



# LISTENING TO YOU

Successful tenants conference held in Calton Heritage & Learning Centre

See page 6 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 open to the community for IT drop in sessions. Keep an eye out for further details.

## Castlemilk Service Centre 49 Blaeloch 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

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# See what's on offer for you at CHLC

The Calton Heritage and Learning Centre opened on 1st November 2013. The date was chosen as it was the anniversary of the 1889 Templetons disaster which caused the deaths of 29 local women and girls, highlighting a part of Calton's rich cultural heritage. The Centre now has a full programme in place offering social and learning opportunities for the local community. New activities and services will be developed on an ongoing basis and information will be made available as they begin. The centre is also available for hire for family functions, courses and corporate events.

For more information please contact the Centre Manager at [Rosemary.Robertson@caltonhlc.co.uk](mailto:Rosemary.Robertson@caltonhlc.co.uk) or 0141 550 9573. You can also find us on Facebook at Calton Heritage and Learning Centre.

Time	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
AM	Hall Hire available 8am-4.30pm	Hall Hire available 8am-5pm  Learning Works 9.30am-3pm (Feb – 10 weeks)	Hall Hire available 8am-5pm  Learning Works 9.30am-3pm (Feb – 10 weeks)	Hall Hire available 8am-5pm  Learning Works 9.30am-3pm (Feb – 10 Week)	Hall Hire available 8am-5pm  I.T Drop In 10am - 12pm	All day available for children's parties, Christenings & Communions	
PM	MSP John Mason Surgery (first Monday of each month at 2pm)  PEEK 5-12Yrs 4.30-6.30pm	Dancelicious 5-7pm  5-6pm 1-11yrs  6-7pm 12-18yrs		Art Class 2 – 4pm  Dancelicious (Gymnastics) 5 – 6pm	CAA Community Café 11am-3pm	All day available for children's parties, Christenings & Communions	Potters Church 9.30-12pm  Dancelicious 2 – 3pm Stretch & Gymnastics 3.30-4.30pm 1 – 11yrs  4.30-5.30pm 12-18yrs
Evening	CAA Bingo 7-9pm	Line Dancing 7-9pm  Creative Writing 7-9pm	Zumba 5pm  Potters House Church 6.30-9pm	Aberlour Youth Group  Calton Community Council (2nd Thurs each Month)	Metafit 5.15pm  Available for family functions after 6pm	Available for family functions –	PEEK Youth Club 12+ Years  6-8pm



## Area Associations

Thenue has employed Tenants Information Service (TIS) to review our Tenant Participation Strategy and support our Area Associations for a 6 month period. TIS will provide a report around May 2014 with recommendations for Thenue to consider.

TIS are also working with Dawn McManus our Digital Inclusion Community Worker to help support each group in becoming more efficient by using IT to improve communication between members and Thenue and help with paperwork for the Area Association meetings.

If you would like to become more involved with any of our Area Associations please contact Alison Kevan, Corporate Services Manager on 0141 550 9505.

In addition to the work Thenue is doing with all our groups, the Area Associations are currently working on the following projects and priorities for their areas:

### Netherholm Area Association



Netherholm Committee is looking to find out more about a recent planning application to Glasgow City Council by a private individual to build 8 2bed flats and 3 retail units at Holmbyre Terrace.

The Netherholm Committee has begun their IT training programme. The group are hoping to improve their IT skills and to develop an Area Association website and with support to start producing their own newsletters. The group are also discussing the possibility of creating an employability programme for local people and other services within Thenue. There will be more to come, so keep an eye out.

### Cranhill Area Association



Area Association members, have undertaken computer training and have set up their own Facebook page. Why not go on and have a look at what is going on and keep up to date with events in your area? [www.facebook.com/pages/Cranhill-Area-Association](http://www.facebook.com/pages/Cranhill-Area-Association)

Cranhill Committee held an Open day on 27th March at Thenue's local service centre in Ruchazie Place between 3pm and 6pm, refreshments provided. All local residents were welcome to drop in at any time between those hours to hear what the group is doing and consider getting involved. The group are also discussing further opportunities for the area using the new IT equipment. If you have an idea why not post it on the Facebook page.

Cranhill Area Association are sad to advise the local community that Agnes McCallum, aged 82, recently passed away. Agnes served as a volunteer on the Cranhill Area Association for 15 years and also previously served on Thenue's Management Committee. In her working life Agnes worked for Citizens Advice Bureau for many years. Anne McIver, Chair of Cranhill Area Association said 'Agnes worked tirelessly for the local community and will be missed by all of us'.

## Calton Area Association

Calton Area Association has been working to establish a beginners IT programme which will be commencing this month, with the prospect of running another alongside it. At their recent meeting it was reported that a meeting had taken place with the Calton Matrix ABC Trust, who have agreed to upgrade the old football park at Green Street which will be upgraded to ½ 5 aside football/basketball and ½ for skateboarding & bmx bikes at a cost of £20,000. This work will hopefully have commenced before the end of March 2014.

## Bridgeton & Dalmarnock Area Association



The Area Association invited Community Safety Glasgow along to a recent meeting to raise local residents concerns about issues such as dog fouling, drug dealing and gang fighting. CSG responded to these concerns and also noted that a new web site is in development for the Calton Ward. In addition to providing a range of useful local information, history and services, the website will provide an on line form that people can use to anonymously report any issues, concerns or crimes. You will be able to access this website at a local library if you do not have internet access on your phone or at home. This information will be gathered and sent to the relevant agencies to investigate.

The group also heard about forthcoming Thenue investment plans for Bridgeton such as backcourt and front garden upgrades.

The group have also had 97 Main Street renovated and this will now be used as a community facility where people can come along and get involved in different activities. The main focus will be on digital inclusion, working closely with Dawn to provide different projects for people in the areas. Two members of the group have recently attended film making training with the Media Trust and it is anticipated they will create videos to keep the community up to date with what the group is doing.

## Blackhill

Thenue have had recent discussions with local members of the Molendinar Community Council about a proposal to meet up soon to discuss holding an Open Day at the local Community Centre for Thenue residents to come along and complete a survey form about their area and Thenue's services. The results of the survey could then be used by Thenue and local residents to prioritise action for the area.

# Tenants' conference 2014

## Listening to you

We recently advertised our Tenants Conference in both the Winter newsletter and in the rent consultation documents sent out in January.



We held the well attended event on 4th February in the Calton Heritage & Learning Centre and it proved to be a very useful and enjoyable day.

Most of the time was spent in workshops with staff listening to tenants' views on the draft Tenants Charter report and also on how well we, as an organisation, involve tenants in the work we do.

We got a lot of good ideas from those who attended and have already begun making changes to the report based on those comments.

Over lunch tenants had a chance to see some of the other work we do which makes us more than just a landlord.



Staff were there from:

- Money advice
- Learning works
- Digital Inclusion
- A Healthier You

Everyone who attended the event got a £10 Asda voucher and Mr Millar from Dalmarnock won the raffle for a Kindle Fire tablet.



Mr Millar receiving his prize from Charles Turner, Chief Executive.



### Calton

Social Events: We held a very successful Burns Supper recently and tenants entered into the Rabbie Burns spirit and enjoyed a spot of haggis, neeps and tatties. Our Tenants Open Meeting on 27 February was well attended with the next one due on 29th August. All tenants have been issued with the minutes and they are also on our notice board. Our next social event in Calton is on 24 April in the common room – further details will be issued to sheltered tenants nearer the time. Our regular weekly events are also taking place and include:

#### **Mondays -**

**1.30pm - 3.30pm - Bingo;**

#### **Tuesdays -**

**1.30pm - 4.00pm - Arts and Crafts;**

#### **Wednesdays -**

**11.00am - 12.00 noon - Reading Group;**

#### **Thursdays -**

**12.00 noon - 1.30pm - Armchair Aerobics,  
6.30pm - 8.00pm Evening Bingo;**

#### **Fridays -**

**11.00am - 2.30pm - Coffee Morning**

**Last Thursday of every month: Tenants' Association meeting.**

We were asked to submit a bid for funding to Hutchesons Grammar School who provide an annual grant to charitable causes. Unfortunately, we were unsuccessful but hopefully we made a good impression on what might be our future generation of sheltered housing tenants!

More information on any of these events is available from Ann Gray or Isabel Walker, Housing Support Officers – 554 7904

### Bridgeton

Our Tenants Open meeting was held on 11 February. All tenants have since been issued with a note of the meeting and they are also on the notice board. Our next Tenants Meeting will take place on 12 August.

Social Events: Tenants had a trip to the Panto in January and we are now planning our summer bus trip to Ayr. Our regular weekly events are also taking place and include:

#### **Mondays -**

**7.00pm – 9.00pm - Bingo**

#### **Wednesdays -**

**12.00 noon - 2.00pm - Lunch Club**

**Every Second Month (next one is due 24 April) - 10.30 - 12.30pm - Coffee Morning**

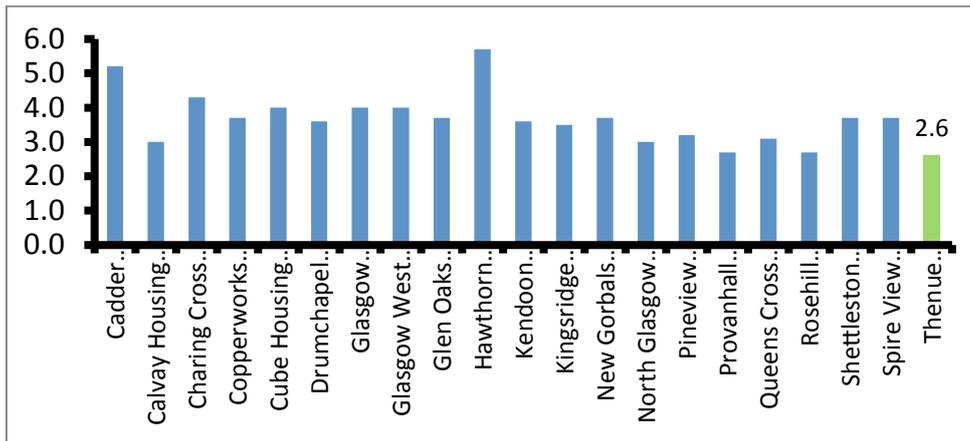
#### **A Plea!**

If you are a sheltered housing tenant in Bridgeton, we would encourage you to join in and attend our events. Participation is not as good as it could be and we would welcome as many tenants as possible to come along. For information on any of these events or suggestions for other events, contact Dot Murray, Housing Support Officer – 554 4032.

# Adding value to your service from Thenue



We are pleased that this year we have been able to apply an inflation only increase on our rents. This is on average 0.77% lower than other Glasgow housing associations.

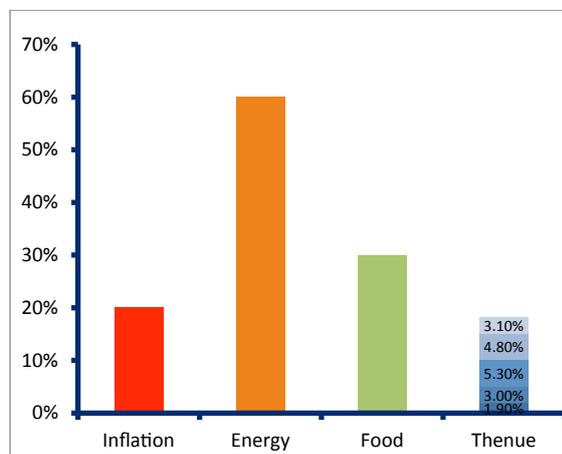


Some Glasgow HA % rent increases planned for 2014/15. Thenue in green.

We understand that these are hard times for our tenants, prices continue to rise higher than wages and for those not working it has been even harder to find work. The Bedroom Tax and other proposed changes to Welfare Benefits have also hurt tenants and we are doing our best to assist with this.

We too have to pay bills which are higher than they previously were and we have to ensure we have enough income to do so. We continuously try to give value for money to our customers, and try to be as efficient as we can while still giving you the standard of service you expect from us. We continue the prudent management of our loans & we have achieved savings on our ongoing major repair programme. Both of these help to limit the need for higher increases in rent.

The table here shows how costs have risen over the last few years. Thenue's rents have increased over this time but have kept in line with inflation and have been much lower rises than those of energy and food.



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There is a balance to be struck between the services our customers want and how much rent we are able to charge before rents become unaffordable. We try to deliver Value For Money at all times. At our recent Tenants Conference we had good discussions about getting this balance right.

The conference highlighted the value added activities which we give to our customers which not all other associations do. The article on this page highlights those value added activities.



The needs of people living in the communities we serve go beyond a requirement for decent housing. For example, the economic recession has made it difficult for many of our tenants to find work and recent changes to the welfare system such as the Bedroom Tax have placed considerable financial pressure on many others. Thence Housing is committed to helping people in need without asking tenants to pay extra for that through their rent.

### Adding Value to our services

The following are projects we manage that help to alleviate problems in our communities. We don't use rent from tenants to pay for them, they are funded by grants we have secured from major funding bodies such as Big Lottery.

#### Learning Works

##### Aim

To stabilise people's finances and provide training to those seeking to move towards employment.

##### Budget

£650,000 until March 2017. Funders are;

- Big Lottery
- Clyde Gateway
- Scottish Government

#### Move and Connect

##### Aim

To provide benefits advice to people affected by the Bedroom Tax and financial support for those seeking to move house.

##### Budget

£168,000 from Big Lottery until May 2015



#### Smart Communities

##### Aim

To help tenants to get access to computers and the internet by providing training at our service centres in each of our communities

##### Budget

£80,000 from Scottish Government until March 2015

#### Castlemilk Youth Project

##### Aim

To provide activities to support local young people and prevent anti-social behaviour

##### Budget

£70,000 until March 2015. Funders are;

- Scottish Government
- Glasgow Housing Association

#### Calton Heritage and Learning Centre

##### Aim

Provision of a much-needed community facility in the Calton area, a joint initiative with Calton Area Association

##### Budget

£923,000 in capital costs (to build it) and revenue costs (to run it). Funders are;

- Big Lottery
- McDonald Estates / Glasgow City Council

# SMART COMMUNITIES

*it's a digital world*



Smart Communities is continuing to grow, creating more opportunities for people in our communities with IT drop ins starting in three of our venues and more to follow. Basic IT training is taking place in all of our venues and we will be running more workshops for absolute beginners, so if you're interested get in touch.

Our drop in sessions are for anyone in the community who needs access to a computer, the internet, printing equipment or would like some guidance on a specific topic. So far we have;

- Calton in the CHLC – Friday between 10am and 12pm
- Cranhill in the service centre – Thursday between 2pm and 4pm
- Bridgeton and Dalmarnock in 97 Main Street – Wednesday between 2pm and 4pm.

Keep an eye out for more dates and venues to follow.

If you have IT skills and would like to give something back to your community and gain excellent experience why not think about volunteering. Smart Communities are looking for people in the local area to help other people get on line by providing some support on accessing the internet.

If you would like to get involved contact: Dawn McManus (Digital Inclusion Community Worker) on 0141 550 9575.

Why not follow us on Facebook and find out what's going on and how you can get involved.

<https://www.facebook.com/pages/Smart-Communities>

## A Healthier You - Update

Our Healthier You project has been funded by our partners in Health and Social Work to ascertain the health and wellbeing needs of tenants aged 65 and over living in Bridgeton, Dalmarnock and Calton. Emma Hodge is our Project Assistant and her job is to survey tenants to find out how their health and wellbeing is, and to offer support to make improvements if required. The project also includes be working with RVS to run sessions on topics that may include healthy eating, gentle exercise, computing and photography.

Emma began the surveys in November 2013, and has so far completed 160 surveys most of which have been completed at a home visit and some on the telephone. Around one third of the tenants surveyed have required a follow up of some kind. These have varied from reporting a repair, or referring a tenant for a benefits check to our in house Financial Inclusion Team. Emma has also provided information on how to apply for equipment and adaptations to assist with any mobility difficulties. Some tenants have been isolated and lonely and

have requested information about social groups, and Emma has made several referrals to the RVS Befriending Service to offer the person some company and support.

Some interesting health and wellbeing trends have come from the surveys and so far these include:

- the vast majority of tenants have a long term health condition, much higher than the national average
- if a tenant is well enough, most of them walk over ¼ mile regularly and keep fit this way
- nearly all of our tenants surveyed keep warm in their homes and are happy with their central heating systems
- tenants mostly manage their financial affairs well and have little or no debt

We are planning to start the information sessions in May or June and we will be contacting all the tenants who are part of this project to provide full details. If you would like any more information, contact Emma Hodge on 550 9569. Thanks to all tenants who have taken part so far.

## Other projects

We offer other services which help us to provide more than the traditional landlord role to our tenants and other customers. Although these are core funded (ie paid for through your rent) tenants tell us how important these services are to them.

## Tenancy Support Service

Our Tenancy Support Service offers new and current tenants, help to manage at home. Our Tenancy Support Officer, Avril McLaughlin, has worked with over 250 tenants since she has been in post to help sort out things like their electricity and gas supplies, help in getting furniture or applying to the Scottish Welfare Fund to help set up their new home. Below are some of the comments we have received from tenants whom Avril has helped.

### Waiting List Applicant, Calton

'My partner and I applied to Thenué's waiting list in 2010. We had moved into our own private let but it was not being kept to a good standard by the landlord. It lacked heating, was damp and was in a poor state of repair. I found out I was pregnant with our son and, although delighted, was worried that we would have to bring him up in these conditions. Six months after he was born we moved into a warm and safe two bedroom flat with Thenué Housing. We got help from the Tenancy Support Officer to apply for furniture and set other things up. I couldn't be happier in our new family home and am looking forward to a long and happy future.'

### Existing Tenant, Calton

I have a tenancy with Thenué however after a wee while I ran into some problems and just felt like I couldn't cope with managing the house. The Tenancy Support Officer got in touch with me and we had a chat about what the problems were. She was able to help me by giving advice on how to manage the day to day things and referred me to a support agency who still visits me twice a week. This help has got me 'back on track' and I am now so much more confident in myself and in asking other people for help. I now look forward to coming home and feel much safer. I have applied and been accepted for the Learning Works course that Thenué runs, which will help my confidence even more and possibly end up with me getting a wee job or doing some voluntary work.



Avril McLaughlin, Tenancy Support Officer

### Financial Inclusion & Money advice

Many of you have also received assistance from our Financial Inclusion and Money advice staff. Tenants regularly tell us how important this service is to them. More information on the work this team do, can be found on Page 14.

# Who's Who

**Our dedicated and specialised Reactive Repairs Team have now moved under the management of the Area Services Manager, Lorraine Dallas. A direct repairs line to our Repairs Team is always available from each Service Centre on opening days.**



L to R: Scott Davidson, Anne Hogg, Jim Barr, Charlene Crichton, Claire McClymont, Paul Ferguson

## Repairs Team

We are continually looking at ways to make the reporting of repairs easier, and this includes:

- Calling our Repairs Team on 0141 550 3581 (Choose Option 1 then Option 1)
- By e-mail (non emergency only) [repairsadmin@thevenuehousing.co.uk](mailto:repairsadmin@thevenuehousing.co.uk)
- Visit the London Road office or one of the service centres
- Report a repair online (non emergency only) [www.thevenuehousing.co.uk](http://www.thevenuehousing.co.uk)

Furthermore, we can also text you the day before your repairs appointment is due as a reminder if we have your mobile number, so please remember to let us know if we don't have your mobile number.

## Your Reactive Repairs Team

Scott Davidson	Senior Repairs Officer
Claire McClymont	Customers Services Officer
Anne Hogg	Repairs Assistant
Charlene Crichton	Repairs Assistant
Paula Phinn	Repairs Assistant (part-time)

## Areas Covered

Calton	Jim Barr/Paul Ferguson
Bridgeton	Paul Ferguson
Dalmarnock / Cranhill / Castlemilk	Jim Barr

## Maintenance Officer

# in Thenuue



L to R: Isabel Marshall, Fiona Taylor, Fiona Gray, Mary Reilly, Carolyn McGowan, Isabel Irwin, Catherine McDowall, Lorraine Dallas, Helen McPhail.

Greg Richardson

## Your Area Services Team

The Area Services Team is made up of six officers, three assistants and a senior officer (part-time) and is managed by the Area Services & Repairs Manager, Lorraine Dallas.

We deal with a variety of topics, all concerned with helping you with tenancy matters, living in a safe environment and tackling issues when they arise within your community.

Responsibilities include:

- ensuring empty properties are brought back to decent lettable standards
- allocating empty and new build properties in line with our Allocation Policy
- helping you move home through transfers/mutual exchanges, etc.
- assisting you to manage your tenancy
- tackling anti-social behaviour within your community
- carrying out regular estate inspections to ensure your areas are well maintained.

## Who is your Area Services Officer?

Area	Area Services Officer	Area Services Assistant
Castlemilk & Dalmarnock All stock	Greg Richardson/Stacey Dineen Job Share	Mary Reilly
Cranhill All stock	Helen McPhail	Mary Reilly
Calton	Carolyn McGowan	
Calton & Bridgeton	Isabel Marshall	
Bridgeton	Fiona Gray & Catherine McDowall	Isabel Irwin

# Who's Who in Thenue



Lisa Scott & Kevin McGregor



Jean Toner & Kevin Dunsmuir

## Income Maximisation & Financial Inclusion Team

Both these teams will now be managed by our Income Maximisations & Financial Inclusion Manager, Gail Gribben. The introduction of the Bedroom Tax has had an impact on our workload and our rent arrears are higher than we would like. It will be beneficial for both these teams to be working closely to be able to ensure we can offer our tenants specialised advice and assistance with benefit claims and money whilst working towards reducing our current rent arrears.

Due to this Gail will no longer be managing our Repairs Team which will allow her to focus solely on providing our tenants with a specialised and co-ordinated approach to maximising income to Thenue Housing and maximising income to our tenants.

## Your Income Maximisation Team

Area	Income Maximisation Officer	Income Maximisation Assistant
Cranhill, Blackhill, Dalmarnock, Castlemilk	Jean Toner (0141 550 9513)	Kevin Dunsmuir (0141 550 9527)
Calton & Bridgeton	Lisa Scott (0141 550 9511)	Kevin McGregor (0141 550 9515)

## Your Financial Inclusion Team

Willie Sinclair      Financial Inclusion Co-ordinator  
 Ashley Frame      Money Advisor  
 Lorraine Morgan      Admin Assistant



L to R: Ashley Frame, Willie Sinclair, Lorraine Morgan

Our Financial Inclusion Team are a specialised team who can provide you with advice and assistance on a range of welfare benefits including housing benefit. Due to the recent changes introduced by the Welfare Reform our team have had an increase in workload, mainly due to assisting tenants with claims for Discretionary Housing Payments to cover the Bedroom Tax. To date we have been successful in assisting 31% of tenants affected by Bedroom Tax to be awarded an exemption from this charge and also assisted 53% to be awarded Discretionary Housing Payment to cover this charge. If you would like an appointment to see Willie or Ashley please contact Lorraine Morgan on 0141 550 9554 or email [lorraine.morgan@thenuehousing.co.uk](mailto:lorraine.morgan@thenuehousing.co.uk) and an appointment will be arranged for you – this can either be at our main office in London Road, one of our service centres or alternatively we can visit you at your home.

# Community Safety Glasgow

## – the Gold Service



Working in partnership for a safer Glasgow

Thenu currently have a Gold Anti-Social Behaviour Service that we purchase from Community Safety Glasgow.

Within this Gold Service there are a wide range of specialist services specifically designed to assist us in dealing with serious cases of anti social behaviour within your communities. These services also provide invaluable advice to staff and access to sensitive information that allow us to progress eviction cases/anti social behaviour orders (ASBOs) against individuals.

So what exactly does this Gold Service Provide?

The main services that Thenu buys from Community Safety Glasgow are:

- **Advice, Assistance and Guidance to officers dealing with anti-social behaviour**
- **They provide us with relevant information relating to incidents via their Police Intelligence Unit**
- **They provide access to Covert Surveillance Services including the supply and fit of equipment, monitoring of footage**
- **They undertake unlimited Anti social behaviour investigations on our behalf - Once we make a Referral of Cases, they will then undertake:**

Advice on possible action open to us

Full investigations on the relevant incident

Issue warnings to perpetrators, arrange for Acceptable Behaviour Contracts/Unacceptable Behaviour Notices

Full liaison with all relevant agencies such as Social Work Services, Scotland Police etc

Attend case conferences as required with and on behalf of Thenu

- **Preparing Anti Social Behaviour Orders**

Complete full disclosure requests to Scotland Police

Liaise with court services to see when cases eventually call at court, allowing us to take action should a conviction be made

- **Professional Witness Services**

Undertake assessment of suitability for Call out services

Provide 24 hour call outs

Provide statements which may be used in court proceedings

Give evidence in Court to support legal measures

Outwith the services purchased by Thenu, Community Safety Glasgow also provide a wide variety of services throughout the whole of the city. These services are available to all residents, including both tenants and owners alike.

Below is a very small snapshot of some of the services they provide:

### **CCTV**

Their Public Space CCTV operatives monitor 420 CCTV cameras and 32 redeployable cameras. Operatives assess and evaluate images and if appropriate alert the emergency services and Incident Response Teams. All images are recorded and stored digitally, providing greater flexibility in the sharing of images in accordance with the Data Protection Act.

### **Community Enforcement Officers/Community Safety Patrol Officers**

Gather knowledge of local issues and activities in order to provide advice to members of the community, and our partner agencies (such as Thenu), on environmental and community safety issues. They patrol the city on foot and in mobile CCTV vehicles, and are able to issue Fixed Penalty Notices to people who litter, fly-tip or allow their dog to foul in open spaces. Thenu then act on these Fixed Penalty Notices and have issued warnings to those concerned.

### **Noise Service**

The CSG Noise Service work 7 nights a week and respond to complaints of noise from one domestic dwelling which affects another (or others). Noise officers work 7 nights a week from 5pm until 2:30am (excluding some public holidays) The contact centre who will handle your initial call is available 24/7 so you can register a complaint at any time on 0141 287 6688 and the noise officers will respond as soon as they are on duty. The Association and CSG have successfully obtained an ASBO for a tenant using these services.

### **Support Services for Victim, include:**

**ASSIST:** Advocacy, Support, Safety, Information Services Together) is the specialist domestic abuse advocacy service. The service is linked with the Specialist Domestic Abuse Courts at Glasgow Sheriff Court and for male victims from Ayr and Edinburgh Domestic Abuse Cluster Courts.

**Mediation:** Their Mediation team often work with victims of antisocial behaviour to support them in addressing their issues in a safe and confidential environment. Thenu refer many cases via this method to try and resolve issues without taking punitive action against someone.

### **Community Protection Services – include**

- Graffiti Removal Service
- Alcohol and Drug Prevention Team
- Safer Streets
- Best Bar None
- City Centre Radio Links

There are many more services that CSG provide and full details are contained within their website <http://saferglassgow.com/>

# Reviewing how we respond to your anti-social behaviour and neighbour complaints

Resolving complaints of anti-social behaviour and dealing with neighbour disputes is probably the most challenging task our Area Services Officers deal with on a daily basis. There are a number of reasons for this:

- tenants are not always willing to provide the necessary evidence for Thenue to take action for fear of reprisals.
- with some neighbour disputes it can be one person's word against another without anyone independent to confirm who is at fault.
- we also rely on other agencies such as the Police to provide the information we need to resolve a case or take appropriate action
- the court system doesn't always prioritise housing cases over criminal cases in court and resolution can take a long time. One drug dealing case took almost three years before the tenant was evicted!

Whilst achieving a satisfactory outcome for the person complaining can sometimes be difficult to achieve, we aim to deal with your complaint and support you as best we can.

Thenue and our Tenant Scrutiny Panel (REST – Resident Empowerment Scrutiny Team) is in the process of carrying out a review of how we handle complaints about anti-social behaviour by neighbours or other residents or visitors to our tenants' homes.

This review aims to ensure that in future we will:

- agree realistic outcomes with complainants
- keep them informed with progress of their complaint
- obtain agreement with the complainant to close a complaint (where the anti-social behaviour has stopped)
- follow this up with a customer satisfaction form to each complainant on how we and our partners Community Safety Glasgow have handled the complaint

The REST group are currently reviewing Thenue's complaint leaflet.

In addition to this we have recently confirmed our service targets in relation to anti-social behaviour complaints. They are as follows:

Thenue will use the following categories and target timescales to set out for staff and tenants how we view and resolve complaints:

## Category (A) (Resolution Target 1 day )

Complaints of a very serious anti-social nature e.g. violence, unprovoked attack and physical assault, drug dealing, and category two behaviour which is not only persistent, but has not changed despite repeated warnings from the Association or Police. Threats to, or attacks on, Thenue staff connected with their duties.

Resolution for category A cases mean we will refer to Community Safety Glasgow within 1 day for such complaints. NOTE: Enforcement action to end the anti-social behaviour can take many months if we require the courts to end a tenancy or obtain an ASBO.

## Category (B) (Resolution Target 2 weeks)

Complaints which indicate serious anti-social behaviour e.g. excessive and persistent noise, frequent disturbances, vandalism to Associations property, misuse of drugs/threatening behaviour, harassment, verbal abuse.

## Category (C) (Resolution Target 4 weeks)

Complaints where neighbours clearly breach the tenancy conditions but are of a relatively minor nature e.g stair cleaning, rubbish dumping, pet fouling, occasional noise nuisance.

If you are currently experiencing anti-social behaviour or neighbour issues please contact your local Area Services Officer.



**PEEK Project has an exciting new programme for the New Year, and we are also delighted to announce our new name, PEEK - Possibilities for Each and Every Kid!**

**PEEK Youth Programme (for ages 13-18 years):-**

Tuesday nights: PEEKenders (An Issue-based group dealing with health & emotional issues surrounding young people)  
Glasgow Club, Crownpoint Rd, 7pm – 8.30pm

**Friday nights: Celtic Park drop-in.**

Lots of great activities on offer: cycling, dance, football, Music Box, tennis.  
(Pick-up points: Meet outside the PEEK office at 6.15pm, or at the Gallowgate at 6.30pm. Returning for 8.30pm)

**Sunday night: PEEK drop-in**

The Calton Heritage Centre, 6pm-8pm

Free DJ-ing & radio workshops, free food, arts, crafts & games!  
PEEK Children's Programme (for ages 5-13 years):-  
PEEK Monday Funclub  
The Calton Heritage & Learning Centre, 4.30pm-6pm  
Free arts & crafts activities – lots of fun!



**To contact PEEK e-mail us at [info@peekproject.co.uk](mailto:info@peekproject.co.uk) or phone 0141-554-3068**

**Please keep your eyes peeled on our web site & social media for updates on special holiday activities and additional PEEK events:**

**[www.peekproject.org.uk](http://www.peekproject.org.uk)**

**[www.facebook.com/thepeekproject](https://www.facebook.com/thepeekproject)**

**[www.twitter.com/peek\\_project](https://www.twitter.com/peek_project)**

# Property Services

## Finnart Street Sandstone Flats

Works are currently underway to remodel three small ground floor flats at Finnart Street. The flats currently have a combined bedroom and living room and the remodelling will result in a kitchen/living room with a bedroom at the rear. All flats within this block are being insulated and having windows, kitchens and bathrooms replaced. The backcourts are also being altered to allow wheelie bins to be utilised.

## Millroad Drive Subsidence

Local residents will be aware of the subsidence issue at 202 Millroad Drive which has resulted in 2 houses being vacated and the road being closed at this point.

Number 202 Millroad Drive is a privately owned home and we have moved the tenant from the neighbouring property. We have appointed a structural engineer who is monitoring these buildings and the remaining homes in the block on a weekly basis. Thenue has been in regular contact with the Council to establish the proposed action to identify the extent of the problem and the proposed remedial works.



## Landscape Investment

We have a budget this year to spend some money on investing in the landscaping in all our areas. To date we have replenished planting in Cranhill, and have commenced work to replenish empty beds in both Bridgeton and Calton.



## Satellite Systems

There is access to a communal satellite system within flats and individual Sky dishes must not be fixed to the outside of the building. Please notify Sky of this if you are purchasing a package from them.

### Calton Backcourts

We are well on our way with the communal external works at Calton Back Courts. 31,41,51, Millroad St (before and after photos attached) and 120,130 Millroad St 2, 10, 20, 30, 40 Green St. 225, 235, 238, Moncur St are now complete with the exception of the planting which will take place in March/April. The majority of the works were completed by the end of March 2014, with planting being done thereafter.

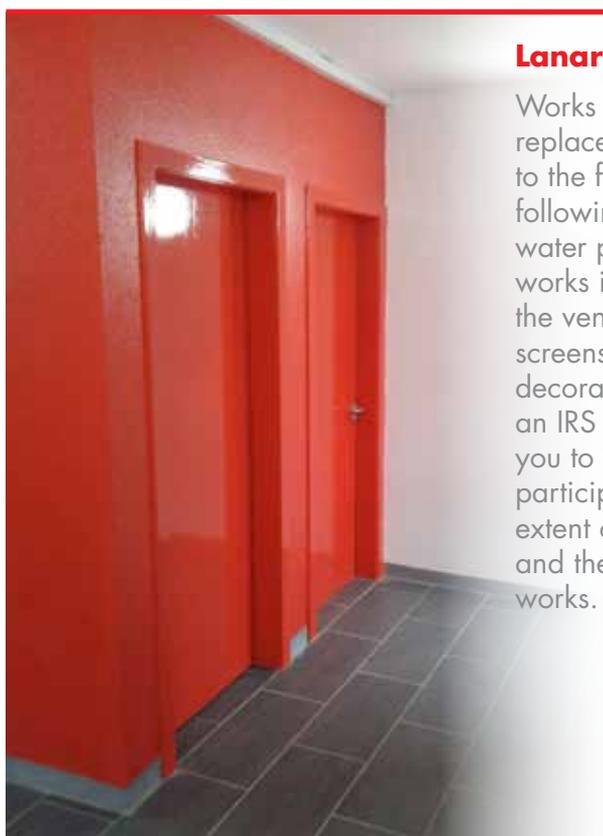
As a long term resident of Green Street, I am delighted to see the high standards which have been achieved in the environmental improvements undertaken in our backcourt areas.

These are also reflected in the standards achieved in the adjacent GHA properties. Such working in tandem has been a pleasure to see. The area as a whole has benefited greatly from the changes made and the tenants and owners living here now have defined, secure and enclosed backcourts. This also reflects the City Council's desire to see safer, cleaner communities.



Working in conjunction with our respective Landlords' estate management staff, I am confident that the residents of the properties concerned will ensure that they fulfill their responsibilities in respect to the upkeep of the common areas.

Finally, I would wish to thank Michelle and her colleagues for taking on board the wishes of the local community. They have certainly taken their commitment to tenant participation seriously and I look forward to seeing more of this type of joint working in the future.



### Lanark Street

Works are now complete to replace the roof and windows to the flats at 2-6 Lanark Street following ongoing issues with water penetration. Additional works included the upgrade of the ventilation, replacement of screens to the balcony, close decoration and installation of an IRS TV system. A big thank you to the residents for their participation in identifying the extent of the works required and their patience during the works.

Susan, a resident in Lanark Street said about the improvements: 'My son & I now have a cosy flat and enjoy the brightly painted veranda and the cheery, red doors each time we enter the close. A very big thank you to one and all. We'll miss the singing and banter!'





Major Works are planned in the properties detailed below. Some additional works may be included in the programme. You will have received a letter from us to advise you of the proposed work and we will write to you again once a contractor has been appointed to confirm the scope of works and who the contractor will be. We plan to have these works completed by late September 2014.

### **Kitchen Replacements**

- 3&7 Steel Street
- 342-352 Gallowgate
- Kerr Street
- 9 & 11 Landressy Street
- 48 & 60 Dalmarnock Road
- 3-59 Mill Crescent
- 18-54 Mill Street
- 103-110 Dale Street
- 31-87 Old Dalmarnock Road
- 122 -206 Dalmarnock Road
- 300 Dunn Street
- 363 Abercromby Street
- 521 & 527 London Road
- 3 - 51 Kinnear Road
- 353 Baltic Street
- 16,18 Allan Street
- 3,5 Birkwood Street
- 771-789 Dalmarnock Road
- 2-24 Woddrop Street

### **Kitchens & Bathroom Replacements**

- 3 Bridgeton Cross
- 3 Landressy Street
- 3 Muslin Street
- 59-65 Main Street
- Bathroom Replacement & Rewire
- Drumpellier Avenue
- Muirside Road
- Caledonia Drive

### **Bathroom Replacement**

- 3,9,34 and 40 Dalmarnock Road

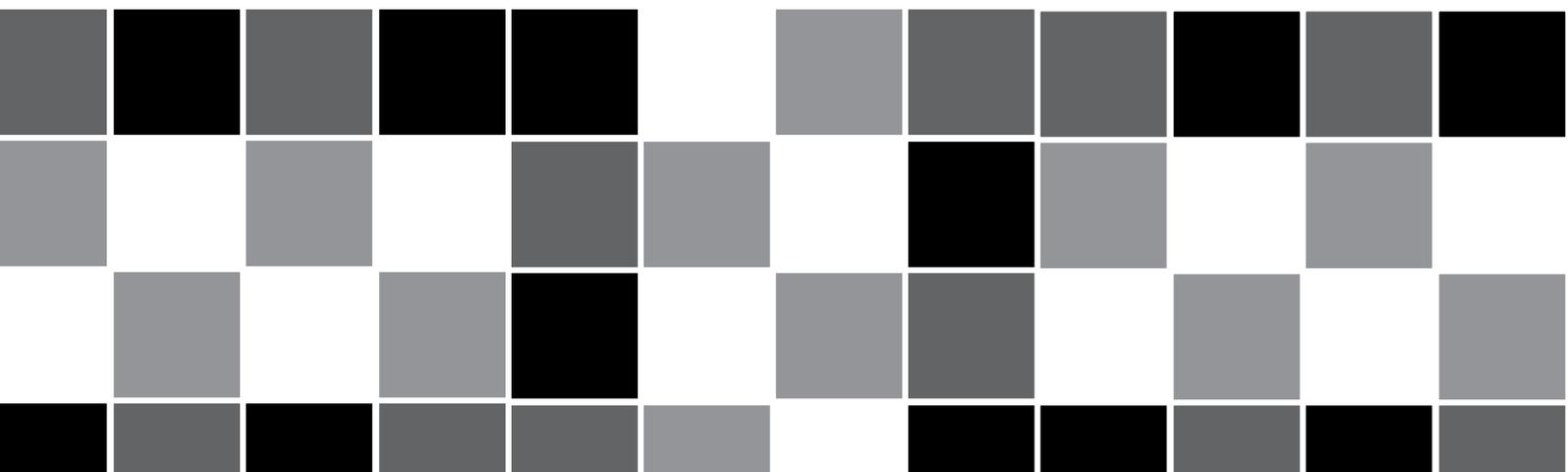
### **Boiler Replacements**

- 44 Dalmarnock Road

### **Kitchen and Central Heating Replacements**

- 95 & 97 James Street
- 26 Landressy Street

Some smoke detector replacements are also planned in some of our Netherholm and Blackhill properties.



# 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

**0141 550 9547**

Email us

**[technical@thenuehousing.co.uk](mailto:technical@thenuehousing.co.uk)**

Call in to see us

**423 London Road**





A few weeks ago, our Housing Support Officer, Dot Murray, ran to the assistance of one of our tenants who had accidentally caused a small household fire. Thanks and well done to Dot for her quick thinking and reacting to the situation quickly and alerting 'Fire and Rescue'. However, what we learned from this, is we feel is of great importance to everyone. Please read on!

### **Security vs. escape. There are inevitably two conflicting needs here:**

- to keep a house secure from intruders, and
- to make it easy for residents to escape quickly from a fire.

Generally speaking, safety takes precedence over security. But the two are in conflict. The two ways this manifests itself are in how main entrance doors and windows are secured. Generally, the main entrance door should be secured by a night latch as well as a key. The key should be used to obtain entry from the outside, but at night it should be possible to open the door from the inside without a key; you don't want to be running around the house looking for your front door key. For a number of years now the windows we fit have a key-operated lock. Egress windows have been required in all habitable rooms above ground floor and what is the point in having an egress window in your bedroom if it is locked and you haven't got the key? An 'escape' window, not fitted with key-operated locks, may put you at loggerheads with your insurance company, so please be careful when using them.

### **Fire safety!**

As a general rule most large windows on the ground or first floor of a house could be used to exit the building in an emergency and so you should

ensure that the key for the window lock is as close to the window as is practical, perhaps hanging on a hook by the side of a curtain. The key must not be visible from outside (a standard insurance requirement). If the window is designated as an emergency escape window it is recommended that it is not key locked. If you live in a flat on the first floor then you are likely to have windows in each room which are large enough to escape through without the use of a key. Unless this type of window opens onto a flat roof it is highly unlikely to be a point of entry for a burglar, so it does not have to be fitted with locks. That said, you may want to fit safety devices to prevent a child opening the window and falling out. These devices do not use keys, because it is important that you are able to use the window in an emergency. Even child safety catches can be hazardous in fires, which is why we fit working smoke detectors.

### **Windows that should be locked**

As a rule of thumb, if a window can be forced open by a thief standing on a flat surface it definitely needs to be locked! This would include all ground floor windows and those accessible from open deck access (walkways) in blocks of flats and windows over flat roofs; any window in fact that is 'easily accessible'. 'Easily accessible' in this context also means that access can be gained by two persons (one climbing, one assisting) without the use of a climbing aid, such as a ladder. This is good advice and we would also add that windows on the first floor and above that are adjacent to large metal external waste pipes, such as those coming from a bathroom or toilet should also be locked.

### **Above all – be safe!**

# Get On Your Marks for the Commonwealth Games Village

The Commonwealth Games Athletes' Village is currently nearing completion in preparation for the games to begin in July. Providing accommodation for up to 6,500 competitors and officials, 400 of the properties will then be transferred to the ownership of three housing associations: Thenue; West of Scotland Housing Association and Glasgow Housing Association. The remainder of the properties are being made available for sale (see below for further details).

Thenue will have 200 properties, West of Scotland will have 102 and GHA will get 98. All the properties have back and front doors and gardens and most of them have 3 bedrooms but we will also have a small number of 2 and 4 bedroom properties. Please note, we will not have any one bedroom properties in the development.

If you are already registered for a transfer with us for these sizes of properties and you have indicated Dalmarnock as an area you would consider, your application is automatically on the waiting list for the development and you therefore do not need to make another application to us. If it is not, and you wish to join the list, please contact us for a Transfer Application Pack. Whilst all suitable applicants will be considered for rehousing our Committee has agreed that a significant proportion of lets in the Games Village will be given to applicants who are working. If you are a tenant who is working and you have not completed a transfer form, please do contact us to add your name to the list.

We do not have a definite date yet for when the properties will be ready for let but we anticipate it will be towards the end of 2014/early 2015.

More information on our properties is available from Tracey Clarke (550 9549) or Jan Miller (550 9551) at our office.

## Signing up to be Clydesiders!

**THENUE Housing is doing its bit to help make sure the Commonwealth Games are a great success.**

Two members of staff – Area Services Officer Carolyn McGowan and Chief Executive Charlie Turner – have signed up to be part of the army of volunteers needed for the giant Games operation.

Both Carolyn and Charlie applied to take part and are delighted to be doing their bit which will involve working within the "Transport Team".

This is expected to involve driving duties and meeting and greeting people.

Tens of thousands of people applied for the key roles with just 15,000 of that number

being picked. Training began in early March for all the volunteers.

Carolyn and Charlie said: "We are delighted to be part of what will be an incredible showcase for Glasgow. So many people are needed as volunteers and we're looking forward to our roles."



Charlie Taylor and Carolyn McGowan

# Illegal Subletting

We are becoming increasingly aware that some tenants have been illegally subletting their homes, without our permission. Those who live in social housing and those who own or manage it have an obligation to follow the rules under which tenancies and title conditions are provided and public investment made.

Unlawful subletting and occupancy amount to fraud and can have various consequences on your communities which include:

- applicants on our waiting list, some of whom may be your relatives, and in greatest housing need are unable to access our housing
- transfer applicants can remain in unsatisfactory, overcrowded or under-occupied tenancies for much longer
- the impact on health and education for those living in unsuitable housing conditions
- longer housing waiting lists and extended waiting times

- disruption to local communities caused by crime and anti-social behaviour
- unauthorised sub-tenants may be unaware of their status and are vulnerable to being charged increased rents and deposits, unlawful eviction and homelessness
- illegal immigration, sex and slave trades
- financial and identity fraud

We have already taken action on a number of tenants where we have been made aware of sub-lets being made without our permission, and in all instances we forced the termination of these tenancies.

We will investigate all reports made to us about illegal subletting, so please contact your Area Services Officer and let us know if you suspect this is taking place within your community.

## Spring Clean your Finances

Be Pro Active and organise your money. Why not review your finances; by knowing exactly what money is coming in and what you are paying out can make a big difference. This could possibly free up some extra cash to help you save for those more expensive times or emergencies.

We have listed a few tips to help you along the way:

A benefit check can make sure you are getting the benefits you are entitled to.

Shop about for the cheapest utility rates as gas and electricity is on the rise, it pays to shop about.

Take action as soon as you think there may be a problem paying bills or debts. There's a lot you can do and it's important to get advice so don't bury your head in the sand - make sure you look at your options as early as possible.

Don't borrow more to pay off your existing debts. Although it may seem like a good solution in the short term, you need to ensure it's the best option for your situation.

Work out a household budget. This will help you

see where your money goes; where you could make

savings and find out how much you can realistically afford to pay back each month.

Scotcash can help you with all the above, we have staff who can complete a Financial Health Check with you and check you are getting the benefits you are entitled to. G-heat (Glasgow Home Energy Advice Team) also holds a weekly surgery in the High Street office and can help with any utility issues big or small. These services are Free and Confidential.

Some simple easy solutions can go a long way.

Scotcash has four new outlets in the East of Glasgow and are situated within Milnbank Housing Association, Parkhead Housing Association, West of Scotland Housing Association (The G31 Centre) and The NHS Keep well shop within Parkhead Forge Shopping Centre.

To book an appointment please call 0141 276 0525 or visit our website [www.scotcash.net](http://www.scotcash.net)



Join Team


  
**aberlour**  
 scotland's children's charity

# Take a Hike with The KiltWalk

Team Aberlour  
needs you!!!

Sunday 27th April 2014

The Hydro to Loch Lomond



Join us to walk 23, 13 or 6 miles from The Hydro to Loch Lomond, all in aid of Aberlour - Scotland's Children's Charity.

The Kiltwalk is a great day for everyone involved that ends in a great sense of achievement and pride. So why not join Team Aberlour and help Scotland's children?

[www.aberlour.org.uk/kiltwalk](http://www.aberlour.org.uk/kiltwalk)

or email: [karen.hannah@aberlour.org.uk](mailto:karen.hannah@aberlour.org.uk)



**aberlour**  
scotland's children's charity

SCN: SC007991

**the KiltWalk**  
walking for Scotland's children  
with SUNDAY POST



SCIO: SC042580

# 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 will be 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

- 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

## Rent Statements & Balances

**Did you know you can get a balance on your rent account at any time by text or a rent statement by email? \***

Text: Simply text the word RENT to 07624 811495

Email: Email us at [qenquiry@thenuehousing.co.uk](mailto:qenquiry@thenuehousing.co.uk) putting RENT in the subject line

\* Please note: we can only provide these services if we have your current mobile

number and/or email address. Please contact our Income Maximisation Team to provide us with these details.

In addition to the above, we also provides 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 our team.

# Bedroom Tax

We have been working hard to try and ensure that the maximum number of our tenants, have applied and received help with the shortfall of their housing benefit caused by the Bedroom Tax.

Most awards of Discretionary Housing Payment (DHP) ended on 28th March 2014. It is our intention to assist our tenants in applying for further awards.

Surprisingly a small number of tenants did not want to seek any help from this fund, they may have thought they have too much income, or have to make themselves available to transfer their tenancy. We would ask that everybody who is affected by the bedroom tax, contact us in order to assist in applying.

Glasgow City Council has provided us with Landlord DHP telephone application forms. This has allowed us to talk to tenants who were either reluctant to apply or were unable to come to the office. This has benefited a number of tenants already.

We are hopeful that GCC will continue to allow us to use these application forms from April to reapply on behalf of our tenants.

## Bedroom Tax Pre 1996 Loophole

We identified 26 tenancies to whom the 1996 bedroom tax loophole may apply. We sent a spreadsheet to the local Housing Benefit office to ascertain if these tenants qualified for the exemption. By now those tenants who are exempt from Bedroom Tax under this loophole, should have been contacted by their Housing Benefit office. The letter should indicate that they have been underpaid housing benefit and the amount of that underpayment.

If you have not been in contact with us please let us know that you have been granted an exemption.

The Government has closed this loophole and those tenants who were granted an exemption based on this loophole, may in fact lose the exemption from 3rd March.

We will keep an eye on this and inform these tenants when we have confirmation.

If you have any concerns about the Bedroom Tax and what you have to pay please contact us.

## Our service promises to you

Our service standards leaflet, available from our office or our website, [www.thenuehousing.co.uk](http://www.thenuehousing.co.uk), outlines our service commitments to you. Service Standards confirm how certain key services will be delivered to you as well as the quality of service you can expect. Our key service standards cover things like:

- how long you will wait to see or speak to a member of staff if you call or come into our office
- how long it will take us to reply to your letter or email

- the advice & assistance available to you if you have an issue with your rent
- our repairs timescales
- how we deal with anti social behaviour complaints
- and for owners, details of our factoring service

If you feel we have not met one of our service commitments, please let us know.

## Want to find out more about the services available in your community



Come along to the Calton Heritage and Learning Centre on Friday 16th May 2014 from 2-3.30pm and find out about local services that are available in your community.

Enter our raffle and grab yourself a fantastic prize.

Take advantage of our freebies and get a cuppa and a chat.

Get information and advice from the following organisations who will be attending.....

- Thenuue Financial Inclusion Team and our Smarter Communities digital inclusion community worker will be there offering advice and information on money, debt and welfare, computer courses and drop in's and our famous Learning Works programme.
- Scotcash will be providing financial support and advice.

- Scottish Fire and Rescue Service will be offering advice on fire safety
- G-Heat can help you out with affordable energy advice.
- Find out about Bridgeton, Calton & Dalmarnock Credit Union
- Dulux will be offering paint workshops
- Mears will be offering a small repairs workshop and info on their Change club.
- Thistle Insurance Services - affordable ways to protect your possessions
- Glasgow Women's Library and Bridgeton Library can inform you on all their new and exciting activities.

AND MUCH MORE !!!

## Free Welfare Rights and Money Advice Workshops

Are you a local group that could benefit from a talk and support from a Welfare Rights & Money Adviser?

Our informal discussions will cover the following subjects:

- Welfare Benefits / in work and out of work
- Debt avoidance
- Managing money worries
- Affordable credit
- Bedroom tax

We can help:

- prevent people falling into debt
- inform people about financial products
- one – one benefit check
- help with completion of benefit forms
- help with grant applications

**Contact Carol Lingard on 0141 550 9557  
carol.lingard@thenuuehousing.co.uk**