

thenue newsletter

WINTER 2023-24



The newsletter of Thenue Housing Association

www.thenuehousing.co.uk

**MERRY CHRISTMAS AND A HAPPY
NEW YEAR FROM EVERYONE AT THENUE**

2023 Tenant Satisfaction...

The Results Are in!

We recently carried out our three yearly tenant satisfaction survey and have now received the feedback. We wanted to take the opportunity to share the initial findings with you in this Winter Newsletter.

In the autumn, we commissioned a company called Research Resource to carry out the survey with the

interviews taking place between 11th September and 15th October 2023. We had a fantastic response with over 800 of our tenants participating in the survey from a wide cross section of our neighbourhoods and tenant base. Thank you to everyone who participated and for sharing their time and thoughts in the survey.

READ THE RESULTS INSIDE ON PAGE 2

ALSO INSIDE:
TWO PAGE PICTURE
SPECIAL ON BIRTHDAY
CELEBRATIONS IN
CALTON AND CASTLEMILK
- see pages 8-10

OUR RENT CONSULTATION 2024/5

It's the time of year when we set out our 2024/25 rent proposals for consultation and to give you the opportunity to have your say before a final decision on the rent increase is made in February 2024.

We've kept rents as affordable as possible

We understand that the past few years have been difficult for tenants with rising costs due to Covid and the cost-of-living crisis. We have kept rent increases as low as possible - 1.1% in 2020/21, 3.1% in 2021/22 and 5% in 2022/23, in a direct response to these challenges.

This was the right thing to do over the last 12 months when inflation peaked at 11.1% alongside energy increases and has only reduced slowly. By working more efficiently and cost effectively we've managed the rising costs by adjusting our major repairs programme.

While general inflation has reduced to 6.7% (September 2023) and 4.6% (October 2023) core inflation is still high with the cost of materials for repairs and services still rising at around 8.6%. This means that we need to ensure that Thenue remains financially viable for the long term, but we are careful to try and balance the cost of delivering services and keeping rents affordable for tenants.

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2023 Tenant Satisfaction... The Results Are In

We are delighted to bring you the results of our survey.

Housing providers like Thenue are required to undertake such surveys - usually every three years. In due course the data is reported to the Scottish Housing Regulator which monitors the performance of housing associations and also exists to protect your interests.

The latest figures are an impressive set of statistics and show that Thenue is performing extremely well in your opinion.

Some of the eye-catching findings as you can see from our graphic reveal there have been noticeable

improvements – some substantial ones - since the last time the survey was conducted.

It should be noted that there was a very small dip in satisfaction with repairs – down 2 per cent on three years ago – but the 88 per cent satisfaction with repairs is the same figure as the Scottish average for housing providers.

The repairs service – which we know you consider highly important - remains an important focus of our attention.

	2020	2023	% increase 2020 – 2023	Housing providers Scottish Average 22/23
% of tenants satisfied with the overall service provided by their Landlord	87%	93%	6%	87%
% of tenants who feel their landlord is good at keeping them informed about their services and decisions	87%	99%	12%	90%
% of tenants satisfied with the opportunities given to them to participate in their landlords decision making processes	70%	99%	29%	86%
% of tenants satisfied with the quality of their home	84%	91%	7%	84%
% satisfied with the repairs service	90%	88%	-2%	88%
% of tenants satisfied with their landlord's contribution to the management of the neighbourhood they live in	77%	96%	19%	84%
% of tenants that feel that the rent for their property represents value for money	74%	92%	18%	82%

Gary Naylor our Chief Executive said: “There has been a significant improvement from the 2020 survey and credit must go to our staff members and partners who help to deliver our services, provide support to our tenants and deliver improvements within our properties. The results are great but there is more detail and lots of comments from participants in the survey which will help us to shape our services to deliver further improvement.

“It is clear that our repairs service must continue to be our main area of focus and we’ll continue to work

hard to meet service levels and quality in this area. It’s key that tenant opinion and thoughts are central to our decision making, and we’ve made it clear that this is our priority. An “Action Plan” will now be developed from the survey results to address where improvements can be made.

“We’ll look to share more on this once the Action Plan has been finalised and with the progress being made against it. Thank you once again for all the feedback - it really does help us to deliver the service you require and want from Thenue.”

A HELPING HAND WHEN IT'S NEEDED MOST

AGM hears of unprecedented help tenants are getting to ward off cost of living crisis

OUR tenants are receiving unprecedented levels of help to ward off the cost of living crisis.

The scale of the Association's intervention on a range of issues was revealed to members at our AGM held in September.

The stand-out achievement related to the efforts of Thenue's Financial Inclusion team which put a colossal £1.1 million back into tenants' pockets – largely in benefits which were not being claimed.

And in a timely development at a time of soaring fuel prices, we have TRIPLED the number of our energy advisors from 1 to 3 to cope with demands from tenants and customers.

On energy related help, during the year we recorded 470 instances of assistance resulting in £49,000 in energy savings for tenants, delivered £19,000 in energy top ups and secured £18,000 in fuel debt payments.

Our Chief Executive Gary Naylor described the energy support for tenants "a vital resource" and was now needed more than ever.

Turning to Thenue's development programme, Gary said there had been the successful delivery of 77 homes in a landmark development at Abercromby Street in the east end of Glasgow and in the community of Blackhill where 18 properties were completed.

Twenty seven flats for older people have just been finished and work will start soon on 10 one bedroom flats in Bridgeton.

Forty one properties ranging from one bedroom homes to five bedroom properties will also transform a large derelict site in Dalmarnock with their energy provided by an innovative local district heating network.

Meanwhile, Pauline Casey in her address as Chair thanked the work of our Area Associations saying: "These are made up of active residents who are passionate about the areas in which they live and make a real difference. We are immensely grateful for their ongoing contributions."



OUR RENT CONSULTATION 2024/25



CONTINUED FROM PAGE 1

Thenue’s Rent Proposal for 2024/25

We are committed to providing value for money – overall tenant satisfaction with the services we provide is at 93%. We are determined to continue to work hard for our tenants and communities and have worked out that we need a rent increase of 8% to continue to deliver quality services and carry out planned improvements in our properties over the next five years.

The Board has agreed to consult tenants on a rent increase proposal of 8% and will carefully consider your feedback before taking a final decision in February 2024.

This year, we are only providing one option as it is vitally important that we are crystal clear on what is viable and sustainable to continue to provide quality services and investment in our homes. If you disagree with the proposed 8% increase, we need

feedback on which services you consider we should assess further for potential cutback.

The main challenge for Thenue is continuing to invest in our existing stock, something we need to do to bring heating bills for tenants down and improve and maintain quality standards in your homes. Costs have continued to rise and need to be covered, some examples of the rises we have experienced are as follows:

- Reactive maintenance costs have increased by 15% over the last 12 months.
- Tender prices have continued to increase above inflation in many cases.
- Some individual replacement parts for repairs have increased in cost by up to 93%
- Salary negotiation is ongoing and unlikely to be lower than current inflation again this coming year.

How Thenue has helped tenants and our communities in the last 12 months...

We understand that the cost of living crisis continues to provide challenges for everyone, for you as tenants and for us as your housing provider.

We are committed to continue to support in every way we can, and this support has delivered the following over the past 12 months:

- £1.2 million of additional income generated for tenants through unclaimed entitlements.

- £44,136 of energy top ups.
- £26,184 of support through The National Lottery Community Fund
- £7,500 of Cash First payments
- 1612 energy referrals since November 2020 and 644 in the last year.

Your feedback at the heart of our decision making... - Tenant Satisfaction Feedback..

In our recently completed tenant satisfaction survey, 92% of responders felt that the rent paid represented good value for the accommodation and services provided. It's really important to us that we are able to continue to both invest in your homes but also continue to deliver the range and levels of service that we know are valued by our tenants.

We also asked what you thought the financial priorities were for Thenue, when thinking about the rent you pay and value for money. Responders could pick more than one option but the top three responses were as follows:

- Day to day repairs and maintenance – 79%
- Planned investment such as kitchens, bathrooms and boilers – 54%
- Building New Affordable Homes – 49%

An additional question asked what your priorities were for your home in terms of planned maintenance, the top three were as follows:

- Bathroom replacements/upgrades – 34%
- Kitchen replacements/upgrades – 24%
- Window replacements – 21%

How will an 8% rent increase be used to deliver day to day repairs and planned repairs/replacements....?

Day to Day Reactive Repairs

8% would enable us to deliver on your key priority in day to day repairs maintenance. It would also allow us to carry out much of our planned work that is in our current business plan. We have experienced significant increases in the costs to deliver repairs, this equated to 15% in 2023/24 in comparison to the 5% rent increase in place from 1st April 2023. We are committed to continue working closely with our contractors to deliver the best service we can that represents value for money and will plan effectively for the future to deliver further improvements.

Major & Planned Repairs

The major repairs possible with an 8% rent increase equates to the following and enables us to continue to improve the quality of your homes in 2024/25:

- **206 bathrooms**
- **173 doors**
- **114 kitchens**
- **109 windows**
- **114 bathroom/shower rooms**

It's important that we now catch up on the slight delays in the delivery of some of the planned work as set out in the previous two below inflation rent consultations. And more importantly prevent any further delays to improvements to your homes.

Our New Build programme...

New Affordable Homes - Our new build properties are funded by a combination of grants from the Scottish Government and financed loans repaid from the rent of customers living in those homes. We will continue to risk assess all future developments to ensure that they do not end up costing and impacting on rents in the future, rent costs on

existing schemes are NOT currently impacted by any building of new affordable homes. We will continue to work closely with our partners to enable Thenue to continue to build new affordable homes wherever possible as this helps us to positively impact on our waiting and transfer lists and meet the demand.

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OUR RENT CONSULTATION 2024/25



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Rent Levels in money terms... what an 8% increase means for you?

Our rent takes account of house type and size, any increase will vary depending on your property. An example of what an 8 per cent increase would mean in cash terms per week is shown in the table below:

Size of Home	Current Average Weekly Rent	Increase of rent per week at 8%
1 apartment	£73.92	£5.91
2 apartment	£88.15	£7.05
3 apartment	£95.04	£7.60
4 apartment	£108.15	£8.65
5 apartment	£116.03	£9.28

Your feedback is important to us and this will be carefully considered by the Board before making a final decision. We will write to inform you of your new rent charge for 2024/25 at least four weeks in advance of any change to be implemented from April 2024.

The consultation will remain open until 5pm on Friday 19th January 2024, you can provide feedback on the rent consultation proposals as follows:

- Post or deliver your slip below to us at 423 London Road.
- E-mail us at rent@thenueshousing.co.uk
- Phone us 0141 550 3581
- On-line survey at www.thenueshousing.co.uk
- Through the self-service app

The Consultation

Having considered the information in this booklet on the rent proposal and how this will be used to continue to provide quality services, delivering on what you have told us is important to you, please answer the following questions:

Consultation Form

Name

Address.....

.....

Postcode.....

Telephone..... Mobile

Email..... Age

Q1. Do you agree with the proposal to increase rents by 8% for 2024/25?

YES / NO

Q 2. If you disagree with the rent proposal of 8% we would need to re-evaluate the services we provide in order to cover the cost of investment required in properties. This may result in reducing some of the services we provide.

Please give feedback on where you feel any reduction should come from?

- Services provided by Housing Officers and Assistants
- Community involvement and support
- Rent Officer and Financial Inclusion support
- Repair Call Handling and services
- None of the above/other

Comments

.....

Q3. Please add any further comments you have regarding rent setting

Comments

.....

Do you require any additional help or benefit advice from our Income Maximisation and Financial Inclusion Teams? (if yes, we will be in contact soon)

YES / NO

Do you require any additional energy advice from Energy Advice Team? (if yes, we will be in contact soon)

YES / NO

A DOUBLE CE

Calton Heritage and Learning Centre marks 10th anniversary while Netherholm Hall marks 5th birthday

It was party time at the CHLC and Netherholm Hall this autumn as they both marked important milestones.

The CHLC celebrated its 10th birthday while Netherholm Hall marked its fifth anniversary.

In this three-page picture special you can read all about we all benefit from the fantastic efforts of both communities which resulted in the creation of two vital facilities. They continue to deliver community togetherness in an inspiring way!

CELEBRATION 1


CALTON is celebrating one of its greatest successes!

The Calton Heritage and Learning Centre has marked its 10th birthday week with a party to celebrate its important place in the community

The Centre was the product of years of campaigning – supported by Thenue - to deliver a much-needed community hub.

It opened its doors on November 1 2013, has been a stunning success ever since and become a focal point for a host of neighbourhood activities.

The 10th anniversary celebrations held on November 3 featured a sensational performance from the drama outfit “Whitserface” jointly founded by hugely-popular “River City” star Maureen Carr.



Celebration time.....
Chair Pauline Casey and
CEO Gary Naylor cut the
celebration cake

LEBRATION!



Riotously funny, the music and comedy sketches in front of an audience of over 80 was specially written for the occasion and had many local references to the surrounding area and local characters.

At the event, our Chief Executive Gary Naylor and Thenue Chair Pauline Casey cut a 10th birthday cake.

In his address Gary praised the community effort a decade ago which resulted in the CHLC.

Gary said: "The effort by the community to create the Calton Heritage and Learning Centre cannot be understated. It was people power which made this place a reality and we owe every one of them a huge debt of gratitude.

"It now plays a vital role in the vibrant life of Calton and in the east end in general. Long may it continue to serve this great community."

The Centre is run by Thenue Communities – a subsidiary of Thenue Housing and Rosie Robertson is the Centre's long-serving original manager.

Rosie said: "It hardly seems like 10 years since we first opened our doors. We cannot now imagine Calton without the CHLC and over the years it has brought people together in so many ways."

Rosie is supported in her management role by colleagues Marta Fiorentino and Ross Campbell.

As the name suggests, heritage plays an important part in the life of the Centre and there is a strong connection – albeit a tragic one - to the past.

Easily one of Glasgow's best known districts, Calton played an essential role in the industrial growth of Glasgow – notably in the weaving industry.

But tragedy struck in 1889 during construction of a new extension to Templeton & Co's nearby carpet factory when unusually high winds caused a section of the facade to collapse onto an adjoining weaving shed.

Unfortunately, there were workers (mainly women) in the shed at the time of the incident and 29 women tragically lost their lives that day.

The names of those who died – some were young teenage girls – are inscribed on the paving outside the CHLC along with a commemorative plaque which says the following

*'Green buds for the hopes of tomorrow
Fair flowers, for the joy of today
Sweet memory, the fragrance they leave us
As time gently flows on its way'*

The date of the opening of the Centre in 2013 was chosen specially as it marked the 124th anniversary of the tragedy.

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A DOUBLE CELEBRATION!

CELEBRATION 2

Netherholm celebrated a special birthday five years on from the opening of its very own community hall with a family fun day.

As was the case with the CHLC, residents of Netherholm succeeded in building their own community hall after years of tireless campaigning.

A special celebratory fun day for families took place to mark the incredible achievement.

The aim of the hall is to bring people together and it has been a huge success – creating neighbourhood wellbeing and a focal point for countless community activities.

Spearheading the drive over many years was the Netherholm Area Association. The achievement was 20 years in the making as campaigners endeavoured to bring the much-needed facility to Castlemilk.

Frank Soutar of the Netherholm Area Association said: “The Netherholm Hall has undoubtedly been a success and is now an invaluable asset to our community.

“Local people rightly take pride in it and they continue to value and respect this important community facility. Five years later we can see how all those years of hard work has paid off.”

The hall is also run by Thenue Communities working closely with the Netherholm Area Association.



Our Chief Executive Gary Naylor praised the Netherholm community effort which resulted in the hall's creation.

Gary said: “This is a shining example of community empowerment which has delivered a vital hub which is widely used and ultimately brings people together. Netherholm Area Association deserve huge praise for what has been a truly incredible achievement.”

Partners and funders attended the family fun day and the organisers singled out for praise Glasgow City Council for providing funding for holiday kids' lunches delivered through “Castlemilk Together: Community Food Action.”

A key part of the hall's success has been the reliance on volunteers of whom there are many who devote their time and energy selflessly to the task of making the hall a hive of activity.



A Triumph for the Netherholm “STEAM” Club

The STEAM Club! What is it and what does it mean? Well, Netherholm Area Association have very successfully been delivering a club for children and young people which focuses on Science, Technology, Engineering, Art and Maths. Participants get involved in experiments, creative art and crafts, 3D design and printing, “coding”, awesome games and building products and maintaining the equipment.

This club is one of a kind and we have Frank Soutar, the Chair of Netherholm Area Association to thank for bringing it to life. Frank’s impressive qualifications are in design and his background includes computer-aided design, furniture, commercial and product design.

After retiring, Frank wanted to develop a club for children and young people that would provide the opportunity for them to learn about the STEAM subjects in a creative and innovative way. Along with the fantastic support of Frank’s wife Joan, the club is further enhanced by 2 paid tutors and 6 volunteers, some of whom are parents of the participants.

Some of the activities that participants have taken part in include creating products and printing the completed project using the clubs 3D printers – such as phone stands, skulls for Hallowe’en, learning how to build



Pictured: We won! Frank Soutar (centre) and youngsters celebrate their cash win for the STEAM club.

bridges and design communities with 3D maps and models and understanding how to maintain 3D printers using state of the art technology. The club has fostered an environment where children and young people can come along and learn at their own pace in a fun way. All of the participants support each other, and this created a real sense of belonging and community.

The club is grant funded, meaning the Area Association must apply for external grants to ensure its sustainability. Recently, the club was encouraged to apply for the “Lintel Soup Award”, from Lintel Trust which involved members and participants from the club attending an event and

pitching their idea to an audience. Sensationally, the STEAM Club won first place, securing £2500 which will buy new equipment and machinery. As well as this, Unite the Union also gave a generous donation of £150 to the club.

Well done to all of the volunteers and staff who work tirelessly to make this club possible and for giving Castlemilk young people the opportunity to learn new skills, inspiring a new generation of scientists, technologists, engineers, artists and mathematicians. Everyone involved is so very grateful to them for their commitment and hard work.

Area Associations Round Up

It's that time of year and our Area Associations are pulling out all the stops to make the festive period special for those in their communities. From Christmas Fayres to Pantomimes, the groups have worked their elf socks off to bring a little bit of magic to local people.

Once again, everyone at Thenue would like to thank the Area Associations for their commitment and dedication - what they have achieved in this past year has been nothing short of exceptional.

Cranhill Area Association

have organised not one but two trips to the pantomime this year, including Cinderella at Platform and The



Magical Adventure to Treasure Island at the Pavillion. The group have been inundated with local people seeking tickets for the shows which will include transport and a treat for the kids. If you would like to know more, please do not hesitate to contact the Area Association via their Facebook page @CranhillAreaAssociation.

Netherholm Area Association

have also organised a trip to the pantomime for people in their community to see Treasure Island at the Pavillion. Again, the group have been inundated with local people requesting tickets, which also includes transport and a treat for the kids. As well as this the group have also organised a Christmas Market at Netherholm Community Hall which took place on 2 December.



Bridgeton and Dalmarnock Area Association

hosted a Christmas party on 5 December for their members with local entertainers and special guests. The group organised a buffet and refreshments for everyone who came along.



Thenue would like to say a massive congratulations to all of the volunteers who sit on the Management Committees of the Area Associations. Without you, none of the amazing activities, events and projects that you have delivered would be possible. The Area Associations wish all our communities a very Happy Christmas.

Calton Area Association News

As we approach the end of 2023, Calton Area Association can look back on 12 months of much activity.

Highlights undoubtedly are the "Golden Club" (for over 55s) and our rewarding involvement with "The Pipe Factory" which offered so many varied activities and trips along with our long association with expert gardener Jane Burdass.

Jane continues to cover seasonal events, craft making and gardening while a Golden Club panto visit is planned.

Talking of The Pipe Factory what exactly is it? This is a building at the Barras which traditionally manufactured clay pipes and exported them all over the world. It now has a new purpose and has spaces which are perfect for a variety of creative uses such as photography, exhibitions, workshops and events.

It has a firm focus on arts and crafts and its existence is undoubtedly a great asset to the local community.

As this newsletter was being published, the CAA was holding its "Christmas Extravaganza" at Bain Square on Sunday December 10 from 1.30 to 4 pm featuring the usual seasonal favourites of Santa in his grotto and a new addition of a fun "photo booth."

Meanwhile, plans are being made for events in 2024 including a "Spring Fayre" afternoon teas in Calton and further afield, tribute nights, film days, bus trips, therapies- all of which we know from previous occasions have proved a tonic and a great contribution to wellbeing.

If you would like to join the Committee of the CAA or volunteer, just come along to the community flat at 231 Stevenson Street on Monday afternoons between 1 and 3 or Wednesday afternoons from 1 and 3 at the CHLC. Remember Bingo takes place every Monday from 7 to 9 pm.

The area association would like to thank all staff at the CHLC, The Pipe Factory, and Jane Burdass for all their support during the year and wish everyone a Merry Christmas and a Happy New Year.

Now complete..... the finished development at Landressy Place

BUILDING HOMES FOR YOU



WE'RE pleased to report that we continue to develop and build new homes in our communities.

This is known as our "development programme" and we have some important updates for you.

We have completed our retirement housing development at **Landressy Place, Bridgeton** which consists of 27 1 & 2 bedroom flats. Tenants have now moved in and the positive feedback we have received is that they are enjoying their homes very much.

This month we began work on developing new housing at **Connal Street, Dalmarnock** which comprises 41 homes. This will deliver 22 houses (a mix of 2, 3 and 4 bedroom properties) and 19 flats (a mix of 1, 2 and 3

bedroom apartments). We anticipate completion in early 2025. The developer is CCG Scotland Ltd.

Finally, we will be on site by the end of this year at **44 Dalmarnock Road, Bridgeton** where we are developing 10 new flats with contractor Morris and Spottiswood. These homes will be built on a gap site where a tenement has been demolished. The flats are all 1 bedroom properties and designated for retirement tenants with lift access. We expect completion to be in December next year.

Developing new homes remains an important aspect of the work of Thenue Housing. We have a strong commitment to building homes and these three developments mentioned above demonstrate that.

STAFFING NEWS

WE'VE said farewell to two of our staff members who have retired.

Avril McLaughlin our Tenancy Support Officer – has worked in housing for nearly 40 years and joined Thenue in 1995 as part of a stock transfer when homes were transferred to Thenue ownership from another housing provider. Avril, was passionate about her role in helping and supporting people with empathy and humour.



Douglas Hosie our Finance Officer has worked for Thenue for just over 20 years and was a dedicated, knowledgeable and respected member of the Finance Team.

Both made considerable contributions to Thenue and the services we provide and they will be missed. We wish Avril and Douglas a long and happy retirement.



Meanwhile, we are delighted to announce the appointment of our new People and Culture Manager.

Arlene Robertson who has a strong track record in community-based housing has now taken up the senior role.

Welcoming Arlene to her new post, our Chief Executive Gary Naylor said Arlene would bring "exceptional skills to the role" and would undoubtedly make a difference to the work of the Association.

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 newly appointed Tenancy Support Officer, Kirsty Dickson tel **550 9550** or email kirsty.dickson@thenuehousing.co.uk



Best Start Foods Pre-payment Card

Best Start Food payments are made as follows:

- £19.80 every 4 weeks during pregnancy – the payment amount is per pregnancy. This means the payment amount is the same whether you're pregnant with one baby, or if you're having twins or triplets
- £39.60 every 4 weeks from your child being born up until they're one year old
- £19.80 every 4 weeks when your child is between the ages of one and 3 years old

The card can be used in supermarkets, online and in local stores.

Do you Qualify?

You may be able to get Best Start Grant and Best Start Foods Card if all of the following apply:

- you live in Scotland
- you or your partner are getting certain benefits or tax credits

Depending on your situation, there might be some other rules you need to meet to be able to get Best Start Grant and Best Start Foods.

When can you apply?

Best Start Foods

As soon as you know you're pregnant, or up until your child turns 3 years old.

0800 182 2222



Best Start Grant: Pregnancy and Baby Payment

You can get Pregnancy and Baby Payment any time after you have reached the end of the 24th week of pregnancy until the day your baby is 6 months old. If your baby is born before 24 weeks, you can apply from this date up to the day your baby is 6 months old. If you've taken over looking after a child, for example, if you've adopted, you can apply up to the day before the child's first birthday.

Best Start Grant: Early Learning Payment

When your child is aged between 2 years old and 3 years and 6 months old.

Best Start Grant: School Age Payment

When your child is first old enough to start school.

When you should apply depends on when your child was born. You need to apply in the year that your child is first old enough to start school.



Paying your rent over Christmas and the New Year

Rent payments during the Christmas and New Year period

Christmas will soon be here and we know that there can be a great deal of pressure to spend a lot on presents and entertaining over Christmas and New Year. However, ensuring your rent is paid should be a priority.

Missing payments during December and January means that you will start the New Year with arrears.

We want to make sure that you are able to enjoy Christmas without having to worry about money problems so here are some sensible steps you can take to ensure you stay out of debt:

- Make sure all your priority bills are being paid – including rent, gas, electricity, water and council tax. It is a condition of your tenancy that your rent is paid in advance and in full at all times.
- Make sure that you inform the relevant authorities such as Department of Work and Pensions and

Housing Benefit department of any change in circumstances that may affect your benefit entitlement and do so promptly to avoid any overpayments which you will then need to repay.

- Decide how much you can afford to spend at Christmas in advance and stick to it – you will still then be able to make payments on essential bills such as rent
- For information on all of our payment methods (please log onto Thenue website) <http://www.thenuehousing.co.uk/>
- Please click Residents, Payment, How to Pay
- You can also download our new app to pay your rent using your smartphones and tablets



Child Winter Heating Payment

Children and young people in Scotland can get the assistance if they're under 19 years old and get one of the following 'qualifying benefits':

- the highest rate of the care component of Child Disability Payment
- the highest rate of the care component of Disability Living Allowance for children
- the enhanced daily living component of Personal Independence Payment

- the enhanced rate of the daily living component of Adult Disability Payment

They must be getting this on at least one day in the third full week of September.

If there is more than one child or young person who qualifies in the household, they each get a payment.

The payment for winter 2023-2024 is £235.70.

Payments commenced in Early November.

Further details from Social Security Scotland on **0800 182 2222**.



Young people urged to apply for Job Start Payment

YOU can apply for Job Start Payment to help with the costs of starting a new job. Any young person aged between 16 to 24 years old who has been out of work for at least six months and is in receipt of certain benefits for six months can apply for the payment. Care leavers need to be aged between 16 to 25 years and only need to be out of paid work and in receipt of certain benefits on the date of the job offer.

Job Start Payment is a one-off payment of £294.70 or £471.50 if the person is the main carer of any children. This money does not need to be paid back.

The purpose of this payment is to help with the costs of starting a new job. It can be used for things like travel

costs, such as a bus or train pass, lunches, new clothes or a uniform and childcare. Young people under 22, who live in Scotland, are also entitled to free bus travel and further details on this can be found at [freebus.scot](https://www.freebus.scot)

Social Security Scotland will send the payment to the applicant's bank or to someone else's, bank account as these details are need when you apply.

As part of applying for Job Start Payment, applicants need to send Social Security Scotland their job offer confirmation. They also may need to send further supporting information.

To find out more about Job Start Payment and apply online, over the phone or book an appointment to apply in-person, people can visit mygov.scot/jobstartpayment or call Social Security Scotland free on **0800 182 2222**.

CHILD DISABILITY PAYMENT – ALL YOU NEED TO KNOW

Child Disability Payment has two main parts called ‘components’:

CARE COMPONENT:

The care component is paid for children who need extra care and attention. It can be paid at one of three weekly rates, depending on how much extra help your child needs. It is paid at the following weekly rates:

- **Lowest** care £26.90 from April 23
- **Middle** care £68.10 from April 23
- **Highest** care £101.75 from April 23

MOBILITY COMPONENT:

The mobility component can be paid for children who either have problems with walking or with getting around in unfamiliar areas. It is paid at one of the following two weekly rates:

- Lower mobility £26.90 from April 23
- Higher mobility £71.00 from April 23

A child can get one or both components at the same time. Child Disability Payment is usually paid four-weekly in arrears unless your child is terminally ill, in which case you are paid weekly in advance.

How do I know if my child qualifies? The information that follows is a guide only.

THE CARE COMPONENT

If your child needs a lot of extra looking after, or help with their personal care because of a physical or mental disability, they should qualify for the care component of Child Disability Payment.

The lowest rate care component

The lowest rate of the care component is paid if either:

- your child needs help with personal care for a ‘significant portion of the day’.

This is usually taken to mean for at least an hour on most days – for example, help with washing and getting dressed in the morning.

This help may be given all at once or be spread out through the day. Sometimes less than an hour’s care will be sufficient to meet this test – for example if the help is spread over a number of short periods or is particularly intensive in nature

or

- your child is aged 16 or above and because of their disability they are unable to prepare a cooked main meal for themselves if they have basic ingredients.

The middle rate care component

This is paid if your child has either ‘day-time needs’ or ‘night-time needs’. Day-time needs means they need either:

- ‘frequent’ help with personal care, in connection with their bodily functions. This means several times throughout the day,

or

- continual supervision throughout the day to avoid substantial danger to themselves or others. Continual supervision means frequent or regular supervision, rather than non-stop supervision.

Claiming Child Disability Payment Night-time needs means that during the night your child requires either:

- ‘prolonged’ help with their personal care,
- or
- ‘repeated’ help with personal care during the night. This means at least twice,

or

- to avoid danger to themselves, or others, another person needs to be awake and watching over them for either a ‘prolonged’ period or at ‘frequent intervals’ (this means more than twice).

The highest rate Care Component.

This is paid if your child has day-time and night-time care needs, or if they qualify under the ‘special rules’.

To qualify for the care component of Child Disability Payment, your child’s care needs must ultimately stem from a disability. If they are aged under 16 they must need substantially more help than a child of the same age without a disability. This additional test of needing substantially more care or supervision than other children does not apply if your son or daughter is aged 16 or above. It also doesn’t apply to children aged under 16 if they are either terminally ill or who qualify due to renal dialysis.



THE MOBILITY COMPONENT

If your child needs help getting around they may qualify for the mobility component.

The lower rate mobility component

For children who can walk but who need someone to supervise or guide them. It is paid from five years of age. Your child may still qualify even if they can get around places they know well, because the test is whether they need guidance or supervision in places they don't know well. It is often claimed for children with visual or hearing impairments, or learning disabilities, but others can qualify.

Claiming Child Disability Payment: If your child is under 16, the help they need with supervision and guidance must be greater than that for a child of the same age without a disability. This comparison with other children of the same age does not apply if your child is 16 or over or if they are terminally ill

The higher rate Mobility Component

This is paid for children who are unable to walk or who are 'virtually unable to walk' as a result of their

physical condition. This can be paid from the age of three years.

In deciding whether your child is virtually unable to walk Social Security Scotland should take into account the speed, length of time and manner of walking, as well as the distance your child can cover before they start to experience severe discomfort (for example, breathlessness or pain).

The higher rate mobility is also for children:

- who are both deaf and blind, and are 'unable, without the assistance of another person, to walk to any intended or required destination while out of doors'
- or
- whose health would deteriorate with the exertion of walking,
- or
- who have severe mental impairments (see below),
- or
- who have no legs or feet,
- or

- who have a severe visual impairment.

Your child will qualify if they meet the Visual Impairment Network for Children and Young People (VINCYP) definition of 'severe visual impairment'.

- who qualify under the special rules for the terminally ill.

The higher rate mobility component can also be paid to some children with severe mental impairments. To qualify your child must be entitled to the highest rate of the care component and have a severe impairment of intelligence and social functioning. You must also show that this is caused by either a deficiency in the functionality of the brain resulting from of its incomplete physical development or by a state of arrested development resulting from a failure of the brain to grow in the way normally expected. You are likely to need evidence from a professional showing this is the case.

Further details from Social Security Scotland on **0800 182 2222**.

Preparing for Winter

Again we are approaching another winter so it's important not to forget your COVID and Flu vaccination. 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 use the following contacts:

- phone **0141 287 0555**
- textphone **18001 0141 287 0555**
- email Adults' Team - socialcaredirect@glasgow.gov.uk or
- email Children and Families Team - scdchildrenandfamilies@glasgow.gov.uk

Looking Out For Your Neighbour

At this time of year in particular, we would like to ask if you have an elderly neighbour?

Could they use a helping hand, particularly this year and over the Christmas and New Year period? Again, we are suggesting 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 even 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 a lifesaver. These are just a few examples of how you could help your neighbours by providing a bit of help especially at this time of year. We are also here to help so do contact us if you are concerned about a neighbour and we will do our best to assist.

Our Handypersons Service – and its FREE

Our FREE service can be used of you are over the age of 65 years or have a disability or long -term health condition.

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 which can be carried out. The labour is free – you just need to provide the materials. We always get fantastic feedback from this service so make the most of it for those small jobs that need doing!

Contact the service by:

Emailing - careandrepair@southside-ha.co.uk

Tel: **0141 433 2749**

Website: Glasgow Care & Repair - Southside Housing Association (southside-ha.org)

Emergency Alarm - SMART Hubs

If you have a SMART Hub in your home, you should recently have had it fully tested by Tunstall. If you have not had it tested or have any queries about it, contact your Retirement Housing Assistant.

As well as this test, it is important that you carry out your own 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. Just advise them you are testing your pendant/bracelet and that no action is required. If you have any difficulties with this and would like a member of staff to help you with it, please just let 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.

Older Persons – Christmas Events and Common Rooms for a warm and friendly welcome!



This year, our Calton Christmas Party will be held in the Calton Heritage and Learning Centre on 13 December and week beginning 4 December, to get everyone in the festive spirit, we showed Christmas films with some nibbles and refreshments in Tureen St. In Bridgeton, Christmas films were shown on 7th December and due again on 14th December from 11:00am – 1:00pm with nibbles and refreshments provided. All welcome, particularly our new retirement housing tenants from Landressy Place.

For more information contact your Retirement Housing Assistant.

Remember, both Tureen St and Main St are open to welcome older persons for our conversation cafes and surgeries every Tuesday and Thursday between 10:30am – 12:30pm

Contact Details:

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

GlasgowLife™

Reading has a positive effect on mental wellbeing and Glasgow's libraries are a safe, warm and free place where everyone is welcome. In all libraries across the city, free information is now available in partnership with Macmillan, Diabetes Scotland, NHS inform, Glasgow City Carers Partnership, SAMH, Playlist for Life, Chest, Heart & Stroke Scotland and Alzheimer Scotland.

For full information on the fantastic range of activities that Glasgow Life offers, visit this link - <https://www.glasgowlife.org.uk/libraries/health-and-wellbeing>.

0141 287 4350
info@glasgowlife.org.uk
www.glasgowlife.org.uk



Power of Attorney

Did you know that having a Power of Attorney lets you plan what you want another person to do for you in the future? It is a written document which includes a certificate signed either by a solicitor; by a practising member of the Faculty of Advocates or by a registered UK doctor.

Although many people only think about this later in life, or in some cases, think about it when it's too late, it could prevent a huge number of difficulties if you become unable to make decisions for yourself about your health or finances. This includes, for example, someone suffering from dementia who may be in care but still has their home with Thenu. It then makes it very difficult for that person to officially give up their tenancy with us due to their medical condition.

More information on this is available on AGE UK SCOTLAND website www.ageuk.org.uk or from your local Citizens Advice or solicitor's office.

Older Persons' Strategy

Our three year Older Persons' Strategy has recently been finalised and we are looking for volunteers to join local groups to discuss ideas and areas of interest for older people. This is part of our Action Plan which we will be reviewing on a regular basis. If you are interested in participating in a group to take this forward in your area, please contact Paola Doyle – tel 550- 9548 or email paola.doyle@thenuehousing.co.uk

BLOOMING MARVELLOUS!

Community group creates stunning “sensory garden” along with tribute to our former Chair the late George Alexander

The Netherholm community has come together to create a stunning “sensory garden”.

And it comes with a touching tribute to one of our own and former Thenue Chair, the late George Alexander in the form of a bench created in his memory.

The sensory garden has been unveiled at the Netherholm Hall where unused ground has been transformed into a colourful blooming paradise.

Sensory gardens are designed to stimulate and engage the five basic senses of sight, smell, sound, touch and taste. It is the work of the Netherholm Gardening Group.

Fittingly, the memorial bench remembers George who - along with others – worked tirelessly to bring a community hall to Netherholm culminating in its opening exactly five years ago.

George devoted much of his time to working with the Netherholm Area Association and George’s wife Linda and family members were present at

the official launch of the garden.

The gardening project has enabled local residents to learn about plants, flowers and vegetables and connect with nature.

It was an instant success and the fruits of their labours can now be enjoyed by local residents who can sit on the memorial bench and enjoy the garden’s peacefulness and beauty. The garden promotes biodiversity and is alive with bees, butterflies and ladybirds.

Community gardener Jane Burdass who led the gardeners said: “The group threw themselves into the work to create this community garden with great enthusiasm and are rightly proud of what has been achieved for the community. It is there for everyone to enjoy as a haven of peace and tranquillity filled with floral beauty and the benefits that connecting with nature brings.”

The George Alexander Memorial Bench was created by local residents and Thenue Members Frank and Joan Soutar who, in a nod to



George’s firefighting career, used fire engine red for the colour and highly-varnished wood synonymous with traditional fire engines of yesteryear.

Frank said: “George’s contribution over many years to this community is incalculable. He was a tireless worker for the good of other people and we feel privileged to have created this bench in his memory.”

George’s wife Linda added: “We are thrilled with the bench as a tribute to George. Locating it in this new garden at the Netherholm Hall is highly appropriate and I look forward – along with others – to sitting there and remembering the good times we had with George.”

Main image: The garden in all its glory showing the bench & **top image:** The gardening group who worked tirelessly to create the sensory garden



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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