

Committee Members Wanted

see page 4 for details

Winter 2013

LEARNING WORKS SUCCESS award winning initiative secures funding until 2017

See page 23 for more details

newsletter



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Office & Service Centre Opening Hours

London Road Office

Monday 9.00am - 4.30pm *
Tuesday 9.00am - 6.00pm **NEW TIME**
Wednesday 9.00am - 4.30pm *
1st Wednesday of each month 9.00am - 12.30pm
Thursday 9.00am - 4.30pm *
Friday 9.00am - 4.00pm

* telephone reception until 5.00pm

Bridgeton Service Centre 97 Main Street

This service centre will shortly be used by our Digital Inclusion
Community Worker for the Smart Communities project.
More details will follow in the next newsletter.

Castlemilk Service Centre

49 Braeloch Drive (Tel: 0141 634 7000)

Monday 2.00pm - 4.00pm
Wednesday 10.00am - 12.00 noon Financial Inclusion Team
Thursday 10.00am - 12.00 noon

Cranhill Service Centre

14 Ruchazie Place (Tel: 0141 774 3030)

Monday 9.30am - 12.30pm
Tuesday 1.30pm - 4.30pm Financial Inclusion Team
Thursday 1.30pm - 4.30pm



Thenue Housing @ThenueHousing

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

A day of celebration and commemoration in Calton

The formal opening of Calton Heritage and Learning Centre took place on Friday 1st November 2013, the 124th anniversary of the Templeton disaster. Former Glasgow City Councillor Ruth Simpson did the honours. It was Ruth who first suggested the idea of building the centre next to Thenue's new offices and adjacent to the site of the memorial garden commemorating the accident of 1889 at the Templeton factory in Calton that took the lives of 29 young women from the area. It was fitting that the opening was on the same date as that tragedy because the centre aims to honour the industrial heritage of the area as well as being a concrete symbol of its vibrant future.



The centre was developed by a partnership between Thenue and Calton Area Association and the other speakers at the opening included representatives of both. Thenue's Chief Executive Charlie Turner spoke on behalf of Thenue, Betty Cosgrove and Cathy Martin on behalf of the area association. In her youth Cathy once worked at Templetons.

We were recently contacted by a descendant of one of the victim's of the disaster:

"My name is Opal Grace and I would like to say thank you for renewing the memorial place of the Templeton Disaster. I am connected to one of the women killed - Jemima Morris. She was my Great Great Aunt Ann Morris, nee McLeish's, daughter. Her sister Helen Morris was also caught up in the accident and was injured but survived. You have done a great job with the Memorial. Hope I might one day come to UK as I have relatives in England. If I do, I'll try to visit the Memorial."



Calton Heritage & Learning Centre
Board Members



WANTED

Additional Committee members

Thenue is 'run' and managed through our main governing body, (the Management Committee), and a series of Sub-Committees. We have five Sub-Committees and each has its own area of responsibility.

We are always on the lookout for talented people, with an interest in the work of the Association, who are able to give up a few hours a month. We are specifically looking for additional members who fit the criteria described as "an Inspiring Leader" (someone who is forward thinking) or "a Passionate Advocate" (someone who will consider risks and be willing to take them). These are rewarding, satisfying and responsible positions. If you feel you fit the bill and can spare a few hours a month, then we'd love to hear from you.

Contact our Chief Executive
Charlie Turner on:-

Telephone: 0141 550 9506
E-mail: charles.turner@thenuehousing.co.uk
Text: 07919 304124

Annual General Meeting



A delighted Mrs Forbes receives her theatre tickets from Charles Turner

We held our 33rd Annual General Meeting, (AGM) in September; a bumper turnout listened attentively to George Alexander, our Chairperson, give a résumé of the last year's activities; our Chief Executive, Charles Turner, then gave everyone an insight into the challenges and priorities for coming year. The evening was rounded off by a Q & A session, and Mrs Forbes of Bridgeton won the prize draw, which means that she's taking her family through to Edinburgh to see 'The Lion King'.

Immediately after the AGM, the new Management Committee selected, for a second year, George Alexander as the Chairperson. Both Owen Stewart and Margaret Vass are joint Vice-Chairs.

Many thanks to all our members for their attendance.



Out of Control Dogs



The Control of Dogs (Scotland) Act 2010 came into force on 26 February 2011. The focus of the Act concentrates on the “deed not the breed” approach to deal with irresponsible dog ownership and also addresses the issues of dog behaviour inside the home as well as out.

Owning a dog within one of our communities brings many responsibilities for the dog owner and the Act now ensures that a dog owner can be held criminally responsible where a dog is found to be dangerously out of control in any place rather than only a public place or private place.

The provisions in the 2010 Act now widen the scope for local authorities and the courts to take action against persons in charge of a dog where the dog’s behaviour is deemed to be “out of control”. This is achieved through the creation of a Dog Control Notice (DCN) that now permits Glasgow City Council Public Health officers to issue DCNs to irresponsible owners of any dog that has been found to be out of control.

The DCN can impose a number of conditions on the dog owner including:

- Muzzling the dog whenever it is in a place to which the public have access;
- Keeping the dog on a lead whenever it is in a place to which the public have access;
- If the dog is male, neutering it; and
- The owner and their dog attending and completing a training course in the control of dogs.

So, what does out of control mean?

The following could be considered examples of out-of control dogs:

- You are exercising your dog off-lead in a public park. It runs over to someone excitedly and playfully jumps up on them. If they are afraid of dogs they may experience alarm or apprehension. If you intervene immediately and command the dog to return to your side and the dog does so, the Public Health officer would have to decide if the person’s alarm or apprehension was reasonable.
- If you are exercising your puppy on a lead in a public park and it constantly ignores your command to heel, repeatedly pulls away and frequently lurches towards anyone who passes by, it may appear to be ‘out of control’, although it could be put down to pent up energy and excitement.
- In homes with children there can often be a constant stream of friends and children playing can over-excite dogs and puppies. This can often lead to chasing or nipping as they try to join in with the games. You need to be extra vigilant as these situations can quickly become out of control.

**If you feel any of our residents have out-of-control dogs,
then please do not hesitate to contact Glasgow City Council Public Health
who can investigate your complaint and deal with irresponsible owners
0845 270 1558 - Option 3**

AREAS NEWS

Blackhill

Molendinar Tots & Teens

This is a voluntary organisation, set up six years ago and run by parents and grandparents from the area. It runs every Tuesday from 3.30pm - 5.30pm for children aged 5-10 years.

The group fundraise on a regular basis by holding dances, etc. to help them. Parties are organised for the children at Easter, Halloween and Christmas. They also take the children to Christmas pantomimes and summer outings completely free of charge!

Thenue Housing is supporting this group with a £500 grant.

MacMillan Big Coffee Morning

Blackhill resident and Thenue tenant, Kelly McLean, held a coffee morning to raise funds for the MacMillan Nurses on Friday 27th September - she raised a whopping £932. Well done Kelly!



Netherholm Area Association

Castlemilk residents group, Netherholm Area Association, held an Open Day in their community flat in October to consult with the local community on their priorities for the area.

The group aims to play a leading role in bringing additional services to the area and to enable residents to be active participants in that process, a recruitment drive was part of the open day exercise. The event was well attended, not least because of the provision of tea and cake to all the people who came along.

A new logo for the Area Association has been designed and will be used in all future correspondence and publicity. The logo is based on a winning design by then 7 year old Abigail Dempster (pictured right).





Cranhill Area Association

Members of Cranhill Area Association have been working recently with Dawn McManus, our new Digital Inclusion Community Worker, who is organising training to help them develop computer skills.

The training will take place at our Cranhill Service Centre, part of which is being kitted out as an IT training suite.

When the group feels confident that they have some basic IT skills they will then organise an Open Day with Dawn to offer similar training to anyone in the area who would like to get connected.



Bridgeton & Dalmarnock Area Association

Bridgeton & Dalmarnock Area Association recently held their Annual General Meeting where they outlined the work they have begun on behalf of the local community.

They also recently held an open event in Bridgeton Community Learning Campus where local people could come along and hear from local agencies about the work they are doing.

The group are keen to have more members involved in their work and if you would like to become involved, please contact Alison Kevan on 0141 550 9505 for an application form.



ARREAN NEWS

Margaret Roberts Retires from Thenue!

Many of you may know Margaret, but may not know that she officially retired during July of this year.

Margaret worked in various jobs before starting out in housing. She worked for Scottish Homes as a Housing Officer before moving to Thenue in November 1995.

Margaret became part of the Calton Area team, and a well known face to the Calton tenants for many years.

We are sure you would want to join Thenue in wishing Margaret a happy retirement.



WELCOME TO NEW STAFF

All Change at Reception

Following Carol Lingard's move to the Community Regeneration team as Events Organiser, Ellen Barclay has joined Linda McDowall as Receptionist, to provide front line services to all callers and visitors to our office.



Linda (pictured here) has recently completed a gruelling charity cycle of the Pyrenees. The group between them raised a fantastic £100,000 for MacMillan Cancer Charity. Well done Linda!

Julie Law

Julie has joined the Property Services Team as Project Assistant to cover Kirsty Mulholland's maternity leave. Julie's role is to look at systems within the department in order to improve efficiencies. She is also involved in dealing with new build projects and assisting in medical adaptations.

Emma Hodge

Emma joined us in early October as Project Assistant in the Housing Support team. Her post is funded by the Change Fund for 12 months to carry out surveys of our tenants, aged 65 years and over, living in general needs housing in Bridgeton, Calton and Dalmarnock. More information on the project can be found on page 20.

Dawn McManus

Dawn joined us recently as Digital Inclusion Community Worker. Her role is to manage our Smart Communities project which aims to help tenants to get access to a computer and the internet in their local area. Dawn will deliver taster courses in each of our communities to give people the confidence to use a computer and help people to understand the many ways in which access to the internet can help them. Dawn previously worked as a Volunteer Co-ordinator and Creative Industries Lecturer so is ideally qualified for her new role. More information on the Smart Communities project can be found opposite.



(from left to right): Ellen Barclay, Dawn McManus, Emma Hodge and Julie Law

SMART COMMUNITIES

it's a digital world



Having access to a computer and the internet is becoming more important these days, so much so that often people who don't are finding themselves excluded from so many advantages which the internet can offer. Think about it, what could you use the internet for. . .



. . . and these are only some of the ideas, there are so many more; getting help and advice on specific subjects, having more choice, booking tickets online, keeping up to date with what's going on in your area, learning new skills, meeting new people, increasing your job prospects and access to education.

BUT . . . what if you don't know how to use a computer, never mind having access to the internet? Don't worry, we have it covered. The Smart Communities project will provide local people with access to computers, the internet and training in YOUR local area. Whether you are a complete novice or looking to improve your skills, there is something for everyone including opportunities to volunteer in your own community helping others learn how to use a computer and access the internet.

Being able to use a computer is now essential for most things in today's ever evolving society, don't get left behind; come along and learn in an informal and comfortable environment.

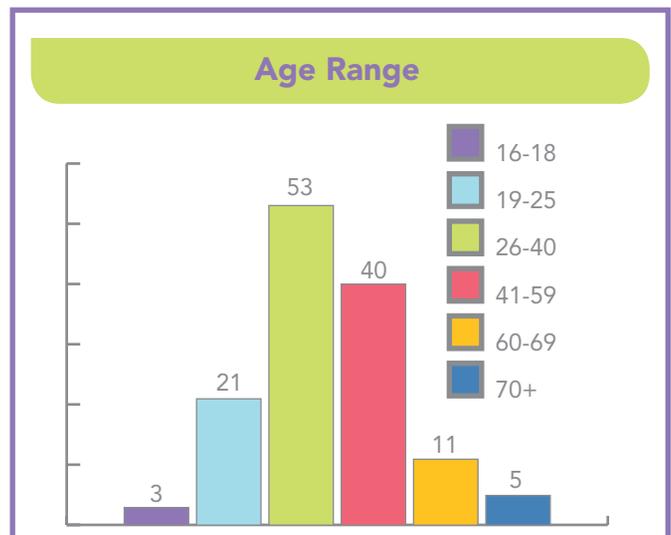
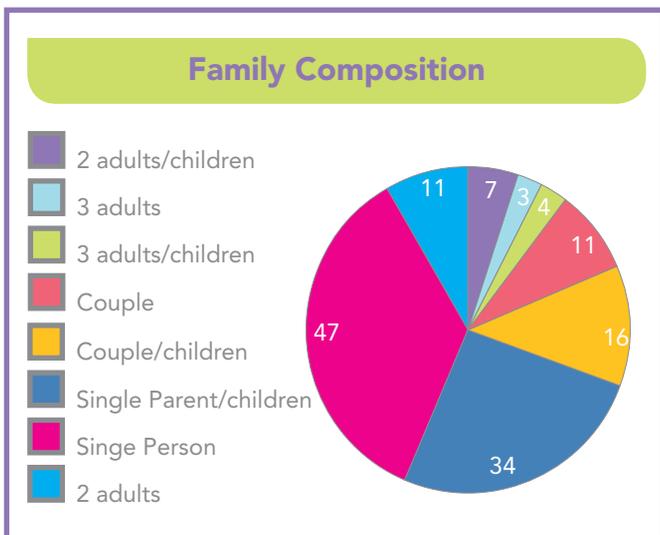
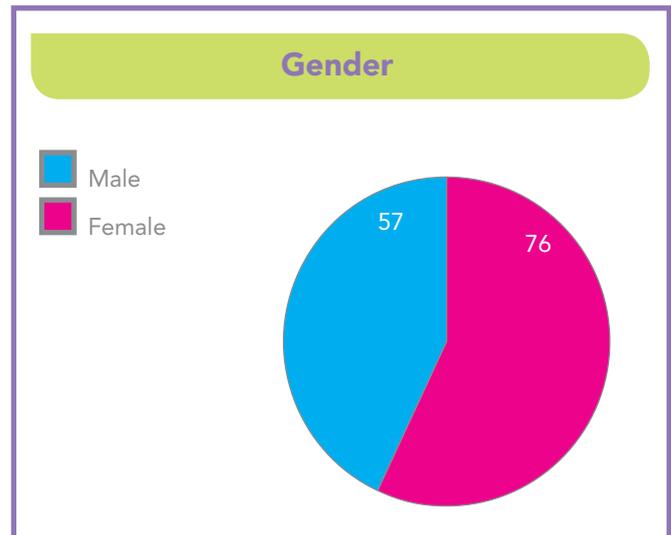
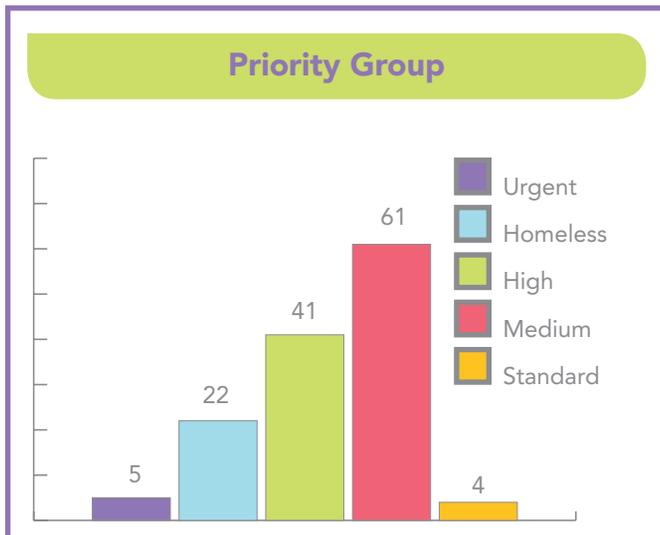
We are interested in your views and ideas so if you are interested or would like to share your opinions and ideas, contact:

Dawn McManus - Digital Inclusion Community Worker
0141 550 9552
dawn.mcmanus@thenuehousing.co.uk

HOW WE LET OUR PROPERTIES

April - September 2013

In the first six months of this year, we have let a total of 133 properties. The charts below give a breakdown of who we have let the properties to.



Each day a property is empty between lettings we lose rent on it so the quicker we are at letting properties the more income we save. Over this period, we let the properties within an average of 24 days with 34% being let within two weeks of becoming vacant. This is an excellent performance and one of our best since 2010.





Christmas/New Year Office Opening Hours

Our opening hours over the festive season are as follows:

Tuesday 24th December - Open
Wednesday 25th December - CLOSED
Thursday 26th December - CLOSED
Friday 27th December - CLOSED
Monday 30th December - Open
Tuesday 31st December - Open
Wednesday 1st January - CLOSED
Thursday 2nd January - CLOSED
Friday 3rd January - CLOSED

Monday 6th January - Office re-opens, normal hours apply

All our Service Centres will remain closed over the festive period and will return to normal hours week commencing 6th January 2014.

Staff and Committee would like to wish all our residents a very Merry Christmas and a Happy and Prosperous New Year

If you have an out of hours emergency repair (excluding central heating repairs), please telephone Mears on
0845 266 8942

For emergency repairs to central heating and hot water, please phone Lorne Stewart on
01942 687768

Emergency Repairs are those where there is a risk to safety, danger to health and to prevent serious damage to the building or where there is a total loss of services to the property.

This booklet is full of hints and tips to help keep you and your family safe.

FIRE SAFETY

In the kitchen

- Keep matches & saucepans out of the reach of children. Turn saucepan handles on the cooker so they don't get knocked over or pulled off by enquiring fingers.
- Keep the oven, hob & grill clean and in good working order. A build up of fat can cause a fire.
- Don't put anything metal in the microwave.
- Don't leave cooking oil unattended when heating. If the oil starts to smoke, it's too hot. If you can, use a thermostatic controlled deep fat fryer which does not overheat.



Electrical safety

- Always check that you use the right fuse to prevent overheating.
- Some appliances such as a washing machine, should have a single plug to themselves, as they are high powered.
- Try to only have one plug per socket. Be careful not to overload any extension leads you may use.
- Unplugging appliances when not in use helps reduce the risk of fire.
- Never use portable heaters for drying clothes.

Candles

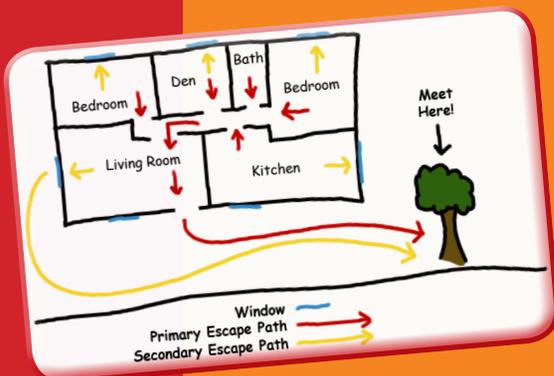
If you are using candles, keep them in a proper holder and away from anything which may catch fire, such as curtains. Always put them out when leaving the room.



Getting out in the event of a fire

Fitting a smoke alarm is the first step to protecting yourself from fire. We hope you will never have to, but what would you do if it went off during the night? Be prepared by making a plan of escape.

- Plan an escape route and make sure everyone in your family knows how to escape
- Keep exits clear
- Keep door & window keys where everyone can find them
- The best route is the usual way in and out of your home so review your route if the layout of your home changes



FIRE SAFETY

Escaping from a high level building

- Avoid using lifts and balconies if there is a fire.
- Know how many doors you need to go through to reach the stairs – if there is a fire it is easy to get confused in smoke.
- Make sure doors to stairways are unlocked and no rubbish or other items are placed there.



In the event of fire do not use this lift



If there is a fire

- Don't tackle it yourself
- Keep calm but act quickly
- Get everyone out as soon as possible
- Don't waste time getting valuables
- If there's smoke keep low where the air is clearer
- Before you open a door check if it's warm. If it is don't open it – the fire is on the other side
- Get out, stay out, call 999

If your usual escape route is blocked

- Get everyone in one room – ideally with a window and phone
- Put bedding around the bottom of the door to block out smoke, open the window and shout 'help fire'
- If you are on the ground or first floor consider the possibility of escaping through the window. Use bedding to cushion your fall and lower yourself down. Don't jump.

Make a bedtime check

You are more at risk from a fire when asleep. Use this checklist before you go to bed:

- Close inside doors at night to stop a fire from spreading
- Turn off and unplug appliances unless they are designed to be left on – like freezers
- Check your cooker is turned off
- Don't leave the washing machine on
- Turn heaters off and put up fireguards
- Put candles & cigarettes out properly
- Make sure exits are kept clear
- Keep doors & window keys where everyone can find them



KEEP SAFE

Some statistics:

- Every year around 1,000 people are injured by their Christmas tree usually while fixing stars, lights or other decorations to the higher branches.
- In 2008, there were nearly 1400 candle fires in homes across the UK killing 18 people.
- One in five of us will risk food poisoning by eating left over turkey which has been around longer than the recommended limit of two days in the fridge.
- In 2011, there were 76 deaths due to being exposed to the cold.
- 25 deaths caused by falling on ice & snow.



Keeping warm in winter

- Keeping your home heated to the right temperature (18-21C) will keep your home warm and your bills as low as possible
- Check in regularly with your elderly relatives, friends & neighbours who are at particular risk in the cold.

Keep safe while you're out and about

- Don't leave valuables on show in your car while Christmas shopping – keep the presents locked away in the boot
- Make sure your mobile phone is fully charged before heading out
- Watch your drinks in a pub or club– don't give anyone the opportunity to spike them. If you feel drunk or unwell after just a small amount of alcohol, ask a trusted friend or member of the club or pub management for help
- If walking home, keep to well lit, busy areas and always try to walk facing traffic so a car can not pull up behind you unnoticed
- If using a taxi, always call a licensed cab from your phone. Do not get into a mini cab which pulls up kerbside and offers to take you home.



AT CHRISTMAS

Identity fraud and identity theft

Identity theft is when your personal details are stolen and identity fraud is when those details are used to commit fraud.

Identity theft happens when fraudsters access enough information about someone's identity (such as their name, date of birth, current or previous addresses) to commit identity fraud. Identity theft can take place whether the fraud victim is alive or deceased.

If you're a victim of identity theft, it can lead to fraud that can have a direct impact on your personal finances and could also make it difficult for you to obtain loans, credit cards or a mortgage until the matter is resolved.

Protect yourself against identity fraud

- Don't throw out anything with your name, address or financial details without shredding it first.
- If you receive an unsolicited email or phone call from what appears to be your bank or building society asking for your security details, never reveal your full password, login details or account numbers. Be aware that a bank will never ask for your PIN or for a whole security number or password.
- If you are concerned about the source of a call, ask the caller to give you a main switchboard number for you to call them back on. Alternatively, hang up and call your bank back on the legitimate phone number printed on your bank statements.
- Check your statements carefully and report anything suspicious to the bank or financial service provider concerned.
- Don't leave things like bills lying around for others to look at.
- If you're expecting a bank or credit card statement and it doesn't arrive, tell your bank or credit card company.
- If you move house, ask Royal Mail to redirect your post for at least a year.



COUNTERFEIT GOODS



Counterfeit goods

Counterfeit goods fraud involves goods passed off as originals which are actually fake.

Counterfeit goods include fake designer clothes, bags, accessories and perfumes as well as pirate DVDs, CDs and computer games.

Many counterfeit goods are sold at car boot sales, pubs, markets or fairs. This makes it difficult to trace the fraudster once you've bought from them. Fake goods are also sold online, although auction sites such as Ebay are doing their best to clamp down on counterfeiting and piracy.

Why should you avoid counterfeit goods?

- You're helping the trader to break the law and many fraudsters use the proceeds from selling counterfeit goods to fund drug dealing or other types of organised crime.
- Buying fake goods contributes to job losses because genuine manufacturers are unable to match prices charged by rogue traders.
- Some counterfeit goods may be substandard, possibly dangerous and may even contain hazardous substances.

Protect yourself against counterfeit goods fraud

- If something seems too good to be true it probably is. Don't be fooled into thinking you're getting a great deal.
- Always examine the quality of any goods you're thinking of buying and check the labels to see if they are genuine.
- Always ask the trader you're buying from whether they offer an after-sales service, or a guarantee. Most rogue traders won't.



CONTACTING THE POLICE

Need the police?

Dial 101 any time it isn't 999

101 makes it quicker and easier to contact the police when you don't need an emergency response.

For example:

- If you've had a minor traffic accident
- If your property has been vandalised
- If your car has been stolen
- If you suspect drug dealing
- If you've witnessed a crime
- If you've seen a missing person
- If you need crime prevention advice
- If you want to speak to a local police officer

101 replaces all local police station numbers with one easy-to-remember number, which you can use to contact police anywhere in the country. 101 is available 24 hours a day, 7 days a week. It costs a flat rate of 15p per call from landline and mobile networks, no matter what time of day or how long you are on the phone.



HATE CRIME

Reporting Hate crime

Did you know that Hate Crime is any criminal offence committed against an individual or property that is motivated by a person's hatred of someone because of his or her actual or perceived race, religion, transgender identity, sexual orientation or disability?

Hate Crime is wrong, it is against the law, and everyone has the right to live safely and without fear. No two individuals are ever the same - embrace individuality and help put an end to Hate Crime by reporting it.

You can report a Hate Crime as follows:

- By telephone 999 (emergency) 101 (non-emergency)
- In person at any Police office
- OnLine Hate Crime Reporting Form
- Contact the Association directly to report a hate crime

Third party reporting

In some cases victims/witnesses of Hate Crime do not feel comfortable reporting the matter directly to the Police and may be more comfortable reporting it to someone they are familiar with.

To ensure all victims/witnesses are able to report Hate Crimes, Police Scotland works in partnership with a wide variety of partners who perform the role of 3rd Party Reporting Centres. Staff within 3rd Party Reporting Centres have been trained to assist a victim or witness in submitting a report to the Police and can make such a report on the victim/witnesses behalf.

Thenue take hate crimes within our community very seriously and understand that in some cases you may not feel comfortable reporting the matter directly to the Police.

We work in partnership with Police Scotland and are a registered Third Party Reporting Centre. This means that various Thenue staff have been trained to assist victims or witnesses in submitting a report to the Police directly and we can also report incidents on your behalf.





It is very much appreciated when customers let us know that we have provided excellent service.

“ Having experienced the minefield that is 'Homelessness', it was a complete and utter shock to the system to realise how difficult it is to find accommodation in the city of Glasgow. Obviously being currently unemployed with no income had a major impact on that, albeit this was a first for me and i was in circumstances beyond my control.

In my various dealings with many agencies and associations in this time, I found varied responses and attitudes to my case, this can be understandable as it can be quite an emotionally draining role however, I have to say that I found Thenue Housing Association by far and away the most efficient and professional body to deal with.

From my initial application prior to me registering homeless, Tracey Clarke was extremely helpful and able to indicate on available stock. Other members of the team, Greg Richardson, Mary Reilly and Avril McLaughlin made the completion of my application very simple and effective. I was very impressed from start to finish with the way Thenue Housing Association dealt with my case.

I now look forward to another chapter in my life however I will never forget the fantastic support you gave me in my time of need, it was greatly appreciated.

Many thanks to you all. ”

Very grateful for all the help and kindness received, explaining the bureaucratic matters. You are a very efficient organisation and we are happy that we have found such help.

I cannot speak highly enough of the advice and assistance I have received from various members of staff; the friendly attitude and time given to help and listen.

I am very happy with the service. Avril has been a great help.

My family do not speak English and the worker from Thenue assisted to apply for furniture. We are very grateful for the assistance we received.

Avril was always there for me whenever I needed her and always was a shoulder to cry on. She helped me stand up and move on from domestic violence.



'A HEALTHIER YOU' project update

This project, funded by the Change Fund (a partnership between Glasgow City Council and the Health Board) is aimed at our tenants aged 65 years and over living in general needs housing in Bridgeton, Calton and Dalmarnock. The project involves us surveying all these tenants to find out about their wellbeing – how safe they feel at home, how often they go out, what activities they are interested in and how often they are in contact with family, friends, neighbours, etc.

By doing this, we aim to help tenants to access a range of information and services which may help them in improving their general wellbeing and health. Once the surveys are complete (we hope to finish them by February next year), we plan to hold local information sessions which we will run in partnership with RVS (Royal Voluntary Service) on the topics that tenants have told us would help them with their health and wellbeing. The sessions may include, for example, healthy eating, exercise, information technology, a lunch club, reminiscence or photography. The sessions will also be open to tenants living in our sheltered housing.

We will also be hoping that some tenants may wish to volunteer to continue the programme or be involved in volunteering in their own or neighbouring community.

If you would like any more information on our project, contact:

Emma Hodge on 0141 550 9589

and look out for a further update in our next Newsletter.

HALLOWEEN FUN



Sale of Work Success

Our recent Sale of Work for Calton Sheltered tenants raised a fantastic £244. The amount raised will go towards the funding for next years activities for our Arts and Crafts Group. Thanks to everyone who took part again this year.

As you can see from the photo above, a great time was had by all and for the first time this year, we were delighted to have some members of our younger generation attending, to help the party go with a bang!

Calton Parkhead Foodbank opens its doors

In these very difficult financial times, we understand that it can be a struggle at times to manage with a limited income. Foodbanks are established to provide individuals with an emergency supply of food using non perishable food donated by individuals, schools, churches and businesses. Run by volunteers, there is a newly opened foodbank based in Calton Parkhead Church on Helenvale Street which is designed to help individuals and families in crisis by providing an emergency three day food package.

We have a supply of vouchers available for issuing to tenants who are facing a crisis and the vouchers must be given to the foodbank before they can provide the food package.

If you are struggling on a limited budget and feel this would help, contact Avril McLaughlin our Tenancy Support Officer on 0141 550 9550 for a chat to see if she can help.

Alternatively, if you have any non perishable food (eg, tinned items, packets of rice, pasta, etc) that you could donate to the foodbank they would be much appreciated. Please also let Avril know.

Recycling of Furniture or White Goods

In the run up to Christmas we are aware that some people may be purchasing new items of furniture or new items for the kitchen (cooker, fridge, washing machine, etc).

Please remember that you may be able to recycle your old items that in turn can go to others in need.

If you are disposing of any old items of furniture or kitchen goods, contact Avril McLaughlin on 0141 550 9550 for a chat and she can contact a local furniture initiative who can collect them from your home.

Thank you.





Money Matters brings you advice and information from our Financial Inclusion Team

money MATTERS



NEW PARTNERSHIP

Thenue joins forces with Scotcash

Thenue along with other East End Housing Associations has entered into a formal Partnership with Scotcash to work together to help individuals build their financial skills and access key financial products and services.

www.scotcash.net

Scotcash
approachable finance

BENEFITS ARE CHANGING
are you ready ?

YOU WILL NEED A BANK ACCOUNT!
A Post Office account will NOT be suitable.

Housing Benefit

Tax Credits

Employment Support Allowance

Job Seekers Allowance

Pension Credit

Income Support

DLA

Scotcash is a NOT-FOR-PROFIT company that can talk to you about:-

- Opening a bank account (photographic ID is not always required)
- Running your bank account
- Transferring pay and/or benefits to your bank account
- Dealing with bank charges

ACT NOW – Your benefits may be delayed if you don't have your own bank account

Call us on **0141 276 0525** to book an appointment.

FEB 2013

Scotcash is trusted by

For further details please contact:
Scotcash | 55 High Street | Glasgow | G1 1LX | Tel: 0141 276 0525
Also at 50 Reidhouse Street | Springburn | G21 4LS | Tel: as above.

Our tenants will now be able to have access to basic bank accounts and affordable credit through partnerships with key financial institutions and through the affordable loans Scotcash provides.

Please see the details here for how you can access the excellent Scotcash Services.

LEARNING WORKS

continues to go from strength to strength



The front page photograph shows graduates from the latest Learning Works course receiving their certificates in front of proud family and friends at Glasgow Kelvin College (formerly John Wheatley College) after successfully completing their programme.

This is the fourth Learning Works course and it continues to be very effective at equipping people who are unemployed with the confidence, the skills and the self-belief to be ready to move into the world of work.

Learning Works has recently received a fantastic boost with a grant award of £445,000 from Big Lottery Fund. This award means that the project is funded until 2017 and will enable us to offer more courses each year over a wider part of the east end. It is national recognition of the effectiveness of the project and its success at helping unemployed people to get their lives back on track.

We are now in a position to run four Learning Works courses each year. If you feel the course could help you or would simply like to find out more, please contact:



Tracy Lennon, Employability Support Worker
with Lawrence McCabe,
Community Regeneration Manager

Tracy Lennon
Employability Support Worker
0141 550 9556
tracy.lennon@thenuehousing.co.uk



RENT PAYMENTS

making it easier to pay your rent

Welfare Reform has already introduced the Bedroom Tax and a further change will be the introduction of Universal Credit.

Bedroom Tax - your housing benefit will be reduced if your home has more bedrooms than you require. This has affected some of our tenants who have never had to contribute toward their rent before and we understand that this is difficult for you.

Universal Credit - a single payment direct to you which will include all benefits including housing benefit. This will be paid monthly and in arrears which we understand will increase financial hardship for many tenants. Universal Credit was originally due to be introduced in October 2013, however, this has been delayed and, as yet, an implementation date has not been confirmed.

Tenants who are not claiming benefits and are liable to pay full rent are also feeling the pinch due to the increasing cost of living, such as rising food and energy prices.

making it pay - top tips

- if you get into arrears we will contact you as soon as possible to avoid a large unmanageable debt building up
- we will tailor all contact to individual tenants needs by offering home visits, text messages, emails, etc
- we will make sure you know how much rent you have to pay, when you have to pay and how you can make your payments
- we will offer as many payment methods as we can
- we can assist you to open up a bank account to make it easier for you to manage your income
- we can talk to you about paying a pound or two extra each week which will give you a small "buffer" when you move onto Universal Credit
- you can text the word RENT to 07624811495 and we will send you details of your rent balance
- we will provide contact details for money and benefits advice in your local area
- we will always try to agree realistic terms for repaying arrears
- if you know you are going to have difficulty paying your rent call us on 0141 550 3581 and choose option 2 followed by option 1

In addition to the above, we also provide a Financial Inclusion Service offering benefit checks, maximising income, money advice, debt management etc. If you would like to access the service, please contact Lorraine Morgan on 0141 550 9554 and a suitable time will be arranged for you to see one of the team.

how to pay your rent to Thenue

By Chip & Pin at our head office or any of our Service Centres

At any Post Office or any shop or garage which displays the PAYzone or PAYpoint sign

You can pay with cash or by cheque and present it with your rent payment card. Your card will be swiped to record the payment and you will be given a receipt. Keep your receipt in your payment card wallet.

By phone

If you have a debit card you can call 0870 24 36 040. You will be asked for the number at the front of your rent payment card (rent account number), your debit card number and the amount you wish to pay.

Through your bank or building society

We will give you a direct debit form and explain the procedure. You can then arrange for your rent to be paid to us on the same day each month.

By post to our Office

Send a cheque or postal order to 423 London Road, Glasgow, G40 1AG. **Do not send cash.**

You must write your name, address and rent account number on the back of the cheque.

If you pay by post or through a bank or Post Office, you should always allow at least three working days for the payment to reach us.

By Housing Benefit direct payment

If you receive Housing Benefit it is usually paid directly to us, but remember, if your payment does not cover the full amount of rent, you will have to pay us the remaining amount.

Online

To pay online, visit our website www.thenuehousing.co.uk and click on **'Make a Payment'**. This will direct you to the Allpay website and you will be asked to enter the number at the front of your rent payment swipe card. You will be prompted to enter the amount you wish to pay and the debit card details from which you wish the payment to be taken. Simply click on 'Pay Now' and you have easily paid your rent/invoice. This service is available 24 hours a day, seven days a week.

By Text

You will need a UK registered mobile phone, a valid rent payment swipe card and a current debit card. After a very brief registration online at www.allpayments.net/textpay you can pay your rent anytime.

You will be prompted to text a code and the amount you wish to pay to a designated number every time you want to make a payment.

Callpay (a new service which allows Thenue to take your payments over the phone)

To use Callpay you will need a valid rent payment swipe card and a current debit card. You can call us on 0141 550 3581 and choose option 2, then option 1 and you will be transferred to a member of our Income Maximisation team. You will be asked for the number at the front of your rent payment swipe card, your debit card number and the amount you wish to pay. These payments can also be processed at a home visit as our staff have netbooks with them.



working in partnership with Thenue to deliver a high quality repairs service

People Like You Can Make A Difference

At Mears we pride ourselves on providing a quality service to our customers. We are always looking to develop and improve the customer service we deliver and have created something which our customers can become involved with.

The Mears **'Change Club'** is all about opening the doors of the business, providing access and transparency for people to see how Mears operates and what our employees do.

The objective of the **'Change Club'** is to facilitate consultation with Mears on how it delivers services to customers and to help the business and its customers to work in co-operation to deliver positive experiences for both customers and the communities Mears operates in.

We're looking for people who have a passion for customer service, who have access to the internet and have email accounts.

Members can choose two levels of membership:

Silver is for customers who want to receive newsletters about the club, take part in online surveys and questionnaires, all done from the comfort of your own home.

Gold is for customers who like to take a more active role, they can take part in observation projects, visit branches, attend events, publicly speak about the club, what it does and what an impact the club has on the business, its customers and employees.

You'll also learn more about Mears and what it does around the country, not just in repairs and maintenance.

If you want to become a member, please send an email to don.tulloch@mearsgroup.co.uk explaining why you want to join the club, which level of membership you would like and details about yourself, address, email address and telephone number.



Local boy lands apprenticeship

Daniel McCunnin was successful in gaining a four year Joinery Apprenticeship with Mears, our Reactive Repairs Contractor.

Daniel started his apprenticeship on 2nd September 2013 and in addition to working on site alongside other joiners he will attend John Wheatley College on a part- time basis.

Daniel lives with his mother within Thenue housing stock and we are delighted that as part of our new partnership contract with Mears, we have been able to offer this excellent opportunity to a young person from the Calton area.

Daniel is pictured with Site Foreman Scott McLay and Thenue's Income & Repairs Manager Gail Gribben





YOUR GAS SAFETY CHECK IS IMPORTANT

HELP US KEEP
YOU SAFE
BY ALLOWING US ACCESS
AT FIRST VISIT

You can help us achieve 100%
access at first visit by contacting us
to make a convenient appointment

Phone us
0141 550 9547

Email us
technical@thenuehousing.co.uk

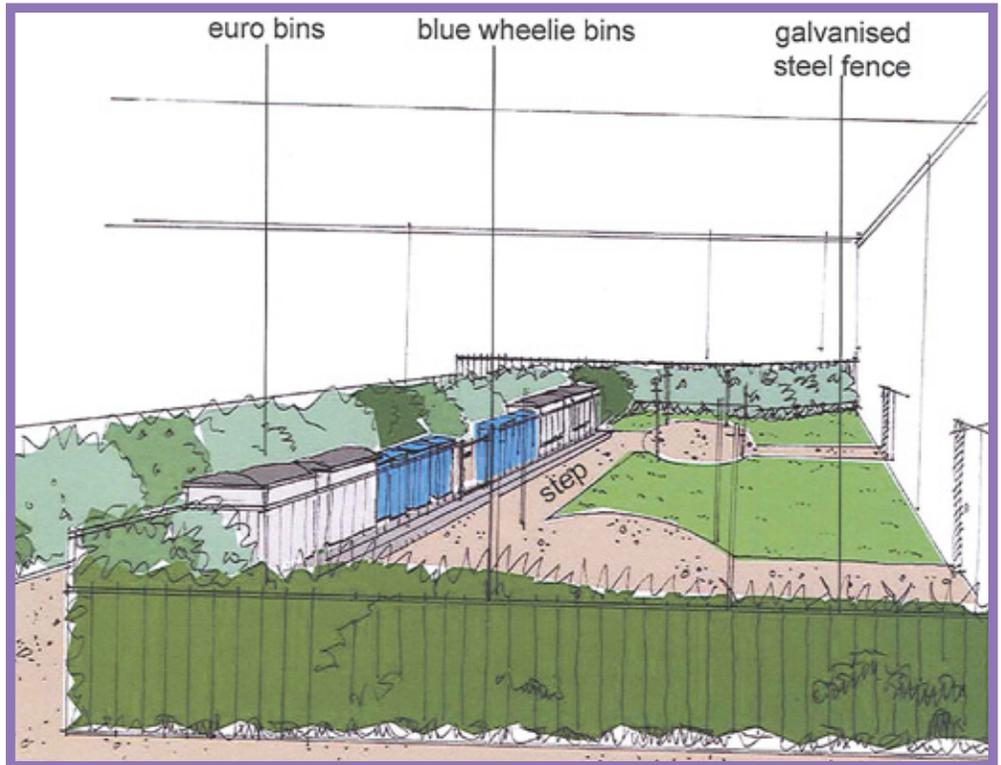
Call in to see us
423 London Road



Calton Backcourts

After consultation with owners and residents in the Calton Interwars last year we have progressed the preferred option (Option one) of enclosed back courts with new fenced in bin areas to tender.

The tender went out to four companies to make sure we got the best price for doing the works. The successful contractor was Campbell Construction Company and they began on site on 4 November.



The works are being done in five phases, and are expected to be ongoing until March 2014. The five phases in order are:

Phase 1	Millroad Street - Nos 31, 42 & 51
Phase 2	Millroad Street - Nos 120 & 130 Green Street - Nos 2, 10, 20, 30 & 40 Moncur Street - Nos 225, 235 & 238
Phase 3	Tobago Street - Nos 175, 185 & 195 Millroad Street - Nos 150, 160 & 170 Green Street - Nos 1, 9 & 19
Phase 4	Green Street - Nos 201, 37, 47 & 57 Stevenson Street - Nos 201, 211, 221 & 231 Tobago Street - Nos 135, 145 & 155
Phase 5	Millroad Street - Nos 190, 200, 210 & 220 Tobago Street - Nos 94, 184, 174, 154 & 144 Tobago Place - Nos 11, 21, 31, 20 & 10 Crownpoint Road - No 10 Abercromby Street - No 227

They will address the long standing issues of inadequate bin containment and lack of security due to insecure fencing in these areas. They will also address essential maintenance of backcourt paths and drying.

BRIDGETON BACKCOURTS

We plan to commence work on the backcourts in similar stock in Bridgeton within the next few months



Cavity Wall and Loft Insulation

Artex

Some Artex contains a very small amount of Asbestos. This poses no risk if undisturbed and was used extensively across the City in the 1970s and 80s. Artex can be painted repeatedly but if you are planning to remove the Artex to decorate please contact us first. A test can be carried out which will allow us to advise you how to proceed with your decorating.

We have been contacted by a number of tenants who have been approached by companies doing surveys for cavity wall and loft insulation. We are organising this work for properties where it has not been carried out previously. We will write to you before you are visited by any surveyor. Please do not allow access to any companies not instructed by us.

Stock Condition Survey

We recently completed a condition survey of 520 of our tenants homes. This information allows us to plan future works. A big thank you to our tenants who provided access for the surveyors.

Greenhead Street

Thenue owns/factors the flats in the listed tenements at the corner of James Street and Greenhead Street. During the replacement of the timber windows in late 2011 it was identified that extensive roof repairs were required. We had also carried out a stone survey and took the opportunity to carry out the roof works and sandstone repairs as one contract.

Works were specified by MAST Architects and approved by Historic Scotland. CCG completed works in the Spring of this year and we think it looks 'good as new'.



Scottish Social Housing Charter

The Scottish Social Housing Charter was launched in 2012 by the Scottish Government. The purpose of the Charter is to describe the results that tenants and other customers expect social landlords to achieve in a way that can be monitored, assessed and reported upon by the Scottish Housing Regulator.

The implementation of the Charter required a new relationship between the Regulator, landlord, tenants and other customers. Landlords should understand their tenants' priorities and needs. They should involve them in setting priorities, objectives and standards and inform them about its performance against these. Tenants should be able to hold their landlord to account by having the right information.

We are required to produce an annual Tenants Report, beginning next October, showing our performance in key areas and we need you to tell us what information you think it should contain. The Regulator requires us to report by the end of May 2014 to them on a number of key areas and has given us clear guidance on what information we present to them in these areas:

Equalities	Housing Options
Communication	Access to Social Housing
Participation	Tenancy Sustainment
Quality of Housing	Homeless People
Repairs, Maintenance & Improvements	Value for Money
Estate Management, Anti-Social Behaviour, Neighbour Nuisance and Tenancy Disputes	Rents and Service Charges

When we publish our Tenants Report, we want to be sure that it contains the information you feel is most important. This may be some or all of the above but may also be other areas where you would find more information of use.

Please email us at admin@thenuehousing.co.uk or contact Alison Kevan, Corporate Services Manager on 0141 550 9505 if you would be interested in influencing the content, look and style of the report.

We already involve tenants and other customers in the work we do in a variety of ways and have already been speaking to our formal tenants groups about the implications of the Charter. We have also established a Tenant Scrutiny group who will act as a 'critical friend' to us. The group, made up of Thenue tenants, will review aspects of our service delivery in detail and suggest to our Management Committee ways in which we can improve our services to customers.

**If you would like more information on this group
please contact Alison Kevan, Corporate Services Manager
on 0141 550 9505**

Review of Tenant Involvement Strategy

Our tenant involvement strategy is due for review. We have asked Tenant Information Service (TIS) to help us carry out an independent review and Ilene Campbell, Director of TIS, will be carrying this out for us.

If you have any comment to make on our current Tenant Involvement Strategy please contact Ilene on 0141 248 1242.

Tenants Conference

We will be holding our Tenants Conference on 4 February 2014 in the new Calton Heritage & Learning Centre.

We have not as yet finalised the programme but hope to have various speakers covering Tenant Involvement, Tenants Charter Report, Value for Money and other aspects of our services. Places will be limited. If you are interested in booking a place contact:

Linda McFadyen
Corporate Services Officer
on 0141 550 9504
or email
linda.mcfadyen@thenuehousing.co.uk



RENT CONSULTATION 2014/15

Our rent increase consultation period will run from 14th January to 7th February 2014.

This will give you an opportunity to feedback to us with your views, in a variety of ways, will be given.

A report of all tenant feedback will be included in our report to our Management Committee meeting in February before a final decision is made on what the increase will be.

Last year Thenue's rent increase was set at 3.1% compared to the average of 3.7% with the highest being 6.2%. We will be looking to minimise the increase as much as we can once more.



Data Protection Privacy Statement

This privacy notice explains how we use any personal information we collect about you.

What information do we collect about you?

We collect information about you when you register as an applicant on our housing list and when you become a tenant with us. We also collect information when you voluntarily complete customer surveys, provide feedback and participate in focus groups.

How will we use the information we have?

We collect information about you to manage your tenancy. We will share your information only with the following organisations:

Police Scotland or other law enforcement

agency: for the prevention of crime and dealing with criminal matters

Glasgow City Council: to provide information about a benefit or Council Tax claim

Utility companies: where you leave a tenancy without giving your utility company sufficient information and we would otherwise be asked to pay the bill.

We will only share information with other bodies with your express permission, eg. you wish to move house and another landlord seeks a reference from us.

Marketing

We will send you 2-3 newsletters and an annual review once a year. Our regulatory body requires us to do so and you cannot therefore opt out of this.

Access to your information

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information please contact us at our offices at 423 London Rd, Glasgow G40 1AG. We may make a charge for this service.

We want to make sure that your personal information is accurate & up to date. You may ask us to correct or remove information you think is inaccurate.

Changes to our privacy notice

We regularly review our privacy notice and it was last reviewed in November 2013.

How to contact us

If you have any queries relating to this privacy notice, please contact us on 0141 550 3581, email us at admin@thenuehousing.co.uk or write to us at Thenue Housing, 423 London Road, Glasgow, G40 1AG.



Thenue Housing supports
The Scottish Government's
Christmas Campaign
to encourage membership
and use of Credit Unions



Find out more
www.12daysofdebtmas.com