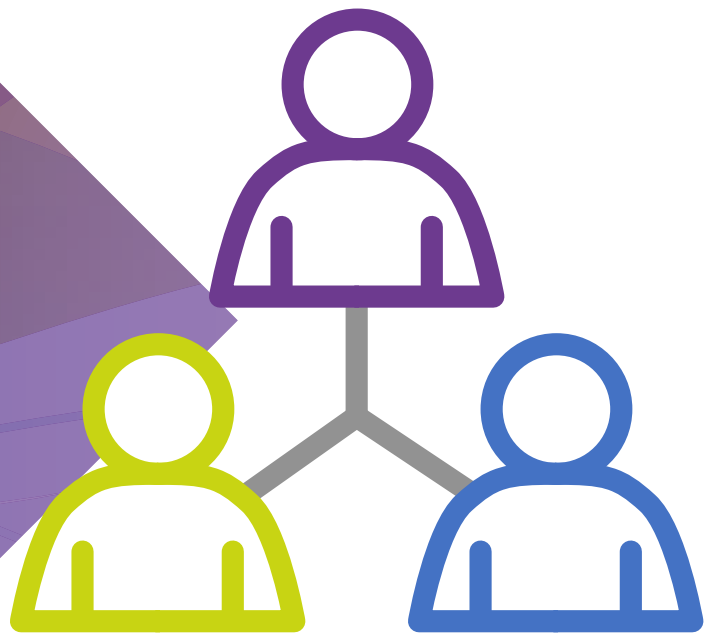
- ANNOUNCING OUR  
NEW STRATEGY



thenue  
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*“For our customers, homes and communities  
– being the best that we can be”*

At Thenue, we've continued to develop over the last 12 months, with the appointment of a new Chief Executive and Executive Management Team and ways of working which deliver for YOU - our tenants, customers and colleagues. Emerging from the pandemic, it has been essential that our approach is flexible and, above all, responsive to meet your understandably high expectations of us.



Taking all this into account, we have developed what we are calling our **Strategy for 2023-2028** to sit alongside our Business Plan which is reviewed every year.

STRATEGY  
STRATEGY  
STRATEGY

## What do we mean by a Strategy?

**Most organisations including charities like ourselves – even major companies – have a Strategy which maps out where they are going.**

It allows us to tell you what we expect to fulfil in the future and guides our day to work while setting out a number of objectives.

Thenue's Strategy will help us to continue on our journey to become a more innovative, modern and agile organisation. At the heart of our Strategy is working side by side with our tenants and communities to improve homes and services – guiding principles which we have always remained focused on.



To deliver our vision towards 2028, we have developed a new **Purpose and Vision** as well as 5 new **Strategic Themes** and these are as follows:

## Our Purpose

Delivering quality and affordable homes with excellent customer service...improving homes, lives and communities.

## Our Vision

Creating quality homes and stronger communities where people want to live



# Our 5 Strategic Themes



**Customers** – in further building our culture, we want to see and truly put your voice as customers at the heart of all that we do.



**Homes** – we aim to develop and maintain homes which meet people's needs, being fit for the future, while being energy and cost efficient.



**Communities** – we aim to create sustainable, resilient and connected communities where people's wellbeing and opportunities are enhanced.

**People** – our people will be skilled, ambitious, innovative and responsive working within an inclusive, agile and collaborative environment.



**Partners** – we aim to grow, improve and provide excellent service delivery through partnership working and being recognised as a partner of choice.







# OUR FOCUS

**As an organisation we have a renewed focus on service excellence and customer service. Delivering value for money and being cost effective is really important to us. And we know value for money is important to you, too. We are fully aware of the significant financial challenges facing households with the cost of living and energy prices having increased significantly over the last 12 months.**

We want to be a partner of choice which is recognised for helping to address poverty and homelessness within Glasgow - a partner that helps to support and empower our communities to grow their skills, opportunities and wellbeing.

Our Chief Executive, Gary Naylor said: *"This strategy is about understanding and continuing to improve the way we deliver for our tenants and our*

*communities. We are building more flexibility and responsiveness into how we operate alongside an excellent culture to strengthen not only Thenue as an organisation, but also the communities in which we serve and operate. We are really excited to be able to launch our new Strategy and look forward to measuring the success of the outcomes over the next 5 years and improving further as an organisation."*

**A full version of this Strategy can be viewed on our website.**



# BRINGING YOU NEW HOMES



**Our stylish and impressive Abercromby Street development is now complete with all tenants having moved in.**

Easily the biggest development of homes we have done it transforms the area around Abercromby Street.

Meanwhile, in Bridgeton our Landressy Street development of 27 retirement housing properties is progressing well despite initial difficulties caused by the original developer going into liquidation. A replacement developer was found and quickly got to work. We hope to have them completed later in the summer.

And we have completed our properties in Craighead Avenue bringing much-needed new homes to Blackhill.

**Pictured: Abercromby Street, the work in progress at Landressy Street and Craighead Avenue in Blackhill**











## NICOLA RANKINE - 0141 550 9562

### BRIDGETON:-

- 43-48 Dale Street
- Dale Path
- Colbert Street
- Savoy Street
- Franklin Street
- ALL of Main Street (Even's & Odd's)
- Tullis Street
- 2-120 Reid Street (All Even's)
- Kerr Drive & Kerr Street
- MacKeith Street
- Landressy Street & Landressy Place
- Anson Street
- Mill Street & Mill Crescent
- Rumford Street
- 2-30 Dunn Street
- Muslin Street (all EXCEPT 56.60 & 64)
- Acorn Court & Acorn Street
- Megan Street

## IAIN THOMSON - 0141 550 9566

Parts of Dalmarnock • Bridgeton • Calton

### DALMARNOCK:-

- Allan Street
- Baltic Street
- Birkwood Street
- Summerfield Street
- Woddrop Street
- Bogside Street
- Gear Terrace
- Irvine Court
- Irvine Street
- ALL Dalmarnock Road
- James Street
- Madras Street & Madras Place
- Dalmarnock Road

### BRIDGETON:-

- Greenhead Street
- Greenlodge Terrace
- 300 Dunn Street
- Bridgeton Cross
- Albany Street
- Ruby Street
- Queen Mary Street

### CALTON:-

- Abercromby Street
- Crownpoint Road
- Tobago Street
- Millroad Street (except 5a and 5b)

## KEVIN MACGREGOR - 0141 550 9515

### CALTON:-

- Moncur Street
- 278-304 London Road
- 499-527 London Road
- Abercromby Square

### BRIDGETON:-

- Old Dalmarnock Road
- 103-110 Dale Street
- Supported Accommodation







# Need help? You Know Where to Come

We have seen an increase in cases where requests for assistance, with regard to refusal of benefits, or benefit changes has resulted in people being left with only a short period to respond.

We are asking tenants to contact us as soon as they receive any letters from Housing and Council Tax, or Department for Work and Pensions notifying you of suspending, refusing or changing your benefit entitlement.

This will allow us time to make an advance appointment so that we can dedicate more time to prepare a response and for you to get any additional information we may suggest.

Leaving issues until the last minute may mean that you will lose the opportunity to challenge these decisions.



## ACT NOW ON BENEFIT ENTITLEMENT!

**When was the last time you had your benefit entitlement checked?**

Could you be entitled to Guaranteed Pension Credit or Universal Credit?

You should seek a benefit check so that you do not miss out on the Cost of Living Payment.

There is a benefit check programme on Thenue's website which you can get access to check that you are receiving the correct benefits amount.

Find it here: <https://www.thenuehousing.co.uk/items/Thenue-News/Benefit-Calculator>

This can also be found on the Money Advice page on the website.

You can also call our Financial Inclusion service on 0141 550 9575 and we will carry out a benefit check for you.

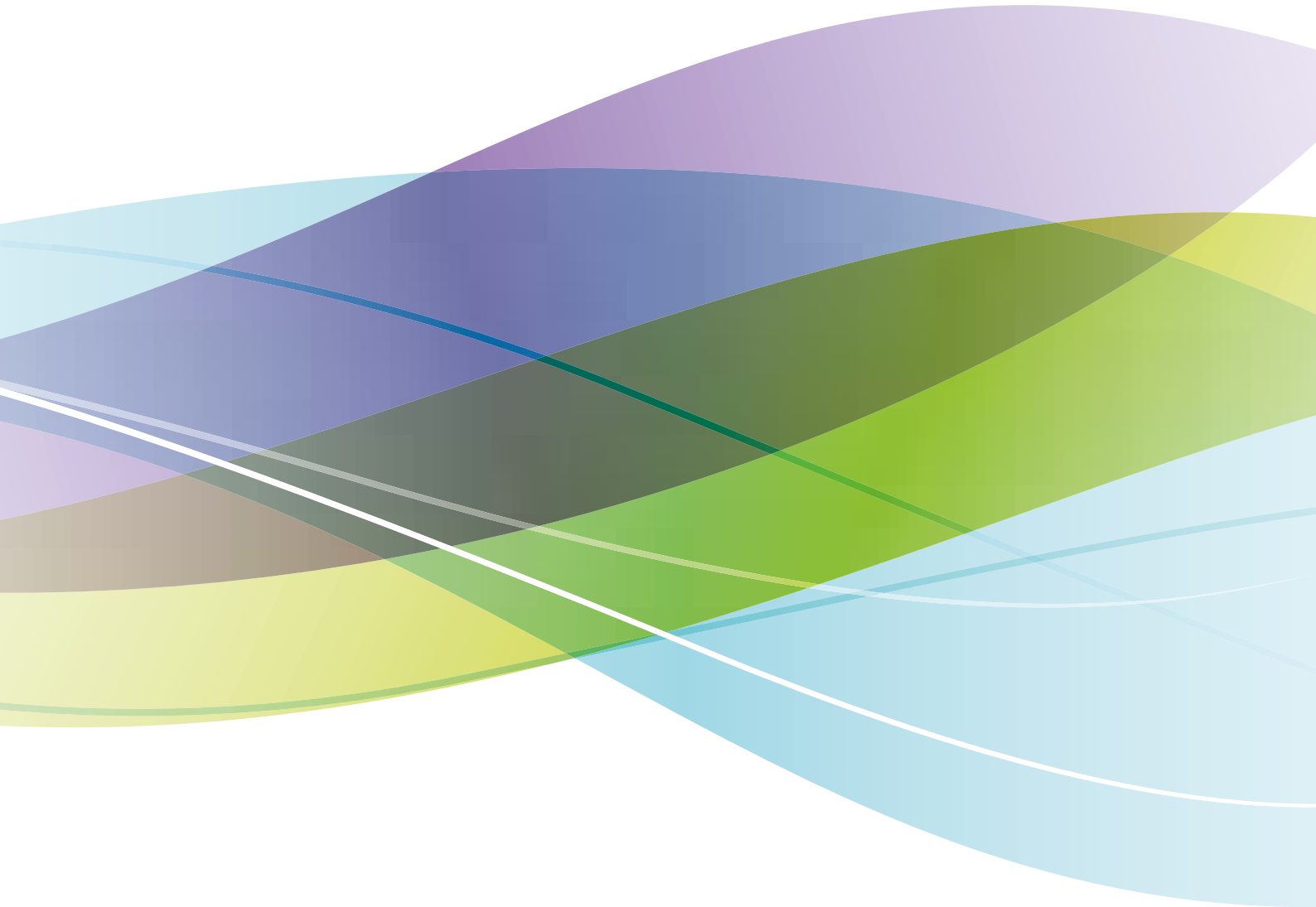
# New Trainee Joins the Team

Jodie has been with us since October 2021 providing an excellent admin support to our Income Maximisation Officers. We are pleased to announce that Jodie has been successful in gaining our first ever *Trainee Financial Inclusion Officer* post within the team. This is an exciting new venture and will help us continue to deliver a first-class service to you. Jodie will be working closely with members of our Financial Inclusion Team and will undergo training in all aspects of financial support.

Jodie's contact details are [jodie.wright@thenuehousing.co.uk](mailto:jodie.wright@thenuehousing.co.uk)

Direct Dial 0141 550 9575





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Charity registered in Scotland (No SC032782). Property Factor Registered Number PF000268

