

thenue newsletter

SUMMER 2024

thenue
HOUSING

The newsletter of Thenue Housing Association

www.thenuehousing.co.uk

A £1.3m HELPING HAND!

We put massive sum back into YOUR pockets in just one year

OUR customers have received a massive £1.3 million pound boost after we helped you unlock access to a huge amount of benefits.

The remarkable sum has been obtained in just one year thanks to the efforts of your housing association.

Our "Financial Inclusion Team" has now revealed the extent of its efforts to help you claim money to which you are entitled.

The cash - which included many State benefits - was undoubtedly helping combat the cost-of-living crisis.

The figure has risen for the third year in a row as you accessed a range of cash help and are now claiming through our free and confidential financial inclusion service.

The £1.3 million obtained for Thenue customers covered the period April 2023 to the end of March this year.

That is UP from £1.1 million the previous year which itself was a rise from £1.03m the year before that.



FULL STORY – SEE PAGE 2

A £1.3m HELPING HAND!

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Our Chief Executive Gary Naylor has praised the efforts of Thenue staff saying they “were doing everything they could to put money back in people’s pockets”.

Many housing associations have similar initiatives to help customers navigate the often-complex process of obtaining cash which they are due.

It is often the case that people don’t know they are eligible for certain benefits because they were unaware they could claim.

Gary said: “This remarkable figure which shows another rise on the previous year reflects the efforts of our staff to help people at a time of unprecedented need. We know that many are struggling with cost of living pressures and we are doing everything we can to help. Our staff are here to help navigate the often tricky task of applying for benefits to which people are entirely entitled. And of course it is free and entirely confidential.”

Thenue’s Income Maximisation Manager Gail Shearer who leads the dedicated team said: “The direction of travel is clear. Every year for three years the amount we have obtained for Thenue customers has risen. Never has it been more important for people to check with us if they are missing out on cash. We are only a phone call away. In some cases this money has been backdated which provided a welcome and often-unexpected cash boost in difficult financial times.”



Smaller yet still important sums were obtained for benefits such as pension credit, council tax rebates and the State pension.

Gary added: “It is yet another example of the work housing providers do which support communities and goes far beyond just collecting the rent. The team at Thenue understand there has never been a more important time for help of this kind and we are committed to creating sustainable, resilient and connected communities where people’s wellbeing and opportunities are enhanced.”

Want to access our Financial Inclusion Service? It is, as we said, entirely free and totally confidential. Get in touch by phone, email or call in to make an appointment (office closed Fridays).

New and improved Customer Portal on its Way



We are currently in the process of upgrading our IT Systems to aid in our service delivery to you and our efficiency into the future.

As part of this project we will also be replacing our “Customer

Portal” offering where you will be able to report repairs and pay your rent or charges. The Portal will be available to both tenants and owners for the first time and more details about the new Portal, launch and functionality will be shared in the coming weeks.

The new Customer Portal is aimed at improving our online/digital offering providing another contact option in addition to our office, service centre, telephone and website options. We look forward to sharing more with you shortly.

Zero Tolerance on Unacceptable Behaviour – Be Kind



We understand that people today are facing many difficult challenges which cause frustration and worry.

Sometimes, however, this frustration spills over into the way that some of our customers speak to our staff and this causes upset and distress and it's not fair.

We understand the difficulties so many are facing right now but we ask that our staff are always treated with courtesy and respect.

Respect is one of our core values here at Thenue.

We aim to support our customers by 'becoming a truly customer-driven organisation with consistently

excellent, personalised services and positive relationships built on respect and trust.'

To accomplish this, we need you.

Help us to help you by being kind and respectful when contacting us.

'For our customers, homes and communities - being the best that we can be.'

OUR DEVELOPMENT PROGRAMME CONTINUES

We continue to develop new homes for rent and remain committed to providing affordable and high-quality homes for our communities.

In 2023-24 we completed one new housing development:

- **Landressy Place, Bridgeton** – these 27 flats were designed for older people and benefit from our Older Persons' Housing Service, providing enhanced services to ensure that the residents can enjoy their new homes for life. The development has an attractive, south-facing, enclosed courtyard area for the tenants to socialise and enjoy the outdoors in a safe environment and has been well received by those moving into the development.

Our current programme includes:

- **44 Dalmarnock Road, Bridgeton** – this small development will re-provision a demolished tenement and the 10 new 1 bed flats will be let through our Older Persons Housing Service. The building will be fully accessible with lift provision and barrier free access. We expect this project to start on site during the summer of 2024



- **Connal Street, Dalmarnock (pictured)** – This project is currently on site and will provide 41 new homes on a former derelict site in Dalmarnock. The project will provide a range of homes from 1 bed flats to 5 bed houses, creating a new community, with access to a range of local services on their doorstep. The houses are due to be completed by the end of 2024 with the flats to follow shortly afterwards in the first couple of months of 2025.

We continue to work on potential housing developments alongside our partners to provide further high quality new homes in Calton, Bridgeton, Dalmarnock and Cranhill.





A tartan triumph! Thenue's Ashley, Niki, Rosie and Marta...



...along with Eleanor and Gary.

WE KILT IT!

Thenue team take to the road for Kilt Walk charity endeavour

Thenue and our charitable subsidiary Thenue Communities scored a tartan fundraising triumph in April's Kilt Walk.

Six members of staff from Thenue took part in the Walk to raise money for The Halliday Foundation – Thenue's charity of the year.

The Halliday Foundation is one of Glasgow's most inspiring charities and has a close working relationship with Thenue.

Chief Executive Gary Naylor and Director of Property Services Eleanor Derbyshire took part in the walk along with Thenue Communities' Rosie Robertson and colleagues Nicky Ballantyne, Ashley Frame and Marta Fiorentino.

Kiltwalkers were invited to don a bit of tartan and complete a walking challenge of their choice opting for either the 22.7 miles from Glasgow Green to Balloch or just over 14 miles from Clydebank to Balloch.

Rosie who completed the 22 mile stint with Nicky, Ashley and Marta said: "It was wonderful. A long distance but every step of the way we knew we were raising money for a worthy cause and that kept us going."

Gary and Eleanor completed the Clydebank to Balloch stretch of the walk. Team Thenue raised a remarkable £1370 for The Halliday Foundation on the day and further fundraising is planned to support the charity throughout the year.

DOMESTIC ABUSE

We have signed up to the "Make a Stand" pledge, being run by the Chartered Institute of Housing. It aims to raise awareness of this very important matter and highlights a range of agencies and steps that can be taken to assist victims.

Our staff are fully trained in dealing with this and we aim to always take a victim-led approach. Our recent policy review means that we will take appropriate action against any tenant found guilty of domestic abuse. Anyone who is facing domestic abuse should contact their Area Services Officer, in complete confidence, for advice and assistance.



THE NEED FOR FACE TO FACE CONTACT WITH YOU

WHY IT WON'T CHANGE

You hear a lot these days about the need to embrace “digital skills.”

This usually means using digital devices (such as computers or smart phones and the internet).

There is a trend in which individuals are pressured into using digital means through a “digital by default” approach rather than “digital by choice”. There is also without doubt a progression to what’s known as “digital inclusion” as businesses and organisations increasingly require customers to adopt new ways of working.

A good example is the number of bank closures on our High Streets as bank bosses insist the way people bank has changed. Here at Thenue we never forget the need for face-to-face contact and take the view that this matters greatly to so many of you. Since the pandemic, we have had to adapt the way we work with some staff working from home on certain days of the week.

By working from home and from our office we can, as an organisation, be more agile and productive – helping us to meet the needs of both customers and staff. But we

understand that this approach might give rise to a perception that we are reducing the ability for you to contact us and have face-to-face contact.

Nothing could be further from the truth.

While we encourage you to use our app, read our social media postings on Twitter and Facebook and use our website, we are here to deal with your enquiries Monday to Thursday whether that be on the phone, in person or online. Even though the office is closed to the public on a Friday we are still available to contact.

To help you access our online offerings, we have a Digital Inclusion Community Worker who can support you to access our digital services if you wish, if you would like more information on this please contact the office.

As you will have read on our front page story, our financial inclusion team are here, too, to help you claim benefits and money support to which you are entirely entitled to and which you might not be claiming.

And remember if you are having difficulty paying your rent, the quicker you contact us for a face-to-face meeting the sooner we can look at how to solve any difficulties.

Like the financial inclusion service, these meetings are strictly confidential and can be arranged by contacting us.

So, to recap, Thenue will always remain a housing association which offers and values in person contact. Digital involvement suits many people, but it is not for everyone, and we recognise that.

This can best be summed up by our Purpose:

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

AREA ASSOCIATIONS NEWS

Blackhill:

We have been working closely with the Blackhill & Provanmill Lunch Club and we are delighted to say that we have been able to support them with some funding towards their summer trip to Ayr and establishing an Area Association. The group took a bus full of people to Ayr who enjoyed a walk along the seafront and some lunch. It was a day to remember and one we were happy to support.

We have also been able to support Blackhill's Growing by providing a grant for the launch of their new project, Blackhill Community Farm. The day was a huge success for the whole community with lots of activities available including fresh fruit and veg, face painting, petting zoo, plant sales and a BBQ. Blackhill's Growing is a project that we are happy to support, it brings people in the community together to grow, plant and eat together. If you want to find out more, you can get more information from the Facebook page @Blackhill's growing.

Cranhill:



Cranhill Area Association are organising the annual summer trip and will take

80 local people to Eastlinks Family Park in Edinburgh. The trip will take place on the 28th July, this is a very popular trip, and the group have created a waiting list. Therefore, if you would like more information please contact the group via their Facebook page @Cranhillareaassociation to be added to this list.

The Area Association will be holding its AGM on the 8th of August. If you are member, you should have already received your paperwork for the meeting. The group are looking forward to sharing their achievements throughout the year and their action plan of activities and aims for the coming year.

Bridgeton and Dalmarnock:



Bridgeton and Dalmarnock Area Association will be holding its AGM on the 23rd July, as your newsletter went to press. If you are a member you should have already received your paperwork. If not please reach

out to the Area Association via their Facebook page @Bridgetonanddalmarnockareaassociation. The group will be holding the AGM in Calton Heritage and Learning Centre this year and are looking forward to updating people on their achievements and future plans.

Since the last newsletter, the group have thanked members for their contributions by providing them all with an Easter card and a token gesture.

The group are exploring a possible new project that will provide an opportunity for a group of young people in their communities to engage in an art project. At the moment, the project is very much in its infancy, but the group will keep you updated on any developments.

Netherholm:



Netherholm Area Association alongside Thenu Communities and Castlemilk Together, are organising and planning a series of summer events for kids in the local community.

The group delivered a very successful summer programme last year and are looking forward to doing the same again this year.

The STEAM Club is taking a well-earned break over the summer holidays but will be back in full swing from August. The club is going from strength to strength with more and more children and young people getting involved. The club volunteers have also been delivering more activities in schools and hope to continue to do this in the new term.

The STEAM Club is being nominated for SURF's community led regeneration award. The nomination deadline is September. Keep your fingers crossed that the club will be selected as a finalist!

AREA ASSOCIATIONS NEWS

Calton Area Association News:

The “Golden Club” (for the over 55s) have held successful get togethers at The Pipe Factory and made various items which were put on display instilling a sense of pride and achievement.

We have also been covering gardening with Jane Burdass, jewellery making, arts and crafts and cake decorating.

Plans for the summer months are as follows: we are planning social and cultural bus trips and holiday activities which again involve The Pipe Factory visiting archaeology-related sites such as the “Govan Stones” and a cultural visit to the Burrell Collection to see

a collection of work by the renowned impressionist artist Edgar Degas.

There will also be heritage trips exploring the rich history of Calton and the surrounding neighbourhood.

Other events from July to September include the annual bus run and further social get togethers.

The Calton Area Association is always looking for new members and volunteers to help with running various events. You can do this by joining the Committee or simply helping out. Remember the CAA exists for you!



A HELPING HAND ON TECHNOLOGY – “CONNECTING WITH THENUE”

Connecting with online services using your mobile device or computer can be very convenient for some but what about those who either don't have the resources, or do but just don't know where to begin?

In April this year Thenue launched our “Connecting with Thenue” project in partnership with the Scottish Council for Voluntary Organisations. The project aims to support the community by improving the economic prospects of people and reducing social isolation.

We are holding free informal group sessions and one-to-one digital sessions for people who have a mobile phone, tablet or laptop and don't know where to begin or are eager to understand modern technology but feel left behind.

Don't worry, it's nowhere near as scary as often portrayed!

In fact, getting online can be perfectly safe and offer real benefits to your daily life. Whether it's connecting to local services, using email, ordering groceries, paying bills, taking and sharing photos with friends or family, or wanting to know what terms like *The Cloud* and *AI* mean, then these groups are for you.

And even if you're not quite sure what you would like to know about, come along anyway! The sessions are friendly, relaxed and great for a chat. Simply contact one of your local hubs and ask for more details.

Some of the places you'll find us throughout the year include Calton Heritage and Learning Centre, Netherholm Community Hall and SPYF Molendinar Community Centre. Hope to see you there!



UNIVERSAL CR

If you receive a what's known as a "Migration Notice" letter...



This guidance is only for people who have received a Migration Notice. You need to move onto Universal Credit if you've received this, as one or more of your benefits will be ending soon. Only legacy benefits (see below) are being replaced by Universal Credit.

What is Universal Credit Migration?

The implementation of UC will be completed with a three-track approach.

The Three Types of Universal Credit Migration

- **Natural migration:** change in circumstances
- **Voluntary migration:** move by choice
- **Managed migration:** migrated by DWP

What are legacy benefits?

- Child Tax Credit
- Working Tax Credit
- Housing Benefit
- Income Support
- Income-based Jobseeker's Allowance (JSA)
- Income-related Employment and Support Allowance (ESA)

Natural Migration has been in place since the introduction of UC. If you experienced a change in circumstances while on legacy benefits which previously required a new claim to another legacy benefit replaced by UC, you will need to make a claim to UC. You would then naturally migrate to UC and any legacy claim will be closed.

Voluntary Migration Legacy claimants can also choose to move by making a claim for UC (and by default closing their legacy claim) but should only do this if you think they will be better off on UC.

Manage Migration Legacy claimants can also choose to move by making a claim for UC (and by default closing your legacy claim) but should only do this if you think you will be better off on UC.

Changes included in the Migration process...

If you claim before the deadline date on your Migration Notice, then some normal Universal Credit eligibility rules do not apply to you; if you receive tax credits, you can make a Universal Credit claim even if you have money, savings and investments of more than £16,000.

After 12 months, normal eligibility rules will apply. You will not be eligible for Universal Credit if you still have more than £16,000 in money, savings and investments.

Students can claim Universal Credit if you or your partner are in full-time advanced education (such as university) for the duration of your course.

Changes included in the Migration process if you are self employed.

Self-employed UC claimants have to report their income and allowable expenses every month. Income which are not counted as income for tax credits but which do count as income for UC, include Industrial Injuries, disablement benefit, maternity allowance, severe disablement allowance, assumed yield from capital (often known as tariff income), most student income and some kinds of maintenance from an ex-partner.

EDIT UPDATES

Transitional Protection and UC Migration Reminder

What do we mean by Transitional Protection?

If you make a claim for UC 'on time' after receiving a migration notice the DWP will compare their 'total legacy amount', what you currently receive in benefits to their 'indicative UC amount'. That is the amount of UC calculated.

If your indicative amount UC amount, is lower than your initial UC award, you will normally include a Transitional Element.

Transitional protection is achieved by including an extra element of UC in the claim to the value of the difference (the transitional element).

This means that you will - initially at least - be no worse off when you transfer across onto UC.

To be entitled to Transitional Protection, you must; make a 'qualifying claim', and meet the specific eligibility criteria on your 'Migration Day'.

A 'qualifying claim' is a claim for UC by a single claimant who is a notified person, or joint claimants, both of whom are notified persons, where the claim is made on or before the final deadline.

Transitional protection payments can decrease over time following a change in circumstances. Changes can include:

- Having a child
- Starting to care for a child or disabled person
- An increase in housing costs (rent)
- A worsening health condition
- Changes to government benefit rates

This is because these changes are likely to increase Universal Credit amount.

UC Migration

When you receive a migration notice, you will have 3 months to complete your UC application. You will receive an extended month after this period, to apply, which is the final date.

If you do not apply within this period, you will lose any transitional protection that you may have been entitled to.

For 2024/25 and beyond, working age people on the following legacy benefits will receive migration notices as follows:

- From April 2024 Income Support claimants and those claiming Tax Credits with Housing Benefit
- From June 2024 Housing Benefit only (except those Housing Benefit only claimants living in Supported or Temporary Accommodation)
- From July 2024 income related Employment Support Allowance with Child Tax Credits - with/without Housing Benefit
- From September 2024, income based Jobseeker Allowance - with/without Housing Benefit and Child tax credit.
- Those on income related Employment and Support Allowance ONLY and those on income related Employment Support Allowance and Housing Benefit will receive migration notices after the above in 2028.

Moving to Universal Credit will also protect people's entitlement to Scottish benefits including Scottish Child Payment, Best Start Foods, Best Start Grants and Funeral Support Payment. If you do not apply for Universal Credit, you will lose entitlement to benefits.

*The dates for being migrated are subject to change and we will keep our tenants informed by providing any new information on our website.

Here is handy list of 13 benefit payments **only available in Scotland**

Here is a brief guide to a range of Benefits only available in Scotland. We will provide a much more detailed explanation about timescales, do you qualify, how to apply and where to get help, in our next edition of Cashpoint in a future newsletter before the end of the year. So make sure you keep an eye out for it!



1 WINTER HEATING PAYMENT - £58.75 ANNUAL PAYMENT

The new annual payment replaces the Cold Weather Payment provided by the Department of Work and Pensions year and will be worth £58.75 during winter 2024/25.

2 CHILD WINTER HEATING PAYMENT - £251.50 ANNUAL PAYMENT

This is an annual payment will rise to £251.50 this year to help families of youngsters up to the age of 19 on the highest rate care component of disability benefits. This includes Disability Living Allowance for Children, Child or Adult Disability Payment and Personal Independence Payment (PIP).

3 SCOTTISH CHILD PAYMENT - £26.70 WEEKLY PAYMENT

This is a payment of £26.70 per week, per child - £106.80 every four weeks.

4 BEST START GRANT PREGNANCY AND BABY PAYMENT

This is a one-off payment of up to £754.65 from 24 weeks in pregnancy up until a baby turns six months.

5 BEST START GRANT EARLY LEARNING PAYMENT

This is a one-off payment of £314.40 when a child is between two and three years and six months.

6 BEST START GRANT SCHOOL AGE PAYMENT

This is a one-off payment of £314.40 when a child would normally start primary school.

7 BEST START FOODS

This is a pre-paid card from pregnancy up to when a child turns three.

8 FUNERAL SUPPORT PAYMENT

This is money towards the costs of a funeral at a difficult time for people who are responsible for paying for a funeral. The current average payout is £1,800.

9 JOB START PAYMENT

This is a one-off payment for 16 to 24 year olds who have been on certain benefits for six months or more to help with the costs of starting a job.

Payment rates:

- Higher rate: £503.10
- Standard rate: £314.45

10 CHILD DISABILITY PAYMENT - UP TO £737 EVERY FOUR WEEKS

This is extra money - up to the value of £737 every four weeks - to help with the costs of caring for a child with a disability or ill-health condition. It replaces Disability Living Allowance for children in Scotland that was previously delivered by the DWP.

11 ADULT DISABILITY PAYMENT - UP TO £737 EVERY FOUR WEEKS

This is extra money - worth between £114.80 and £737.20 every four weeks - to help people who have a long-term illness or a disability that affects their everyday life. It replaces Personal Independence Payment people in Scotland previously delivered by the DWP.

12 YOUNG CARER GRANT - £383.75 ANNUAL PAYMENT

This is an annual payment of £383.75 for people 16, 17 or 18 who care for people who get a disability benefit from the DWP for an average of 16 hours a week or more.

13 CARER'S ALLOWANCE SUPPLEMENT - £288.60 PAID TWICE A YEAR

This is an automatic payment of £288.60 made twice a year to people who get Carer's Allowance through the DWP on certain dates each year - usually in June and December.





HELP AT HOME

On a regular basis, we review how many tenants have moved out of their home and the reasons for deciding to move. There are a range of reasons tenants decide to move which may include needing to be nearer work or to move in with a partner.

If you find yourself having any difficulties at home and could do with some help to manage better, our Tenancy Support Officer, Kirsty Dickson is happy to help. To contact Kirsty, tel 550 9550 or email kirsty.dickson@thenueshousing.co.uk

HOW WE LET OUR HOMES - APRIL 2023 TO MARCH 2024

We continue to let our properties based on our agreed targets and within the current Scottish Government regulations. Our priorities for re-letting our empty homes until the end of March 2025 is firstly considering our tenants who are in urgent need of a new home as well as dealing with homeless applicants who are put forward to us by Glasgow City Council.

Our target for lets to Homeless Referrals for this year, excluding lets to our transfer tenants is 45%. Staff will continue to monitor our targets on a regular basis. Below

is a breakdown of the re-lets we have undertaken, by Priority Groups, in the period April 2023 – March 2024.

Priority Group	Number of Lets	Percentage
Urgent	9	4%
Referrals (Homeless)	69	31%
High	88	39%
Medium	56	25%
Standard	2	1%
Total	224	100%

Thenue's Partnership with MND Scotland



Thenue is delighted to announce a brand-new partnership with the ground-breaking charity MND Scotland.

We are incredibly pleased to be promoting and informing our tenants and the wider community of the work that MND Scotland does, and how they support individuals across Scotland.

MND Scotland's vision is a world without motor neuron disease (MND). Until that day comes, the charity works to make time count for everyone affected by MND in Scotland.

Since the charity was founded over forty years ago, MND Scotland has been on the front line against MND in Scotland. It funds ground-breaking research and world-class clinical trials.

But much of its day-to-day work is making time count for people with MND and the loved ones supporting them.

Whether that's helping families make memories through accessible holidays, grants to improve quality of life, or as an Advocate to fight their corner and secure essential home adaptations faster, the charity is here to help. When time matters most, MND Scotland is a helping hand of support, so people with MND can make precious time count with the ones they love.

As part of our commitment to MND Scotland, we are endeavouring to ensure that our processes reflect the needs brought about by an MND diagnosis. As well as raising awareness of MND amongst our Staff and Partners.

You can expect to hear more from us on what we are doing to support people with MND in the coming months.

In the meantime, we encourage you to learn more about the disease, the charity and the ultimate goal of conquering it at www.mndscotland.org.uk



Thenue and McConnell staff with Roots to Recovery volunteers and the pergola.



NEW PERGOLA UNVEILED AT ELCHO GARDENS

A WELCOME new feature has delivered a gardening boost to a popular park in the heart of Calton.

Elcho Gardens is a haven of peace and tranquillity and highly-valued by local residents.

Now a striking wooden “pergola” has been installed thanks to a link-up between Thenue and one of our suppliers.

Pergolas are popular garden additions featuring a partially-covered roof allowing sun to filter through and nourish plants while remaining open to the elements.

It takes its name from Italian - and originally the Latin language – meaning “projecting roof”.

The cost of providing the pergola was met by refurbishment contractor McConnell which is currently undertaking kitchen replacement work on some Thenue tenants’ kitchens.

As part of the contract awarding process, McConnell - which has an impressive track record of supporting communities in which it works –provided funding for the garden enhancement under what’s known as “community benefits” commitments.

Elcho Gardens has been one of Calton’s great regeneration success stories in recent years.

Once an unloved and untidy location, the local community has come together to transform the location into a green space to be proud of.

It now features raised planting beds and a striking giant sunshine mural on one wall to reflect the optimism of the Calton neighbourhood.

Groups use it regularly and it has been the focus for gardening sessions involving Thenue tenants and the wider community.

One of the groups who are strongly committed to helping Elcho Gardens

flourish is the “Roots to Recovery” Group – an enthusiastic group of amateur gardeners.

Their tireless green-fingered efforts are supported by the Calton Heritage and Learning Centre close by on London Road and the wider community known as “Green Volunteers”.

This is not the first time McConnell has donated money to Thenue to enhance the wellbeing of the community having contributed £2400 including its most recent donation of Easter Eggs for young tenants in the spring.

Eamonn McGarvey, Managing Director of McConnell said: “We’re delighted to support Thenue Housing to transform Elcho Gardens into a tranquil place for residents to enjoy. We look forward to continuing to work with Thenue going forward, including supporting future community benefit projects.”

SUMMER BUS RUNS



This year, our Calton retirement housing tenants will be taking off for a trip to Ayr - the provisional date set for this is 15 August. If you are interested in coming along, contact Linda or Laura.

Bridgeton tenants are also going to Ayr on 22 August – contact Dot or Laura for more information.



Get the most out of
Glasgowlife[™]

GLASGOW LIFE AND GLASGOW LIBRARIES – HEALTH AND WELLBEING

We are working with Glasgow Life to try and identify additional activities and groups. Watch out for updates either through your door, on our notice boards or in future newsletters.

Additionally, Glasgow Libraries provide a range of groups and information – find more info on their website - <https://www.glasgowlife.org.uk/libraries/health-and-wellbeing>

Here are suggestions for some of the activities on offer:

- **Macmillan @ Glasgow Libraries** Cancer Support and Information
- **Drop in support and information sessions** for health and wellbeing
- **Reading lists** on a wide range of health topics
- **Memories Scotland Groups** in Partick, Bridgeton, Pollok and Knightswood libraries
- **The Home Library Service** to bring books to you if you are unable to visit a library.

HELPFUL HINTS FOR HOME TECHNOLOGY

Learn about technology and learn more about specialist equipment and devices to keep you connected and independent at home. Get started with using everyday devices such as Alexa smart speakers, mobile phones, tablets, smart plugs and bulbs and learn more on specialist pieces of technology that you can use around the house to help you live more safely and independently. Find out more and drop in to a session near you at <https://www.glasgowlife.org.uk/event/1/helpful-hints-with-home-technology>

HEALTH DEFENCE WITH CHEST, HEART & STROKE SCOTLAND

The Health Defence team is now in Drumchapel Library every Wednesday afternoon to help you make positive changes to your health. We offer a range of services, from free health checks to specialist physical activity support, to help you live life to the full. Find out more and book an appointment today at <https://www.glasgowlife.org.uk/event/1/health-defence-scotland>

Royal National Institute for the Deaf - Hearing Aid Maintenance Sessions

RNID are hosting monthly "Near You" drop in support sessions across the city. At the free drop ins you'll find a free hearing check, hearing aid servicing, maintenance, and repair (replacement batteries, cleaning and re-tubing) and information and support for people who are deaf, have hearing loss or tinnitus. Find a session near you at <https://www.glasgowlife.org.uk/event/1/rnid-support-session>

RNID Supporting people who are deaf, have hearing loss or tinnitus

If you need help to access any of the links above, please contact your Retirement Housing Assistant or the Housing Support Team.

Engaging older people through the power of sport?

Why not try Sporting Memories!

Sporting Memories

Scotland is a charity that welcomes anyone aged 50 plus, including those facing isolation and loneliness, people living with dementia, their carers and loved ones, to their regular free community sessions. The sessions provide an opportunity to discuss all things sport, be active and create friendships in a warm and friendly environment.



Sporting Memories Scotland

Sporting Memories aims to improve the lives of those who attend, whether they live with long-term conditions or are looking for something locally where they can chat and play. A range of physically and mentally stimulating activities are on offer, led by local volunteers who have a passion for helping individuals in their local community. They rely on local volunteers to lead on any session - full training is provided by Sporting Memories on how best to run sessions.

These activities include quizzes, reminiscence, inclusive chair-based exercises and playing indoor sports such as "Boccia" and New Age Curling. There are also opportunities to go out as a group to visit interesting landmarks and sporting venues in the local area.

The sessions welcome one and all, and if you're looking for something to do locally, whether you're a sports fan or not, Sporting Memories could be the place for you or for a loved one.

Sporting Memories are keen to reach more older people, so if you would like to find out more, get in touch with either your Retirement Housing Assistant or the Housing Support Team.



Common Rooms

Just as a reminder, both our common rooms are open for surgeries and other events – details of these are on our website under **Older Persons Services**.

Surgeries run from 10:30am-12:30pm every Tuesday and Thursday so if you have an issue or fancy a cup of tea and a chat, please pop in.

Numbers for our film afternoon in Bridgeton have reduced – they take place on the last Thursday of every month between 1:30pm – 3:30pm. We are keen to keep these running and would encourage you to come along and enjoy the films!

Our Digital Drop In at Tureen St has been going well. If there is any interest in Bridgeton, we will look to see if we can run a similar Drop In at 71 Main St. Please do let us know if this is something you would



Pictured: The Digital Drop In at Tureen St

come along to. It's not just about computers, you can bring along your phone or tablet and find out about all the things they can do which you maybe didn't know about!

Glasgow's Helping Hand

Glasgow Helps is a service offered by Glasgow City Council in partnership with voluntary agencies which offers free, confidential support, information and advice on a wide range of issues.

The service was introduced as a result of the COVID pandemic and continues to provide a valuable service. The service can help with a range of issues including advice on transport, mental health, utilities, housing, food, and digital access and support. You can refer yourself to it by simply phoning them or filling in the referral form which is on their website. If you prefer, contact our office and we can make the referral on your behalf. Contact information is below. The website provides a wide range of information and details of which agencies are available to help.

☎ 0141 276 1184

🌐 www.glasgow.gov.uk/glasgowhelps

Bridgeton Community Learning Campus

Did you know that the Bridgeton Community Learning Campus holds a range of groups and activities?

They are at 68 Dale Street in Bridgeton, open Monday to Friday from 9:00am – 5:00pm. The building is fully wheelchair accessible and has a café with snacks, teas and coffees available. Some of the groups include: Chair Yoga, Knitting and Sewing, Strength & Balance and English for speakers of other languages. They also have a Mens' Group which meets every Monday afternoon as well as a Community Garden. You can find out more on their website - www.thebclc.org.uk or 0141 556 4275 for more information.





Pictured: Ailis (left) and Emma (right) with some of the Castlemilk youngster learning the pipes at the new club.

PIPING HITS THE RIGHT NOTE WITH CASTLEMILK KIDS

KIDS in Castlemilk are learning to play the bagpipes for free in a trail-blazing project from Scotland’s National Piping Centre.

Talented musicians from the Glasgow-based centre of piping excellence at Cowcaddens are delivering tuition in the new “Castlemilk Piping Club” to children as young as five.

This is helping to encourage youngsters take up the bagpipes – widely- recognised the world over as Scotland’s national musical instrument.

The initiative has been a runaway success with classes delivered weekly at Netherholm Community Hall during school term time.

Funding to pay for the tuition and equipment has generously come from the Royal Edinburgh Military Tattoo “charities’ board”.

The overall aim is to promote a love of bagpipes to a whole new generation of budding musicians by creating a space for young people to

develop skills for life, engage with music, interact with an international community and build a sense of belonging and achievement.

The National Piping Centre chose Castlemilk for this community endeavour after one young local boy Lealand Urquhart – now aged 10 – started taking Zoom lessons with the piping experts.

This persuaded the Centre to consider Castlemilk in the belief that other young people his age would be keen to participate.

Up to 14 local children now attend each week at Netherholm and have begun by learning how to play the chanter which is the beginner instrument for the bagpipe.

Lealand said: “I love the pipes and coming to the sessions every week. It’s great fun and I’m learning a lot.”

Accomplished pipers Ailis Sutherland and Emma Hill deliver the tuition and are impressed by the enthusiasm shown from the kids.

Ailis said: “It’s very moving to see the Piping Club up and running. I



Emma with two young learners

started teaching Lealand over Zoom when he was six years old, and over time, I began to realise the great progress he was making with the chanter and how much enjoyment he was getting out of it.

“There is the real possibility of youngsters becoming full-time musicians and teachers. However, most importantly, young people in Glasgow are gaining access to an artform which is rewarding and exciting on a day-to-day basis in their very own communities.”

“The National Piping Centre has the mission of ‘enriching lives through piping’, and this project certainly enacts that.”

Want to know more about this initiative? Contact Netherholm Community Hall.

Thenue HA Community Regeneration strategy

- TELL US YOUR IDEAS!

We are currently reviewing our Community Regeneration Strategy. The strategy is our commitment on how we support, develop and create sustainable communities. The strategy will set out how we will achieve this with a range of initiatives such as learning opportunities, health & well-being, social activities, community events, environmental projects, employability & cost of living support.

We would really welcome your ideas to help us shape the strategy and inform our priorities for the coming years!

Please look out for our forthcoming community regeneration survey on social media and Thenue website.

For further information, please contact Ruth Adam, Community Regeneration Manager on **0141 550 9552** or email ruth.adam@thenuehousing.co.uk



THENUE HOUSING ENERGY ADVICE TEAM

WEEKLY ENERGY ADVICE DROP-IN

THENUE'S ENERGY ADVICE TEAM WILL BE DELIVERING A WEEKLY DROP IN AT THE MOLENDINAR COMMUNITY HALL. COME ALONG AND HAVE A CHAT WITH ONE OF OUR ENERGY ADVISORS.

MOLENDINAR COMMUNITY HALL
1210 ROYSTON RD G33 1HE

11.00 TO 13.00

EVERY WEDNESDAY

STARTS 5th JUN 2024

ENDS 25th SEP 2024

PRACTICAL TIPS ON HOW TO SAVE ON YOUR ENERGY BILLS

ENERGY DEBT ADVICE

PRE-PAY METER DEBT SUPPORT

HELP WITH SUPPLIER COMPLAINTS

THE DROP-IN SESSIONS WILL BE DELIVERED BY THENUES ENERGY ADVICE TEAM FOR MORE INFORMATION PLEASE CONTACT US

energyadvice@thenuehousing.co.uk - 0141-550-9558



WE BUY FRESH FRUIT AND VEGETABLES WHOLESALE TO SELL AT LOW COST IN THE LOCAL COMMUNITY. DURING THE MAIN SUMMER GROWING SEASON WE ALSO SELL PRODUCE GROWN IN THE COMMUNITY GARDEN AT ST PAUL'S CHURCH.

THE VEG BARRA RUNS ON:

MONDAY 11 – 2.30
Molendinar Community Centre
on Provanmill Road
MONDAY 2.45 – 3.00pm
St Philomena's Primary School

TUESDAY 11 – 1.45
Mobile barra out and about in Blackhill and Germiston
11 – 11.30 Forge Street
11.35 – 11.55 Greenside Street
12 – 12.15 corner of Frankfield Street and Drumpellier Street
12.15 – 12.30 corner of Queenslie and Hogganfield St
12.40 – 1.45 – car park of Molendinar Family Learning Centre
(these times may change slightly due to how busy we are at each stop)

WEDNESDAY 11.30 – 12.30
St Paul's Parish Church, Langdale Street
(look out for the St Paul's Black van with white writing, picture over the page)

WE ARE CASH ONLY AT THE MOMENT, NO CARDS OR E-PAYMENTS ACCEPTED, SORRY.

WOULD YOU LIKE TO LEARN ABOUT AND GET INVOLVED IN GROWING PLANTS?

Come along to our growing session on a Thursday 12.30 – 3pm.
Come for the whole time or drop in for a bit.
All equipment is provided, no experience necessary.
Under 16's need to be accompanied by a responsible adult.

TEA, COFFEE AND BLEATHERING EVERY WEEK IN AMONGST GROWING ALL SORTS OF PLANTS.

Check out our Instagram and facebook pages for more details and photos of what we get up to, or pop in and chat to us.

BLACKHILL'S GROWING

BLACKHILLS_GROWING

Your landlord does not cover your home contents and personal belongings.

So it's a good idea to consider what a home contents insurance policy would cover you for.

When you move into your property, you should think about protecting your personal possessions and home contents.

The Thistle Tenant Risks home contents insurance scheme can cover most of your household contents such as furniture, carpets, curtains, clothes, bedding, electrical items, jewellery, pictures and ornaments.

All tenants and residents are eligible to apply for the Thistle Home Contents Insurance Scheme, which can cover your home contents and belongings against, fire, theft, water damage and flood.

Reasons to choose the Thistle Insurance Scheme:

- ✓ Apply over the telephone.
- ✓ Covers loss or damage to your contents caused by specific events such as, theft, water damage, fire and many more household risks.
- ✓ Covers tenants improvements (up to £2,000 or 20% of the sum insured).
- ✓ Covers theft or attempted theft of contents in sheds, outbuildings and garages (up to £3,000).
- ✓ Covers damage to external glazing for which you are responsible for.
- ✓ We will pay up to £500 for replacement and installation of locks for outside doors or windows and alarms, if keys are lost or stolen.
- ✓ You don't need to have special door or window locks just a lockable front door.
- ✓ Flexible regular payment options (fortnightly & monthly payments include a transaction charge).

These are just some of the features, limits and exclusions of the Policy. For more information about our policy, please refer to the Insurance Product Information Document (IPID) and Policy Wording, which is available upon request.

Would you like a member of the Thistle Insurance team to call you back at a convenient time, to discuss cover, optional covers available, and premiums?

Visit www.thistletenants-scotland.co.uk and request a call back today!

For further information or to apply for cover call Thistle Tenant Risks on **0345 450 7286**

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Who to Contact

If you need to report a pest issue within a residential property, complete the Report a Pest Form on the Glasgow City Council website www.glasgow.gov.uk/pestcontrol or call 0141 287 1059 option 4.

If your bin collection is missed, please report this as soon as possible on the Glasgow City Council website using the online form at www.glasgow.gov.uk/missedbincollection

NRS Public Health may be able to assist in cases where there is a significant amount of waste, rubbish or other food sources at a location that may encourage rats. This might be a backcourt filled with black bags or a large fly tip area. They may also be able to assist if you suspect that a business or shop is encouraging pests/rats by poor waste management. If you have the property address you can email NRS Public Health at LES-PublicHealth@glasgow.gov.uk or by calling 0141 287 1059.

MyGlasgow App

You can use our app for a whole range of services, from requesting a bulky waste collection to reporting fly tipping or graffiti. Our "More Services" section also has handy links to useful information.



You can download MyGlasgow App

from the App store and Google Play

Scan QR Code to download the document in

- Arabic
- Urdu
- Kurdish
- Mandarin
- Slovakian
- Punjabi
- Farsi
- Polish



RODENT CONTROL

Information and Advice on how to control/prevent rats



Introduction

Pests such as rats are always present in urban areas, and we know that it can be distressing seeing rats in your neighbourhood.

Rats seek out food, water and shelter. Sewers and drains are common rat dwellings, as well as hidey holes in sheds and outbuildings. We need to treat the source, which may include structures or holes that rats can live and shelter in.



Prevention is the best long term solution to get rid of rats. Everyone must work together to help control rats. It is easier to prevent infestations than to remove them. Killing them is not a long term solution as other rats will simply move into the newly available spaces if the food sources and shelter remain.

Treatment

We strongly recommend that residents and businesses get treatment conducted on their property if they have any concerns. The more people who have treatment conducted, the sooner the problem will be resolved.

Please note that Neighbourhoods, Regeneration and Sustainability (NRS) Pest Control **CANNOT** put poison and traps in open spaces such as back lanes and spare ground as this poses a risk to pets and wildlife, and people.

Prevention

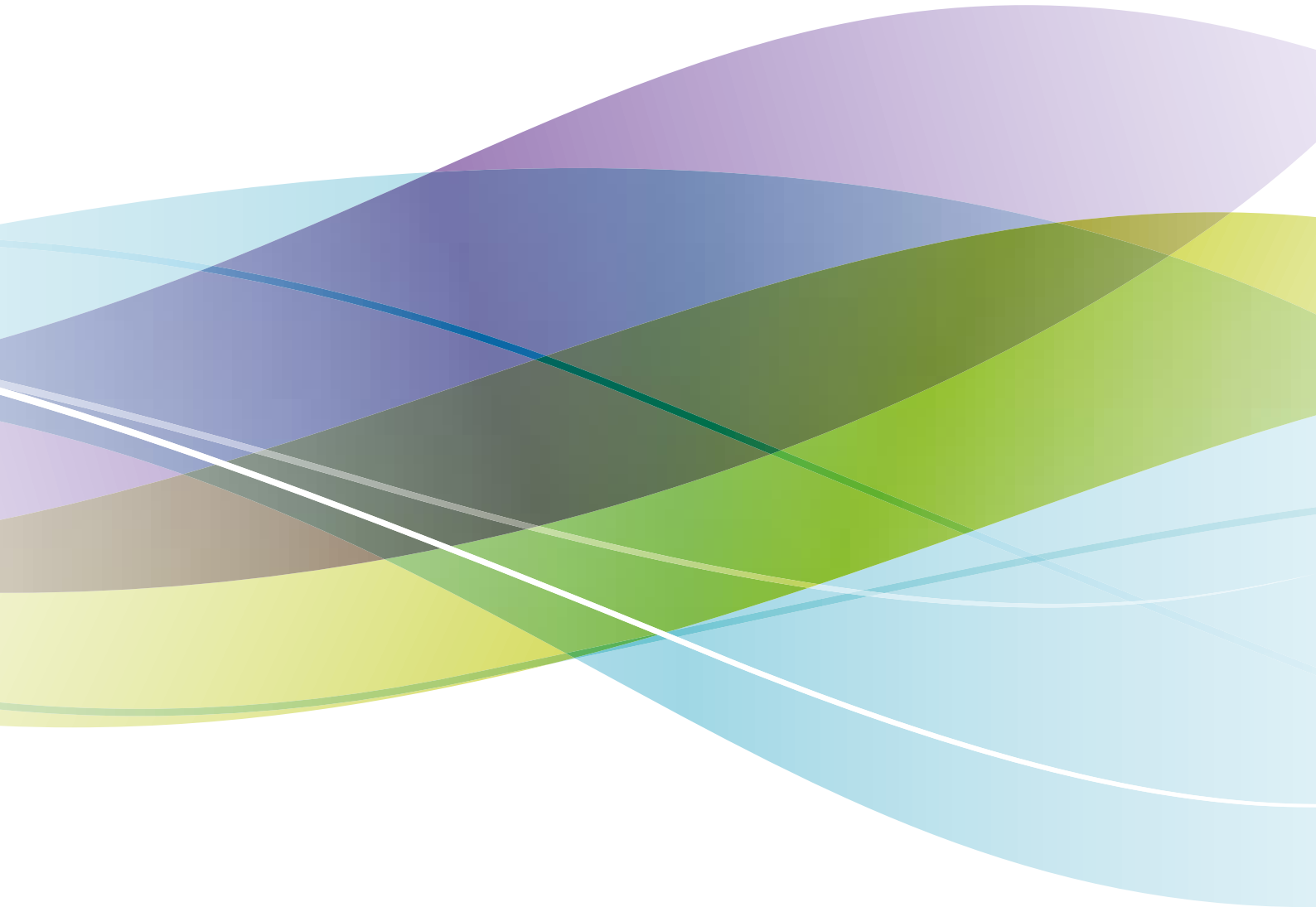
Incorrect storage of business and household waste, fly tipping and littering can make pest problems worse by encouraging rats. Waste should be bagged, and placed in a suitable bin and bin lids should be kept closed at all times. Bagged waste should **never** be placed outside the bin.



To reduce the risk of rats affecting your area take the following steps:

- Keep your garden free of waste and rubbish
- Place all rubbish in your bins and keep the lids closed, particularly the food and garden waste (brown) bin and residual waste (green) bin
- If you have waste, you cannot fit in your bin you can take this to one of our Household Waste Recycling Centres (HWRC) free of charge. However, if you use your recycling bins to sort your rubbish, you should have enough space in your residual waste (green) bin
- If you put out seeds or nuts for birds and other wildlife, clear any leftover food away at the end of the day. Rats will leave their nest at night to look for food and will eat any food that falls from wildlife feeders or tables. If you do not clear food away before night fall you will be **feeding the rats rather than the birds**
- Keep bins away from a fence or wall where possible as rats can climb then jump onto a bin to reach food
- Rats only need a gap of 15 mm to get through to gain access, so to prevent any access to your house seal up any gaps in walls or around pipes with cement mortar. **N.B Foam sealant is not rodent proof**





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