

thenue newsletter

AUTUMN 2024



The newsletter of Thenue Housing Association

www.thenuehousing.co.uk

NEW HOMES ALMOST READY

Tenants start to move in this November

We're pleased to report that our latest development of new homes is very nearly complete.

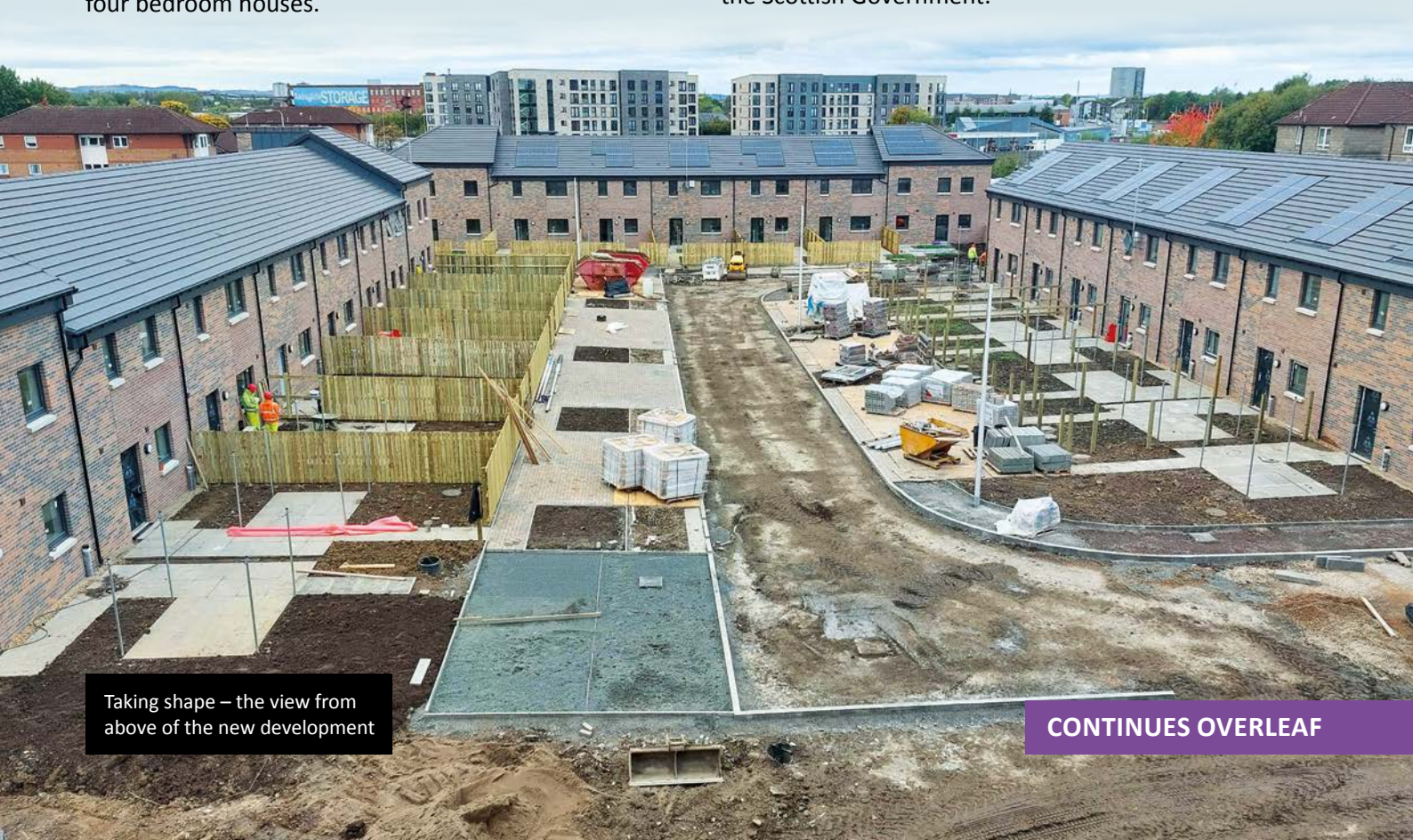
Tenants are expected to move into these new properties at Connal Street Dalmarnock in November and December.

The development has transformed a former derelict site with 41 new properties ranging from 1 bedroom flats to four bedroom houses.

It further strengthens the vibrant Dalmarnock community which was reinvigorated by the legacy of many new homes following the 2014 Commonwealth Games.

Construction work over the last year has been carried out by developer CCG (Scotland) Ltd.

These new affordable homes were made possible by funding from Glasgow City Council in partnership with the Scottish Government.



Taking shape – the view from above of the new development

CONTINUES OVERLEAF

Our Chief Executive Gary Naylor said: “We are delighted to be nearing completion at Connal Street as we continue to deliver on our promise to keep on building new homes across our communities

“We readily acknowledge the financial support of Glasgow City Council and the Scottish Government in making our latest development happen.

“Thenue knows from our tenant

feedback that continuing to build energy-efficient affordable homes is something which figures highly in our tenants’ expectations.”

See below for more pictures of the new homes at Dalmarnock.



Coming soon - Changes to Thenue’s Customer Portal: 29th November

From the 29th November we will be updating our Tenant portal so that it is better and easier for tenants and other customers to use, whether it is to pay their rent, make a repair or getting in touch. This is a key focus for us. This will mean that the current portal will need to be switched off on 29th November 2024 as we work on the computer system. Please keep an eye on our website and social media for further updates on this.

What will it mean for current users

You can still pay your rent in a multitude of ways:

- By Direct Debit, Telephone, AllPay, PayZone/PayPoint or post.
- Our office is always open and available for tenants to access to pay directly through card or for assistance in setting up a Direct Debit.
- Calls can be made on **0141 550 3581** choosing option 2, and then option 1, where you will be transferred to a member of our Income Maximisation Team.
- AllPay can assist with online payments through their App or Website at **www.allpay.net**

For more details please visit our website at **www.thenuehousing.co.uk/tenants/Rent**

Repairs

For reporting a repair, we have a dedicated phone line for repairs to use, they are:

- For non-emergency repairs, please contact us on **0141 550 3581** and press option 1

- For emergency repairs within office hours, please contact us on **0141 550 3581**

Out of Hours Repairs

- For Gas Heating Repairs please contact **0333 202 0708** (Carried out by City Technical Services)
- For all other repairs please contact **0370 191 0001** (Carried out by MEARS)

Full details can be found on our website at **www.thenuehousing.co.uk/tenants/Repairs**

What does this mean for you?

On the approach to the new financial year, we plan to begin work to roll out a new tenant portal, that is fast, easy to use and will enable you to quickly and efficiently request support for any query you may have. Keep an eye out for more news as we prepare to roll out our new portal.

*All current users will receive a notification detailing the shut-down of our current portal. Full guides, support and information will be provided in time to move over to our new system when this releases next year.

What will this mean for Face to Face tenants?

Thenue will continue to promote and support our face to face services and we will always have staff who are able and willing to meet our community where they require it. Thenue is committed to providing a multi-tiered approach to communication for all our community members with differing needs and methods of communication. We look forward to seeing you on our new HomeMaster Portal in the new year!

CHALLENGING POVERTY EVENT

We all have a duty to fight poverty and the cost of living crisis has undoubtedly made the pressure on family budgets more intense.

So Thenu Communities were especially pleased to see such an impressive turnout at our October "Challenge Poverty" event held in Calton

We also want to thank our partners who helped make the occasion such a success such as the Halliday Foundation, Clyde Gateway and Glasgow City Council.

There was food, free school uniforms, free haircuts from hairdressing students at Glasgow Kelvin College and food to take away as well as energy, digital and financial advice on offer.

As our pictures show it was a great event!



Important Waiting List Update

Due to the introduction of our new computer system, we have made the decision to temporarily suspend our waiting lists for rehousing.

From 29 November until further notice, we will not be accepting any new applications onto our lists.

This will allow us the time needed to ensure all the

applications on our current lists are transferred over smoothly to our new computer system.

This is a temporary arrangement and as soon as we are able, we will re-open the lists for applications. More information on this will be announced on our website and via our social media posts

And of course our staff can provide more details as soon as we have them.



A very happy retirement(left to right) Scott, Sheena and Lorraine

THANK YOU THREE TIMES OVER!

Long-serving trio retire from Thenue after chalking up a remarkable 88 years of service between them!

We celebrated a remarkable retirement event when three members of staff retired after chalking up an incredible 88 years of service between them!

Lorraine Salisbury, Sheena Fergusson and Scott Davidson said farewell to colleagues after long and dedicated service to the Association.

Senior Finance Officer Lorraine spent just over 38 years with Thenue, People and Culture Officer Sheena was with the Association for 36 years and Senior Repairs Officer Scott's tenure was 14 years.

Incredibly, Sheena and Lorraine's service with Thenue stretches back to a time before the Association had any housing stock and was simply providing services to other housing associations.

In those days Thenue had not yet moved to its present east end home but had offices in the Kelvingrove area of the city.

In their farewell remarks to colleagues before cutting a celebration cake, all three praised the friendliness associated with working for Thenue saying it was "great place to work."

CAFÉ CONNECTION AS PAOLA BIDS FAREWELL

Also retiring is Paola Doyle who, remarkably, has given over 40 years of unbroken service to the housing association.

Of the four people who have recently retired Paola, at four decades, has been the longest serving.

Like two of her recently-retired colleagues – Lorraine Salisbury (38 years) and Sheena Fergusson (36 years), Paola began working with Thenue when the housing association didn't own any homes.

Located in Derby Street, Kelvingrove, Thenue provided "consultancy services" to small housing associations which they would "buy in."

Gradually over the years, Thenue acquired housing stock and that figure now stands at an impressive 3097 making Thenue one of the best-known housing associations in the city.

As Housing Support Manager at Thenue Paola has, like her many colleagues, played a pivotal role in the smooth running of the Association and, of course, looking after tenants.

Her role included retirement housing, supported accommodation, tenancy support and management of the waiting lists.

But a surprising fact is Paola – who is deeply proud of her Italian heritage - has a connection to, of all things, ice cream!

For many years Paola's family ran one of Glasgow's best-known cafes The Grosvenor Café – in Glasgow's west end – a revelation largely unknown to the many people in housing whom Paola has encountered over the years!

Paola's adored grandparents came to Scotland in the 1920s and founded the Grosvenor – first located in a prime spot on Byres Road close to



Hillhead subway and later in nearby Ashton Lane.

They ran it for decades before it passed to Paola's mum and aunt and her two uncles.

Both those uncles are pictured in a recently published book entitled "A History of Glasgow's Byres Road" – which depicts the life of this bustling west end street.

They are photographed inside the opulently fitted out café with lavish wooden shelving so typical of the style which Italians are renowned for.

Paola said: "I'm delighted the café features in the book because it is a snapshot of my family's history in Glasgow and the contribution they made to the establishment and growth of the Italian café culture in the city.

'Who knows....if I hadn't gone into housing I might have ended up serving nougats and 99s!'

Commenting on her four decades at Thenue Paola added: "Bidding farewell to colleagues you have worked with – in some cases for many years - is never easy but I'm looking forward to my retirement.

"I will also miss the tenants we have been able to help and support over the years in the way that only community-based housing can."

THANK YOU WILLIE!

One of Thenue Housing's longest-serving financial inclusion staff members retired at the end of October.

Willie Sinclair has spent seventeen-and-a-half years with Thenue - most recently as the Association's Financial Inclusion Co-ordinator.

While his many colleagues are sorry to see him go, a well-deserved retirement beckons for Willie who will be familiar to many tenants seeking a helping hand on their finances.

His and the team's expertise in navigating around the often-complex area of State benefits has put money back into the pockets of our tenants who have sought the help of the Financial Inclusion team.

This is a crucial service offered free and confidentially to all customers as a way of finding out if people are not claiming benefits to which they are entirely entitled.

Recently, Thenue revealed that in the past financial year a staggering £1.3 million was obtained for customers

This was the third year in a row the figure had topped £1million bringing sharply into focus the exceptional work undertaken by our financial inclusion staff.

And never has there been a more important time to seek help on finances as a result of the ongoing cost of living pressures.

Willie said: "I'm sorry to be leaving Thenue but it is time to retire. I will miss my many colleagues and the countless people Thenue has helped over the years.

"The Financial Inclusion Service is a crucial part of this housing association's work and the amount of money we have obtained in the last three years for customers – which we carefully measure – is remarkable. At the last count it stood at over £3 million.

"That's over £3 million put back into people's pockets which they were not, for a variety of reasons, claiming. In many cases it has alleviated poverty and financial strain and I feel very fortunate having been part of that process."

Willie has for much of his working life been at the sharp end of welfare benefits – always striving to get a better deal for those whose fortunes could be improved by good, solid advice.

He has worked in Drumchapel and Tollcross prior to Thenue but somehow managed to find the time to study for a degree in technology and maths.

Now that he is no longer working he plans to devote time to finishing that degree.



Willie added: "Perhaps the most challenging aspect of the role I had with Thenue, was the constantly changing situation with benefits. It is very complex area and requires constant upskilling and understanding to ensure that our tenants get what they are entitled to.

"That's why the Financial Inclusion team is here – to help find a pathway through the complexities and deliver help where it is needed most. I hope Thenue customers continue to seek out that help in the years that lie ahead."

Gail Shearer, Income Maximisation Manager at Thenue paid tribute to Willie saying he will be "sadly missed by colleagues and customers alike who valued his expertise and skill."

Gail added: "Willie was deeply committed to helping people and the fact that over £3 million pounds was obtained in the last 3 years by Willie and colleagues speaks for itself.

"We wish him all the very best for a long and happy retirement and look forward to his graduation with a soon-to-be-achieved degree!"

A FOCUS ON FUTURE CONTRACTS

Area Associations take the lead on contracts relating to repairs and landscaping

Thank you to our brilliant Area Associations for being part of a discussion on two important service areas.

We held a get-together of the associations in late October as part of our drive to understand what really matters to tenants in terms of our repairs contract and landscaping and environmental contract .

They are currently awarded to Mears for repairs (due up in three years' time) and idverde for landscaping and environmental work (due up in March next year). The latter is also sometimes referred to as grounds maintenance.

The occasion gave us invaluable insight into the thinking of tenants via the area associations and allowed staff to be on hand to answer questions.

With regard to grounds maintenance, a tender document is being prepared and follows an independent review involving interviews with staff and tenant surveys, with recommendations including splitting the lots into two – Landscaping & Environmental.

It was also recommended at the meeting that an Estates Officer would help in the management of the contract and liaise with other partners such as Glasgow City Council and we will explore this possibility.

Other elements include providing more accurate digital mapping of our sites, which has now started, and further investment in our open spaces.

Tenants attending were happy with - and welcomed - our approach to the up and coming tender.



The second part of the session focused on the Repairs contract (often referred to as “Reactive Repairs”) - another service area of high importance.

We currently are 7 years into the 10 year contract with our main contractor Mears.

We want to review what is working and what isn't for tenants and for Thenu with a view to preparing for the future. Establishing what is important in a repairs contract is essential as we look at developing our vision.

Tenants attending the session highlighted communication, attending the appointments on time, quality of work and completing the repairs in one visit wherever possible as vital – all essential components of a good repairs service.

We also discussed the need to utilise technology to provide easy reporting, updates and communication whilst

also maintaining the ability to phone the Repairs Team with a query or repair if this is a person's preferred option.

What we still need to establish from a wider tenant audience beyond those involved in the area associations is:

1. what currently works for you as tenants in the delivery of the reactive repair service and what in our estimation is it that you like or appreciate?
2. what currently doesn't work for you as tenants in the delivery of the reactive repair service, what is it that is the needs to improve?
3. What is important to you in a repairs service and what would you like to see in the future?

Shortly we will be promoting these questions on our website so you can have your say via a special link on the site.

Events to Save You Money

Thank you to everyone who came along to our Cranhill energy advice event held at the Veterans' Centre. We will be organising more of these occasions in due course across our various communities.

We were also at Molendinar Community Hall for a similar energy event.



Pictured: The Thenue team at Cranhill and what went on at Blackhill

Dates for your diary.....

Our new Money Advice worker will be holding a range of events throughout the next few months. Alongside our Money Advice service, others attending will be the Energy Advice team, One Parent Families Scotland and the Halliday Foundation will provide a Pop Up Foodbank.

Our first event was held at the Molendinar Community Centre (see above) and was a great success, with a good number of people attending and visiting all the tables including the Pop Up Foodbank.

Further events will be held at Netherholm Community centre on 21/11/2024 between 12am and 3pm. and at the Calton Heritage Centre on 19/12/2024 between 11am and 2pm.



CALTON AREA ASSOCIATION NEWS



As 2024 draws to a close it has been another busy year for the area association – particularly with The Golden Club.

We continue to work closely and enjoyably with The Pipe Factory doing many new and interesting things on a Wednesday afternoon and with Jane Burdass on a Monday.

Activities have included jewellery arts and crafts and appropriately at this time of year Xmas personal gifts, table decorations and festive wreaths.

The Pipe factory activities include making rag dolls, card making, bags, cushion covers and lots more.

Trips have included visits to the Burrell Collection along with a visit to the Willow Tea Rooms and the fun of a stencilling class at a Rennie Mackintosh exhibition.

The area association are again running our popular Xmas Extravaganza at St Lukes on SUNDAY 8 DECEMBER from 1.30 to 4.30 pm and will feature a Snow Globe (for kids and adults), balloons, a

caricaturist, magician, face painter, Xmas crafts and food along with treats for the young,

Also available will "Mrs Claus's famous cough medicine" and the Xmas Tree light switch on not forgetting Santa in his grotto.

The area association would like to thank St Lukes for their generous use of the hall, food and help over the past few years.

The CAA wish everyone a happy festive season when it comes.



OUR PERFORMANCE AS A HOUSING ASSOCIATION

Introduction

Welcome to Thenue's eleventh "Charter Report". Each year we are required to complete what's known as the "Annual Return on the Charter" (ARC for short) and submit this to the Scottish Housing Regulator. The Scottish Housing Regulator exists to protect your interest as tenants and ensure the good governance of housing providers like ourselves. As a result of that it becomes our obligation to produce this report to enable tenants and others to see how we are performing against the Charter. This report summarises all of the statistics that the Scottish Housing Regulator publishes. We are able to compare our own performance with the **Scottish average**, the **Registered Social Landlord (RSL) average** and **our performance last year**. We hope that this information is useful for you to

examine and benchmark our performance over time. We carried out a tenant satisfaction survey during October 2023 and these figures have been used for this year's satisfaction figures.

If you would like further in depth or additional information, please just ask us. If you would like to compare Thenue's performance with any other Registered Social Landlord in Scotland, then all you need to do is visit www.scottishhousingregulator.gov.uk/find-and-compare-landlords. Here you will see an easy-to-use comparison tool which allows you to compare our performance with up to four other selected landlords.

To find out more about our past and ongoing achievements you can visit us at thenuehousing.co.uk

Thenue's four core values are

Passion:

We are committed, determined and motivated

Excellence:

We aim to be the best in everything we do

Respect:

We treat everyone with courtesy and dignity recognising diversity

Connection:

We listen, to engage with our customers and communities

Working together we create better homes and stronger communities... making people happy

Thenue's Profile

Thenue is a registered Scottish Charity and we are governed by a voluntary Board of Management. We have been around since 1979 and over the years we have grown the number of properties we own to just over 3,000, mainly but not exclusively situated in the East End of Glasgow. A breakdown of the total stock by area is shown in the table here.

Area	Total Stock
Baillieston	19
Blackhill	141
Cranhill	282
Castlemilk	338
Bridgeton	1104
Saltmarket	54
Calton	801
Scotstoun	13
Dalmarnock	327
Supported Housing – Various Areas	18
Total	3097

The information which follows shows how we compare to last year.

GENERAL VIEWS ON SATISFACTION

Satisfaction with overall service



Satisfaction regarding being kept informed

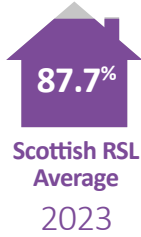


Satisfaction with opportunities to participate

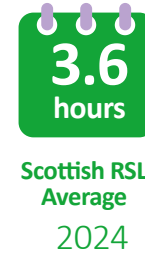


QUALITY & MAINTENANCE OF HOMES

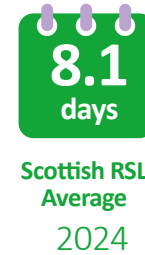
Homes meeting the Scottish Housing Quality Standard



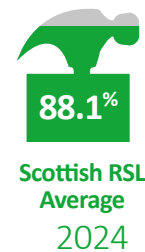
Time taken to complete emergency repairs



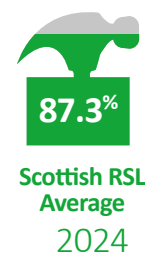
Time taken to complete non-emergency repairs



Reactive repairs completed 'right first time'



Overall repairs service satisfaction

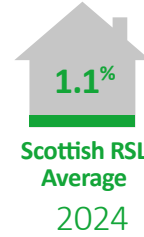
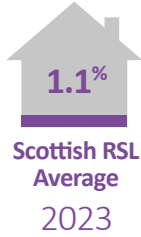
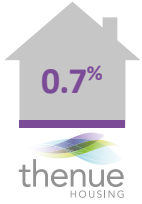


Anti-Social Behaviour cases resolved within locally agreed targets

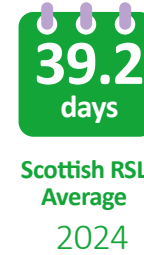


VALUE FOR MONEY

Rent not collected due to homes being empty



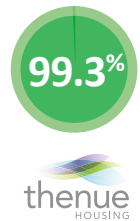
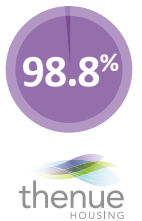
Average time to re-let homes



Average Weekly Rent



Proportion of total rent collected



Thenue collected **£15.83m** of the **£15.94m** rent money due

Tenants who feel their rent represents good value for money



LEARNING FROM COMPLAINTS

We value all of the feedback and comments we receive, including complaints, as we use this information to improve our services. How we dealt with complaints is set out below.

STAGE 1 (% ON TIME)



The average time in working days for a full response at Stage 1
(Scottish RSL Average – 4.1 days)

3.97 DAYS

STAGE 2 (% ON TIME)



The average time in working days for a full response at Stage 2
(Scottish RSL Average – 16.6 days)

17.2 DAYS



Received



Responded
in full



Responded
in time



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

Authorised and Regulated by the Financial Conduct Authority

Registered society under the Co-operative and Community Benefit Societies Act 2014 (No 1933R(S))

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

Christmas Events for Older Tenants

Staff are preparing our Retirement Housing events for the festive period and although not yet finalised, we are planning the following events:

Calton: The Christmas Party is being held on 10 December in the Calton Heritage and Learning Centre and the Panto trip is being finalised. We also hope to host a Christmas Film afternoon – final details to follow.

Bridgeton: We are planning a Christmas lunch, dependent on numbers and will be holding a Christmas Film afternoon – again, final details to follow. Don't forget on the last Thursday of every month we have a film afternoon in the common room at 71 Main St – do

feel free to pop in enjoy a film and some refreshments.

For any of the above, contact our Retirement Housing Assistants for further information:

- Bridgeton - Dot McKinlay, tel: 550 9561 or 0778 631 2143
- email: dorothea.mckinlay@thenuehousing.co.uk
- Calton/Bridgeton/Monteith: Laura McWilliams, tel: 550 9564 or 0779 523 7299 email: laura.mcwilliams@thenuehousing.co.uk
- Calton: Linda Malone, tel: 550 9565 or 0796 937 4811
- email: linda.malone@thenuehousing.co.uk

NEED A SMALL JOB DONE AT HOME?

OUR HANDYPERSONS SERVICE COULD BE FOR YOU!

Our FREE service can be used if 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 they can carry out. The labour is free – you just need to provide the materials. We always get fantastic feedback on it 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 Testing

If you have SMART Hub, we will be arranging a suitable date to carry out a check of it in your home. This is part of our regular check and the SMART Hub and any additional equipment will be tested. In addition, you should test your pendant or bracelet on a regular basis – at least once a month – just let Homecare know it's a test and they won't then take further action. Any problems with your system should be reported without delay to your Retirement Housing Assistant or to our Repairs Team at this office.

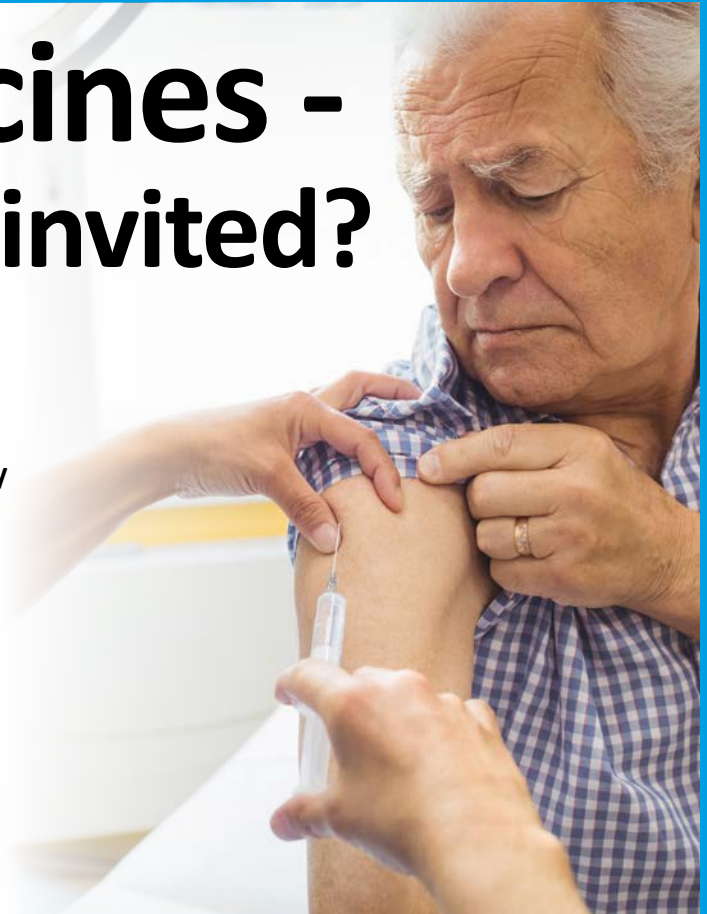


Winter Vaccines - When will I be invited?

Since mid September, Flu and Coronavirus vaccines have been offered to those eligible. Advice from NHS Scotland is that it is strongly recommended you get vaccinated if you're eligible this winter. Invitations for people who are eligible have recently been sent out and it is very important that you attend the appointment you've been given or make or rearrange your appointment as soon as possible.

The postal invites have been arriving in white envelopes with clear NHS Scotland branding. People with a digital preference will receive their vaccine appointment or prompt to book by text and/or email.

The NHS is requesting that you do not try to make an appointment until they have invited you to attend.



Age Scotland (previously known as Age Concern) is an organisation aimed at anyone over the age of 50 years. They provide a huge range of services and Information Guides providing a range of answers to many different age-related questions. In addition, they have:

- a helpline
- Friendship and Community Groups
- Dementia Awareness Information
- Health and Wellbeing Guides
- Information for older, ex armed forces personnel

They also encourage people to get involved by volunteering or fundraising to help deliver their invaluable work.

Further information is available directly from Age Scotland by contacting their Helpline – **0800 12 44 222** or check their website - <https://www.agescotland.org.uk/>

NEED HELP FINDING THE RIGHT SERVICE FOR YOU?

Glasgow's Health and Social Care Partnership has a website which provides lots of useful information and contact



details for a range of services which you might find helpful. For example, you might be looking for a Day Care Centre, help with legal matters or Power of Attorney advice.

See the link below for more information. If you are unable to access this link and would like more information, contact the Housing Support Team.

<https://www.yoursupportglasgow.org/homepage>

Older Persons' Groups

We are keen to re-establish these meetings which were previously held every three months in our office at 423 London Road to discuss issues of interest and concern to our older tenants, across all of our communities. If you would be interested in joining these groups, contact your Retirement Housing Assistant or Tracey Clarke, Tel **0141 550 9549**.

thenue owners'

We currently provide a factoring service to around 850 owners living within the communities we manage. So, what does this mean?

What does a property factor do?

- Manage the common (shared) areas in a close, building or development.
- Deal with enquiries and complaints about the maintenance or repair work.
- Arrange for repairs to be carried out, including getting quotes.
- Inspect buildings at agreed intervals and arrange to get any necessary maintenance work carried out, including hiring contractors and overseeing their work.
- Organise owners' meetings so you can make decisions about the running and upkeep of the building.
- Owners' forum – you will recall that we held an event in August 2023. We are currently reviewing the format of the forum and will follow up on this in 2025.



Repair Costs

We are fully aware of the continued cost of living issues, as well as increasing prices for you. This also impacts on the costs our suppliers are charging us.

Although inflation has decreased in recent months this does not mean that costs have reduced, only that they are increasing at a slower rate. More specifically, we have carried out repairs where scaffolding has been required which has resulted in larger than usual charges to our owners. The cost to hire scaffolding has become increasingly expensive. We understand that some may have difficulty in paying bills in the current economic climate and we would encourage you to contact us if this is the case and we can work together to put a payment plan in place.

Landscaping and Back Court Clearing

We appreciate that there have been some concerns raised in relation to landscaping and back court clearing services. We would like to take this opportunity to reassure you that we are working very closely with our contractors and owners to rectify these issues. We are working on the tender for those contracts and have completed an independent review of the service.



Going Paperless

We are currently in the process of migrating our systems over to a new platform. Once we go live, we would like to move to a paperless system and issue all communications including our invoices to you electronically. This means:

- Correspondence will be received quicker giving you more time to review and contact us with any questions.
- You will be able to access our correspondence anywhere.

- More staff time available to deliver the best customer service we can.
- We can reduce our carbon footprint by becoming more environmentally friendly.



To help us with this please contact us to provide your preferred email address. You can email us at owners@thenuehousing.co.uk or give us a call on **0141 550 9534**.

Keeping in Touch

Please help us to keep our records up to date by letting us know if your contact details change. This is important as it means we can contact you about your account and maintenance or repair works.

If you are intending to sell your property, please also let us know as this will ensure that your account is closed in a timely manner and that you are not invoiced for any costs occurring after that date.

You can email us at owners@thenuehousing.co.uk or give us a call on **0141 550 9534**.

Worth remembering

It is worth remembering that many of the services you read about in this newsletter and which are delivered by Thenue are available to owners as well as tenants.

For example, you have access to the free energy advice service we offer to keep your costs on heating and electricity down **and** the financial inclusion service. This financial help initiative allows us to check if you are receiving all that you are entitled to when it comes to State benefits. It is entirely confidential.

HELP AT HOME – WE'RE HERE TO HELP

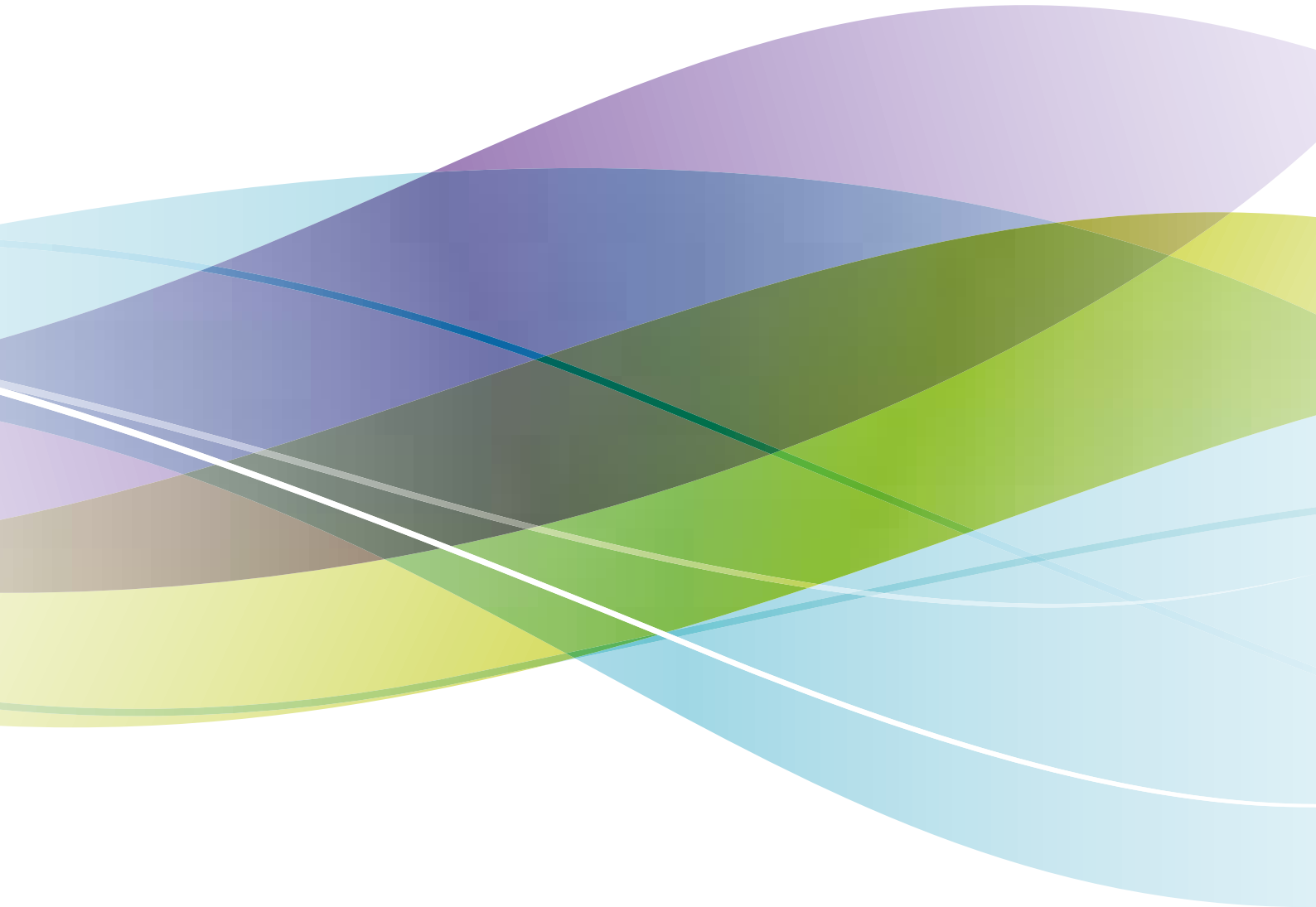
If you are struggling to manage in your home, unsure of where to get help, please do contact us. Our Tenancy Support Officer, Kirsty Dickson, tel **-550-9550**, email kirsty.dickson@thenuehousing.co.uk is more than happy to assist any tenant who may need a helping hand to get back on track.

THE CROFT FAMILY SUPPORT – SUPPORTING VISITORS AT HMP BARLINNIE

The Croft is an organisation providing practical and emotional support, information and advice to the families impacted by a loved one's imprisonment at HMP Barlinnie to help make their visiting experience the best it can be under the circumstances.

Full information is available on their website or contact our Tenancy Support Officer, Kirsty Dickson – tel **0141 550 9550** or email kirsty.dickson@thenuehousing.co.uk who can arrange to contact them on your behalf.

The Croft HMP Barlinnie Visitors Centre | 81 Lee Ave, Glasgow City, G33 2QX (thecroftfamilysupport.org)



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

Authorised and Regulated by the Financial Conduct Authority
Registered society under the Co-operative and Community Benefit Societies Act 2014 (No 1933R(S))
Charity registered in Scotland (No SC032782). Property Factor Registered Number PF000268

