The newsletter of Thenue Housing Association

IT has been 3 years since our last large scale tenant survey. We carry out these surveys every two or three years and they are essential in helping us to plan for the future and ensuring our resources are targeted in the right places.

All housing providers undertake such surveys and the more complete they are the better we can understand what things you rate as important, and ensure that our tenants thoughts and opinions are central to our decisions making and at the heart of what we do.

This year the survey will take place from the end of August to the end of September 2023 and we are asking you to help us in this task. We have commissioned a business called **Research Resource** to undertake the survey using a combination of telephone and face-toface interviews.

The company has long experience of carrying out similar surveys for other housing associations. Around 800 of our customers will be contacted so that we can obtain a snapshot of your views on a range of matters.

Your views are being sought on issues which include:

- Customer service
- How you rate our services
- How you think we are performing as a housing association
- What you think of our staff
- What you think of your neighbourhood



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Listening to your views.....we are always keen to hear what you have to say and the forthcoming customer service survey is one way of doing that.

There will be other questions, too, and your answers will be treated in the **strictest confidence**. The interviews which Research Resource will undertake will last approximately 20 minutes and if you are contacted we would encourage you to help us. We'd like to take this opportunity to thank you in advance for your participation.

Remember if you are visited in person, all Research Resource staff will have identification and you will be shown this. NEVER allow anyone into your home who cannot confirm their identity.

If you wish to opt out of the forthcoming survey please contact the Association on **0141 550 3581**.

LANDRESSY REVEALED:

We are delighted to offer you a first glimpse of our latest development of new homes in Bridgeton, now that it has been completed.

The 27 flats at Landressy Place have been designed specifically for older people and the new residents will benefit from our Older Persons Housing Service, providing enhanced services to ensure the tenants can enjoy their new homes for life.

The flats all have a 'sun-space' off the living area providing a useful 'indoor/outdoor' area for relaxing. All residents will also have access to an attractive, south-facing, enclosed courtyard area for socialising and enjoying the outdoors in a safe environment.



CALLING ALL MEMBERS – SAVE THE DATE!

Our Annual General Meeting will take place on Tuesday 19th September 2023 at 6.15pm.

This year's AGM will be held in the Calton Heritage and Learning Centre on London Road and we'd love to see as many of our Members there as possible.

Refreshments will be available on the night along with a prize draw. Invites and the agenda/related paperwork are due to be sent out at the end of August.



SEPTEMBER 19

Polish Parliamentary Election

Calton will take centre stage once again when the Polish parliamentary election takes place in October.

The Calton Heritage and Learning Centre will be used as a polling station for Poles living in Scotland – one of two in the city of Glasgow with the other in Kelvingrove.

The venue has been used previously in Polish election and the CHLC is pleased to be playing its part in Polish democracy.



NETHERHOLM AND CHLC BROCHURE OUT NOW

A glossy brochure featuring the benefits of hiring the Calton Heritage and Learning Centre or Netherholm Hall is out now. The stylish publication featuring a wealth of pictures and details about both venues can be obtained from either location or by contacting Thenue Communities.



Area Associations Round Up

Netherholm



Netherholm Area Association have been invited by the Lintel Trust to attend the "Lintel Soup Event" in October.

The group will deliver a talk about the "STEAM Club" and present some pieces of work that children and young people have created. There will be a number of other projects attending, with an opportunity for attendees to vote for their favourite project and gain additional funding to support the club. We wish them all best and hope that the STEAM Club receives a cash boost.

The group are also planning their Christmas and Hallowe'en activities, with a trip to the pantomime at the end of the year being a much-anticipated occasion. The group will provide more information nearer the time on how to get tickets and what is included on the day.

Cranhill



Cranhill Area Association have worked alongside Cranhill Development Trust as well as other local organisations to ensure the Lighthouse Festival was a great success. The event saw over 500 people attend, with carnival rides, food, music and entertainment all free for people to access. As well as being involved with the planning group, the area association also contributed £1000 to the event. In addition to supporting this amazing community event, the group also delivered its own annual summer trip this year and took over 60 local people and children to Briarlands Farm in Stirlingshire to enjoy a fun filled day out.

The group are currently planning future events with a trip to the pantomime later in the year. Members would also like to deliver more support to local people and are seeking additional funding to deliver additional pop-up shops. The Area Association have previously delivered 12 of these in partnership with the Halliday Foundation which enabled local people to access essential food and toiletry items.

Bridgeton & Dalmarnock



Bridgeton & Dalmarnock have focused much of their attention on mental health and wellbeing and the lasting impact the pandemic has had on individuals. This year, the group is keen to provide a personal

development programme to local people, which will help improve physical and mental health. The group are currently in the process of seeking a facilitator to deliver this programme and will provide more information via their Facebook page and newsletter in the coming months.

The group is also keen to continue the amazing success of the Dolly Parton Imagination Library, of which they are affiliate members. Since the group started delivering this service 2 years ago, it has engaged with over 140 pre-school children, providing them with a new book each month, enhancing their literacy skills and thirst for knowledge. The group are currently seeking additional funding to continue to deliver this incredible service.

In July, the area association held its AGM and social night at Garlic and Thyme restaurant. This AGM was one of the biggest attended with over 80 members coming along. The area association will be delivering more social activities in the coming months and will provide more information on this in their newsletter and Facebook page.

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Area Associations Round Up

Calton Area Association

The CAA continues to work with local residents with the aim of creating togetherness and community wellbeing.

Our activities are varied and ongoing and the Monday night bingo continues as does the popular Wednesday club.

A new project has begun in collaboration with the "Pipe Factory" making things with clay which is both rewarding and therapeutic.

They also arranged for a visit to the impressive "Mary Quant" exhibition at Kelvingrove art galleries which brought back memories of the 1960s when fashion ruled supreme!

The group also had a trip to the clipper ship on the Clyde and to the Museum of Transport and were treated to a superb lunch.

Work is ongoing on further trips up to the spring of next year.

In the Monday Club with Jane, making things has been the order of the day including scones, jewellery, cards and flower arranging. There was even a visit to a community garden in Govan.

A bus run to Largs is planned and from September, the Association will focus on film days which have proved very popular, afternoon tea dances, and social events to bring people together. During November we will again turn our attention to making Christmas decorations and gifts, wreaths and table displays.

A date has now been confirmed for the Christmas Extravaganza which is Sunday December 10 – everyone is welcome.

Here is a reminder of when our sessions take place each week:

- Calton Heritage and Learning Centre MONDAY NIGHT 7-9 pm BINGO
- WED AFTERNOON 1-3 pm VARIOUS ACTIVITIES
- CAA community flat 231 Stevenston Street MONDAY AFTERNOON 1-3 pm VARIOUS ACTIVITIES and also the opportunity to come along for tea and a chat.

The CAA is always looking for new members and for volunteers who help run various events. You can also join the CAA Committee. Remember the Calton Area Association is here for you.



CASHPOINT • CASHPOINT

thenue cash point the COST LIVING E1,117,471 **SUM ACHIEVEMENT!** The figure that says were helping YOU

It is a colossal amount of money and it shows the level to which we are helping you with your finances as together we tackle the cost of living crisis

Our Financial Inclusion Service continues to deliver a helping hand to those who need us and the figure of £1.1 million represents the amount of money we have obtained for people who sought our help between April 2022 and March this year.

The exact figure is £1,117,471.27.

This remarkable achievement demonstrates the value of our Financial Inclusion Service which is free and entirely confidential.

It might be that you are not claiming State benefits and

we can help you find out if you are not getting what you are due. And in some cases the money you obtain can be backdated.

We know our service is needed more than ever with pressure on family budgets causing real difficulty for individuals and families.

Soaring energy costs and price rises for basic foods are all contributory factors to the squeeze.

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

You can contact us in a variety of ways including calling our office to make an appointment on **0141 550 9575** or email **jodie.wright@thenuehousing.co.uk** More information on financial inclusion is on our website **www.thenuehousing.co.uk**

CASHPOINT

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Important School Age Payment News

Parents or carers who get Housing Benefit but don't receive Scottish Child Payment need to apply for the School Age Payment as they will not receive it automatically.



Additionally, some young parents, those under 18 or 18 to 19 year olds who are dependent on someone else but don't receive qualifying benefits, also need to apply for the School Age

Payment as they will also not receive it automatically.

Anyone who has opted out from receiving automatic awards, or who has chosen not to apply for Scottish Child Payment, will also have to apply for School Age Payment

School Age Payment is a payment of £294.70 per child. It helps with the costs of preparing for school when your child is first old enough to start primary school.

You can get the payment for multiple children, as long as each child is the right age when you apply.

To get a payment, your child does not have to take up a place at school. You'll still need to apply in the year that your child is first old enough to start school, if:

- you're deferring when your child starts school
- your child is not going to school

When you need to apply for the School Age Payment depends on when your child was born:

Your child's date of birth	When you can apply
Between 1 March 2018 and	Between 1 June 2023 and
28 February	29 February
2019	2024
Between 1 March 2019 and	Between 1 June 2024 and
29 February	28 February
2020	2025

The application dates for children born between 1 March 2017 and 28 February 2018 have now passed. You cannot apply for a child outside of these application dates.

You cannot apply for the School Age Payment for a child born before 1 March 2015.

You can spend this money on anything you need for your child at this age. This could include:

- clothes
- school trips
- stationery for school

The School Age Payment has not replaced the School Clothing Grant. The School Age Payment is a new payment and it does not affect payments of the School Clothing Grant in any way. If you want to apply for both, you can do so.

Compliments

We always value what you have to say so we thought we would once again share with you some of the compliments we've received.

"thanks again for all your help at this difficult time. I really appreciate it. Don't stop being you"

"thank you so much from both myself and my dad - we would be lost without your help"

"you always go above and beyond to help and are so easy to deal with. We as a family really appreciate everything you have done for us."



"Thanking you for helping sort out my dad's benefits - it has made such a difference to him".

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Income Maximisation Team Update

We are pleased to say our Financial Inclusion Officer Trainee Jodie Wright is steadily advancing in her training.

Jodie has already been involved in helping tenants apply for Adult Disability Payment, new Universal Credit applications, assisting in reporting changes on people's Universal Credit online Journal, carrying out benefit checks for pre- tenancy and assisting with Scottish Welfare Fund applications.

Jodie's next steps will be in the more technical aspect of the post including preparing "Mandatory Reconsiderations" and appeal work.

Jodie says "I am very grateful to be given this new opportunity at Thenue. I am learning a lot from my colleagues and tenants. I am enjoying the role and see a clear career path ahead of me and I look



forward to see what the next few months will bring."

UNIVERSAL CREDIT UC Universal Credit

Further to our article on Universal Credit Migration in our Spring edition of Cashpoint, we thought it would be useful to advise those about to be migrated, as to how to apply and how your payments are made.

You can make a Universal Credit application by telephone or online.

Applying online is the best way to monitor your application and contact your workcoach, to report changes etc.

In order to make an online application, you will need to have a smartphone and a working email address.

If you are unable to access the internet, you will have to telephone the Universal Credit claim line number on 0800 328 5644.

To apply online you'll need:

- your bank, building society or credit union account details
- an email address
- access to a phone

If you do not have these, you can

call the Universal Credit helpline or go to a jobcentre. You can also get help from our Financial Inclusion Service.

You'll also have to prove your identity. You'll need some identity documents for this such as your:

- driving licence
- passport
- debit or credit card
- payslip or P60

To complete your claim you will need to provide information about:

- how much rent you pay
- your earnings for example payslips
- any disability or health condition that affects your

work

 how much you pay for childcare if you want help with childcare costs CASHPOINT • CASHPO

 your savings and any investments, like shares or a property that you rent out

You might need an appointment with the Universal Credit team if:

- they need more information
- you cannot verify your identity online

You'll be told if this appointment will be in a jobcentre or on the phone.

You will have to go to a meeting to agree the activities in your claimant commitment before you can get your first payment.



IMPORTANT UPDATE ON PIP AND DLA

People living in Scotland receiving Personal Independence Payment or Disability Living Allowance should report any changes to their health condition, mobility or care needs to the Department for Work and Pensions (DWP). The contact number will be on your latest DWP PIP award letter. This may start the case transfer to Social Security Scotland process.

You will not have to undergo DWPstyle face-to-face assessments. Instead, you may go through a consultation with an in-house health and social care team.

Before the transfer, the DWP will send you a letter to let you know your PIP or DLA benefit is moving to Social Security Scotland and when your award will end. The

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transfer will take 13-17 weeks, and the DWP will continue paying you until your award is transferred. During the time this transfer is taking place, you should communicate any further changes to the DWP.

After the award transfer is completed, Social Security Scotland will write to you to let you know what rate of Adult Disability Payment you will receive and when this payment will begin. Included with this completion letter will be a change of circumstances form. You can either complete the form and post it back or submit a change of circumstances online. The online change of circumstances is only for those already claiming Adult Disability Payment or if you have been transferred onto it from PIP.

If there has been no change, you simply tick the box stating no change and post it in the envelope provided. Your current award will continue at its current amount.

Submitting the change online is the quickest option. You have 28 days to submit the change of circumstances form but can ask for a 28 day extension if, for example, you need support or advice to complete it.

You should complete this form at the earliest opportunity, as well as providing relevant supporting information. This will allow Social Security Scotland to review your award and ensure you are receiving the correct payment.

If you require assistance with completing the change in circumstances form, you can contact Thenue's Financial Inclusion service for an appointment and we will be happy to assist.

Support for refugees in Scotland

At the end of last year, the Scottish Government widened eligibility for the higher rate of Best Start Grant Pregnancy and Baby Payment for refugees and asylum seekers. This change recognised that when coming to the UK, many people are not able to bring and reuse baby items.

If someone has been granted refugee status, humanitarian protection, or leave under the Afghanistan or Ukraine resettlement schemes, and their other children were born before they arrived in the UK, they can receive the higher rate of £707.25 for a new child.

People may also be able to get Best Start Foods for their children, even if they have no access to public funds and are unable to apply for certain other qualifying benefits because of their immigration status or because they do not have an immigration status. Recognising that English may not be the first language of many refugees, information on benefits can be translated into the 12 languages used in communities across Scotland. Factsheets have also been translated into Ukrainian to help refugees and displaced people access benefits. Translated information on all benefits can be accessed at www.socialsecurity.gov.scot

A team of specially trained client advisers can also help people to apply for benefits and provide support at home, over the phone, by video call or in a community venue.

Refugees, or organisations supporting refugees, can find more information and apply online at https:// www.mygov.scot/browse/benefits. People can apply in person, over the phone or ask for a paper application form by post by calling free on 0800 182 2222.

FAMILES FLOCK TO SUMMER FUN IN THE SUN AT ELCHO GARDENS

FAMILIES in Calton turned out in huge numbers to enjoy an afternoon of summer fun at Elcho Gardens in August

Hosted by Glasgow Life Artists In Communities and Thenue Communities it was designed to celebrate creativity and bring people together.

A range of activities was laid on offering a firm focus on having fun with Thenue Communities providing, among other things, a fabulous free lunch for the 160 people who attended.

A particular feature of the occasion was the opportunity to obtain free school uniforms at a specially-erected pop up shop organised by The Halliday Foundation.

Thenue Housing used funding from the national lottery to pay for the free uniforms – ideally timed for the return of schools.

The Scottish Fire & Rescue service sent along a fire engine and there were crafts, drawing activities, Gaelic singing and drumming for everyone.

Glasgow Life has been running an initiative locally called Artists in Communities which has encouraged local people to become engaged in creative activities including music, singing, writing and art with a clear focus on achievement.

Ruth Adam, our Community Regeneration Manager said: "We very pleased indeed to be working with others and particularly The Halliday Foundation who helped us offer free school uniforms for local children. It is just one way we are endeavouring to help with the ongoing cost of living crisis."

Lead artist John Binnie said: "Elcho Gardens is such an ideal setting to bring so many community groups together that we have been engaging with over the last six months including Singing For Fun, NHS Restart, Bridgeton Family Learning Centre and Lodging House Mission."





Energy Help Always Available

Pictured – Our energy team here at Thenue.... (from left) Julie Broadley, Tom Ucci and Evelyn Milligan

> WE held an energy advice event in August aimed at providing a helping hand to tenants. The occasion was designed to provide expert advice on energy issues and how to save money on gas and electricity.

Held at the Calton Heritage and Learning Centre, it came just three months after we boosted our energy help by TRIPLING the number of staff working on energy advice meaning more people can get help.

With summer coming to an end soon, people's focus will again turn to colder days and the pressure on finding money to pay higher energy bills.

The enhanced service fits perfectly with Thenue's free Financial Inclusion Service which, like the energy advice initiative, has seen a rapid increase in requests for help.

9-5

We welcomed a number of partner organisations to the energy event including Home Energy Scotland which offers free, impartial advice on saving energy, keeping warm at home, and tips on renewable energy.

Also present was The Halliday Foundation, a Glasgow-based charity which gave out food parcels to everyone who wanted one. Cooking demonstrations on preparing nutritious, healthy meals on a budget was also on offer. THINKING OF OUR CASTLEMILK COMMUNITY. WITH SINCERE RESPECT FROM ALL AT THENUE

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Poignant floral tributes from Castlemilk community

The Castlemilk community's dignified annual act of remembrance has taken place once again.

And this year it received support from three housing associations including Thenue which contributed floral tributes to remember lost lives.

Now in its 19th year it was widely supported by the community including Ardenglen and Cassiltoun Housing Associations.

The ceremony takes its names from the flowers sold on the day for £10 or £20 which are then attached to railings in Castlemilk Drive, one of the area's main thoroughfares.

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 circumstance. 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 of appropriate music was struck by popular choir "Soundsational". At the end of the ceremony, ten white doves symbolising love were released before they all flew safely home to Hamilton

One of the organisers Maureen Cope MBE said: "This was an important community occasion which reflects the importance Castlemilk 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 including the lives of young people and babies who died far too soon."

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Older Persons' Strategy

We have recently reviewed our Strategy document which sets out our aims and objectives for assisting older tenants in our communities. It also links to a number of other Strategies including our Digital Strategy, our Organisational Strategy and our Communication Strategy. The draft document is available to look at on our website www.thenuehousing.co.uk and we would welcome your comments. If you would like to receive a paper copy, please let us know and we will arrange this. Please do contact us with your comments or for further information contact Paola Doyle 0141 550 9548 or email **paola.doyle@** thenuehousing.co.uk

Our Common Rooms – Come and Join us!

Recently, some of our Calton tenants enjoyed a fantastic day out at Ayr. Our picture shows the party about to embark. The sun shone and tenants had a packed day including breakfast rolls, dinner and entertainment.

Due to low numbers, the Bridgeton bus run did not go ahead. Watch this space though as we are planning to arrange different activities later in the year.

Meantime, we have arranged for Thenue's Energy Advisors to provide tenants with a range of energy related advice including how to get the best out of your heating. Our Advisors will run 4 sessions in each common room as below:



35 Tureen St	Tuesday 5 September, Tuesday 12 September, Tuesday 19 September and
	Tuesday 26 September from 10:30am - 12:00noon
71 Main St	Tuesday 5 September, Tuesday 12 September, Tuesday 19 September and
	Tuesday 26 September from 2:00pm-3:30pm

Please do come along and let your Retirement Housing Assistant know so we can keep a note of numbers attending.

Bridgeton: Dot McKinlay(Murray), tel: 550 9561 or 0778 631 2143 email: dorothy.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

Our Handypersons Service – and its 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 or 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. It couldn't be easier to contact the service by:

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

Previous positive comments received from tenants include:

This service is amazing. I have used it for both my mum and myself. The service is excellent.

Very helpful service and nice tradesman - highly recommended

NEWS FOR OLDER PERSONS...

NEWS

FOR OLDER PERSONS...NEWS FOR OLDER PERSONS.

A CONNUNTY CLEAN UP FOR CALTON

The Calton community came together to keep the neighbourhood looking its best recently.

Organisations teamed up to give the area a tidy up including litter picking and rubbish removal.

The clean up was organised by the housing association and our charitable subsidiary Thenue Communities with support from Calton Community Council, Thenue supplier MEARS and local MSP John Mason.

Thenue said it was impressed by the number of volunteers who turned out to take part in the clean up including those from gardening project Roots to Recovery

Dawn Ferns of Thenue's Community Regeneration team, said: "The clean up was a great success and a timely reminder to local residents that so many of their neighbours care about keeping the community looking good."

In addition to cleaning surrounding streets, some of the tidying up centred on Elcho Gardens. It has been



transformed in recent years and now offers raised beds, a sunshine mural created by the community and carefully tended landscaped grounds which give local people a much-valued green space.

Rosie Robertson of Thenue Communities added: "Thenue Communities also want to thank participants in the community clean up. We filled many bags of rubbish and were fortunate to have a rare sunny day to complete it. It was a true community effort in Calton."



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