

thenue newsletter

SUMMER 2023



The newsletter of Thenue Housing Association

www.thenuehousing.co.uk

IT'S TIME TO HAVE YOUR SAY



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-to-face 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**



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.



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 Thenuue 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.

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.



FAMILIES 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 Thenu 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 Thenu 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.

Thenu 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."



SUMMER PICTURE SPECIAL



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.

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

FROM U
HOUS

A Time To Remember Lost Lives

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."

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



A COMMUNITY 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

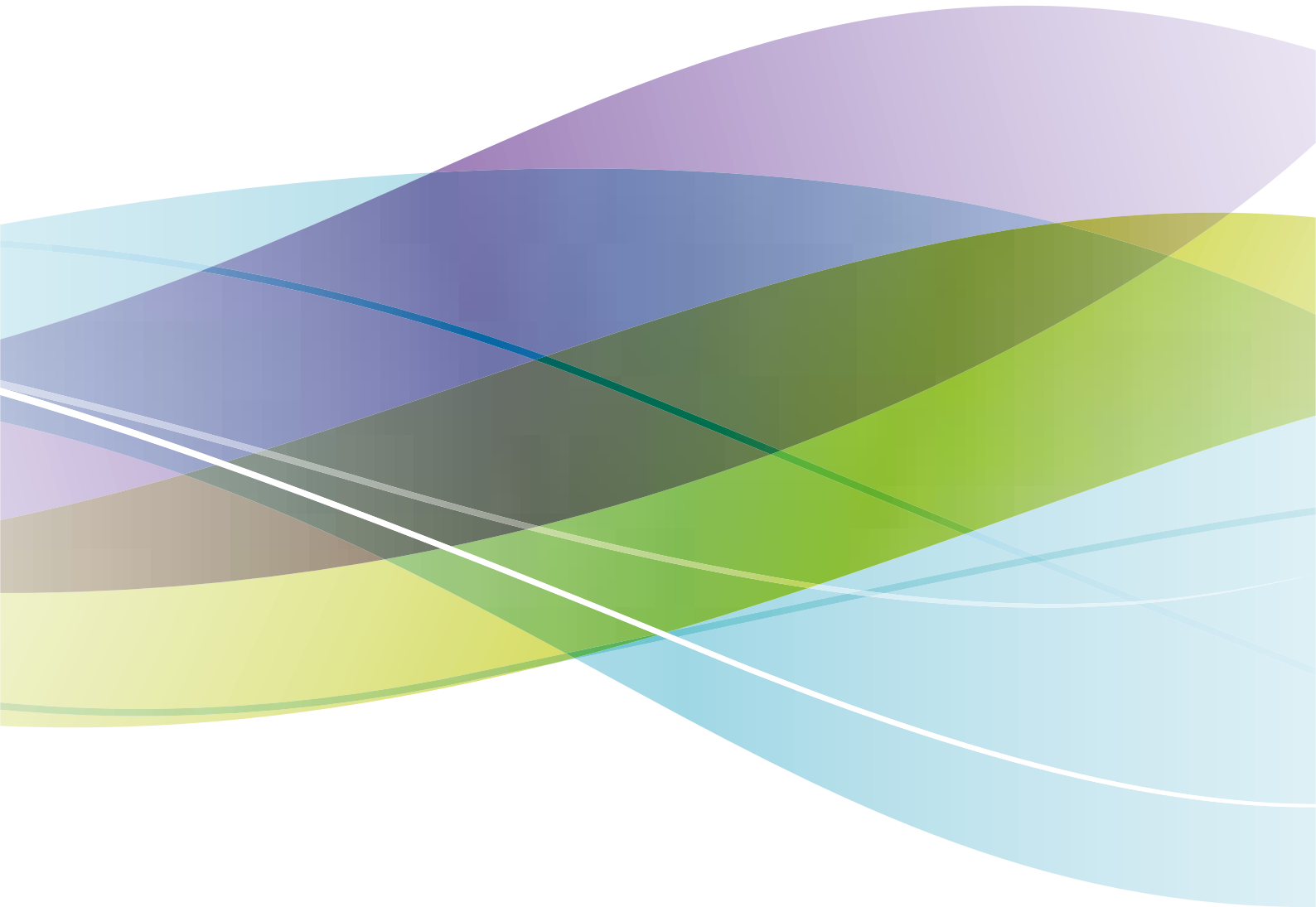
Dawn Ferns of Thenue's Community Regeneration team, said: "The clean up was a great success and a timely reminder to local residents that so many of their neighbours care about keeping the community looking good."

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."



Thenue Housing Association Ltd
423 London Road, Glasgow, G40 1AG Tel: 0141 550 3581
admin@thenuehousing.co.uk
www.thenuehousing.co.uk

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