

thenue newsletter

WINTER 2015



The newsletter of thenue Housing Association

www.thenuehousing.co.uk

www.thenuecommunity.org.uk

GOOD AS GOLD!

Association wins prestigious Gold status with Investors in People



Going for gold.....Thenue staff celebrate

Gold standard.....Chief Executive Charlie Turner (left) receives the "Standard" from Peter Russian, Chief Executive of Investors in People Scotland

THENUE Housing is celebrating a golden triumph with a glittering pat on the back from Investors in People.



The Association has won the coveted Investors in People seal of approval in the form of the **Gold Award** joining just 2 percent of organisations UK-wide to hold the accolade.

Delighted Thenue said it was a ringing endorsement of the

"outstanding commitment and performance" of its 64 staff.

The news means that Thenue continues to meet the Investors in People's rigorous requirements and can carry on calling ourselves an Investors in People organisation.

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CHRISTMAS/ NEW YEAR OFFICE OPENING HOURS

Thursday 24 December
OPEN

Friday 25 December
CLOSED

Monday 28 December
CLOSED

Tuesday 29 December
CLOSED

Wednesday 30 December
OPEN

Thursday 31 December
OPEN

Friday 1 January
CLOSED

Monday 4 January
CLOSED

Tuesday 5 January
CLOSED

Wednesday 6 January – Office
re-opens, normal hours apply.

All our Service Centres will
remain closed over the festive
period and will return to normal
hours.

From 6 January 2016.

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.

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

MESSAGE FROM THE CHIEF EXECUTIVE

Welcome to your new look Thenue Newsletter!

As you can see, we have made
some improvements ensuring your
newsletter is better and brighter than
before. We very much hope you
like it.

We'd be delighted to get your
feedback on what you think of it
and as usual you can contact us in

a variety of ways including via our
website www.thenuehousing.co.uk
or www.thenuecommunity.org.uk or
on Facebook or by writing to us.

Please accept our very best wishes
from us all here at Thenue for an
enjoyable Christmas and a very
Happy New Year when it comes.

Charlie Turner

GOOD AS GOLD!

Continued from cover

And in a further accolade, Thenue
has also been awarded the Investors
in People's "Health and Wellbeing
Award" which is an additional
endorsement.

This standard is only given to
organisations who can demonstrate
excellence in developing and
supporting their staff. The
Association needed to meet a
huge number of requirements
– 165 in total – which included
commitment to Thenue values,
personal development and social
responsibility.

Developed in partnership with
leading experts, high performing
organisations and employees, the
Health and Wellbeing Award reflects
the very latest workplace trends.
Physical wellbeing, psychological
wellbeing and social wellbeing are at
the heart of it.

The Association says winning Gold
status plus the Health and Wellbeing
Award shows that it continues to

place great emphasis on a long-
standing commitment to ensuring
staff are operating at the peak of
their professionalism and that they
feel valued members of the team.

Chief Executive Charlie Turner said:
"We are absolutely delighted to
receive the extremely prestigious
Gold Award for Investors in People.
This is a fantastic result and an
achievement which everyone in the
Association can be proud of.

"The quality and personal
commitment of staff to continuous
improvement both for the
Association and for themselves
is truly outstanding. In addition,
the support and guidance from
Thenue's Board of Management has
been inspirational.

"It also sends an important message
to our tenants and others who
deal with us that they are engaged
with a housing association which
places high importance on staff
development and which is always
looking at ways we can improve the
service we offer."



INVESTORS
IN PEOPLE

Gold

THANK YOU MARGARET!

THENUE has paid a warm tribute to one of our Board members who has retired.

Margaret Vass OBE left Thenue at this year's AGM after nine years following a variety of roles which included a period as Vice Chair.

The Association thanked Margaret for her long period of service and praised her "service and dedication" to the housing association movement.

Charlie Turner, Chief Executive of Thenue said: "We are very grateful to have benefited from Margaret's commitment, experience and professionalism over the last nine years. Margaret's contribution to our work has been invaluable to us.

"With a track record in housing such as Margaret's, any organisation

would benefit from her expertise and we feel very grateful indeed that Margaret has spent so long on our Board. We wish Margaret well and thank her again for all that she has done for Thenue."

Margaret is a well known and much-respected figure within housing - notably as a result of her time at Glasgow City Council and Glasgow Housing Association where she held a number of senior positions.

Prior to the city council/GHA housing stock transfer Margaret was Depute Director of Housing with the city council.

For many years Margaret was also active within the Chartered Institute of Housing both in Scotland, where she was Chairperson from 1983-84 and in the UK where she held the prestigious role of President from 1998-99.

Her commitment to housing was recognised in 1999 when Margaret was

awarded the OBE for services to housing. Equally notably, in March 2010 she received the Robina Goodlad Award for Women Achievers in Housing.

She has undertaken a wealth of voluntary work which has included chairing her local Community Council, being a director of her local Community Development Trust and a member of her local Community Planning Forum.

She is not leaving housing behind entirely having joined the Management Committee of Rural Stirling Housing Association which she now chairs.

At Thenue's recent AGM, Margaret was presented with a gift of her own choice - a copy of a striking painting given to Thenue in 2012 depicting St Thenue, mother of the founding father and patron saint of Glasgow St Mungo. The Association, of course, takes its name from St Thenue.

The original was painted by well known eastender Janey Godley who spent many years of her life in Calton where Thenue has its registered office. The original hangs there and Margaret was officially presented with it by Thenue's Chair Owen Stewart.

Afterwards Margaret said: "I have very much enjoyed my time with Thenue. It is a wonderful housing association doing so much good work in many communities. I feel sure it will continue to flourish."



Pictured:
Margaret receives
her painting from
Thenue Chair
Owen Stewart

SMART COMMUNITIES - ALL SET FOR THE FESTIVE SEASON

Digital Arts and Crafts

Smart Communities got into the Christmas Spirit by hosting a Digital Arts/Craft session in the Calton Heritage and Learning Centre, on Monday 30th November, from 4-6pm. This allowed local children and young people to create decorations for the centre using both traditional arts & crafts and also to come up with digital designs to be used in festive bunting and an advent calendar so the centre can mark the countdown to the big day!

CoderDojo

Building on the success of our CoderDojo visits to local schools in Castlemilk, we have arranged a special one-off CoderDojo Family Event in the Castlemilk Youth Complex on Saturday 12th December, from 11am-3.30pm. This will allow parents and children to come along and see what CoderDojo is all about – using digital technology to be creative and have fun! There will also be other activities happening on the day including cookery and arts & crafts, so there's sure to be something interesting for everyone.

We are also starting up CoderDojo Bridgeton, which is due to start in early December. This Dojo is aimed

at young people aged 13-17 and will allow them to get digitally creative with everything from music and sound to 3D printing. There's no equipment or experience needed to get started, which is why CoderDojo is so popular among young people around the globe.

Drop In Sessions

For adults, all our existing drop-in sessions are ongoing, and we are extending our service to provide a Digital Drop-in for people in Dalmarnock, in the bright open IT Suite of the new Legacy Hub on Tuesdays from 1-3pm, starting on 1st December. Our Drop-ins are open to anyone in the community, from absolute beginners to those just wanting to brush up.

And to add to this new drop-in, we're also establishing a **Pilot Tablet Lending Scheme** which will allow Thenue tenants to borrow an internet-enabled iPad for two weeks at a time. Tenants can get help learning how to use an iPad, how to download fun and useful apps, and can then continue learning and using their iPads in the comfort of their own home.

If you are interested in getting involved in any of Smart Communities' activities, get in touch, or come along to one of our Drop-ins to find out more!

AREA ASSOCIATIONS UPDATE - GETTING TOGETHER!

The four Area Associations supported by Thenue came together for a joint meeting in November in the new Veterans Centre in Cranhill.

The meeting was a fantastic success and gave the Area Associations a chance to discuss what they have been doing and what they are planning to do in the coming year. The event was a great opportunity for the groups to share practice and find out what's going on in the different communities.

Charlie Turner, Thenue's Chief Executive, delivered a presentation to the members emphasising the important contribution each Area Association make to their

neighbourhoods and how Thenue can help develop these projects and work with them to create exciting new ones.

The groups are working on many different initiatives ranging from homework clubs, computer coding clubs, bus trips, Halloween and Christmas parties, pantomimes, quiz nights and lots, lots more. We are always keen to hear from people in our communities who feel they could make a positive impact in their area, so if you would like to become a member of your local area association contact Dawn McManus on 0141 550 9576.

Meanwhile, Cranhill and Bridgeton and Dalmarnock Area Associations



Charlie at the presentation

are currently looking to take on secretaries for their management committees. The role will involve assisting with the administration duties of groups such as organising meetings, setting agendas and taking minutes. This is a brilliant opportunity to help out your local area, receive excellent training and gain valuable experience.

If this is something you think you would be interested in please contact Dawn McManus on 0141 550 9576.

LEARNING WORKS SCORES ANOTHER TRIUMPH!



Learning really does work..... those who completed this year's course (plus a young admirer!)

MORE students have received a helping hand from our trail-blazing course designed to get them into work.

The 12th "Learning Works" course – created jointly by Glasgow Kelvin College and Thenue Housing - has now been completed.

A special "Celebration of Learning" event took place in Dennistoun in November.

It is the first time this part of the east end has benefited from the course bringing the opportunity to learn to a whole new range of students.

The course was delivered at the Reidvale Neighbourhood Centre which shares a building with Reidvale Housing Association.

Learning Works is designed to equip those taking part with skills which will make them more appealing to potential employers. Eight people received Certificates at the "Celebration of Learning" event.

The free course is aimed at unemployed people in the east end and is supported financially by the regeneration agency Clyde Gateway. Students learn

computer skills, health and wellbeing, personal development, communications, numeracy and literacy.

Just over a year ago it was announced that additional funding was secured from Big Lottery Fund Scotland to allow Learning Works to continue over and above its original funding.

Lawrence McCabe, Community Regeneration Manager for Thenue Housing, praised the funders saying that current supporters Big Lottery Scotland and Clyde Gateway were helping to make employment possible for those taking part.

Lawrence said: "Without this kind of financial support we simply would not be able to help so many people who have benefited from Learning Works and we remain very grateful to them for their support. We congratulate those completing the course on their magnificent achievement."

Learning Works has been a remarkable success with almost 120 people from the east end being helped since its launch in February 2012.

IT'S ALL GROWING WELL!

Thenue's Urban Green project in Cranhill is really growing well!

The initiative involves a community growing space, gardening training and crucially, with the winter months upon us, information about energy efficiency.

If you need information on any of the above please contact Energy Advisor Ruskin Gammon on ruskin.gammon@thenuehousing.co.uk or 07786 126699.

Remember that this energy efficiency advice is open to all Cranhill residents - not just Thenue tenants.

Ruskin pictured in Cranhill



UNIVERSAL CREDIT UPDATE

Universal Credit was introduced to Glasgow in June this year and as a result we are now beginning to see a number of our tenants transferring onto the new Universal Credit payment.

When you are transferring onto Universal Credit there are some important things that you must be aware of.

You will need a copy of your tenancy agreement and a copy of a current rent statement showing your rent and any service charges.

It is important that you contact us as soon as you have made a claim as we will be able to assess if your Housing Element known previously as Housing Benefit should be paid directly to us.

If you feel that you are unable to cope with paying your rent yourself, we can assist you in making a case for the payments to come direct to us.

In order to avoid getting into rent arrears, we can arrange for a direct debit to be set up for you.

If you were affected by the bedroom tax (also known as the spare room subsidy), you need to reapply as claiming Universal Credit stops your current award. Again we can assist you with this. If your Housing Element is paid to us, your Discretionary Housing Payment for bedroom tax will also be paid to us, otherwise it will come in a separate payment to you. You must then ensure this is paid as part of your full rent charge.

If you would like further advice on any of the above please contact our Financial Inclusion Team on 0141 550 9554.

BENEFIT WHAT YOU

WHAT ARE 'SANCTIONS' TO BENEFITS?

The Department of Work and Pensions (DWP) can sanction some benefits. If you get a sanction on your benefit your payments will stop or will be reduced. Sanctions can be placed on the benefits listed below:

- Job Seekers Allowance (JSA)
- Employment and Support Allowance (ESA)
- Income Support (IS)
- Universal Credit (UC)

The sanction will stop or reduce your benefit for a fixed period of time or until you do your work-related activity. Sanctions can be put on your benefit for different reasons, including not going to a work-focused interview for ESA or for not attending a job interview if claiming JSA.

HOW LONG DO SANCTIONS LAST?

Job Seekers Allowance (JSA)

There are three different levels of sanctions:

High - for example if you leave a job voluntarily. Your payments will stop for 13 weeks, 26 weeks for a second failure and three years for a third.

Intermediate - for example if you do not look for work. This level of sanction will stop your payments for a month and for 13 weeks if for a second time. When the sanction period ends you will need to make a new JSA application.

Low - for example if you miss an appointment at the Job Centre. For

a low level sanction your payment can stop for up to 13 weeks. After the sanction period, your payments will start automatically.

Employment and Support Allowance (ESA) and Income Support (IS)

If you are required to take part in work-related activity and you don't do it, then your payment will be reduced until you complete the work related activity. After this, your payment will be reduced for a further fixed period which is:

One week for the first failure

Two weeks for the second

Four weeks for further failures within 52 weeks

Universal Credit (UC)

If you fail to do any of your work-related requirements, your payments will be reduced. There are four levels of sanction for Universal Credit, which are:

Lowest-level sanction - if you are only required to attend work-focused interviews, and fail to. The sanction will last until the day before you attend for a work-focused interview.

Low-level sanction - if all of the work-related requirements apply to you and you do not attend. Your sanction will last until the day before you attend, plus a fixed period: 1st sanction - 7 days; 2nd sanction -14 days and 3rd sanction or more - 4 weeks.

Medium Level sanction - if you are not available for work or do not look for work. Your sanction will last four weeks if it is your first, if not, the sanction will last for 13 weeks.

SANCTIONS - NEED TO KNOW



Higher-level sanction - if you fail to apply or take up work or leave a job voluntarily. If it is your first sanction then your payments will be reduced for 13 weeks, 2nd sanction - 26 weeks and three years for further high-level sanctions.

DOES THIS AFFECT MY HOUSING BENEFIT?

Your Housing Benefit will be suspended when you are sanctioned under JSA or ESA. However, we can help you make a claim for Housing Benefit under a NIL income.

You can claim Housing Benefit under a NIL income.

If you are sanctioned under Universal Credit, the Housing Element of your Universal Credit will still be paid, unless there is a dispute regarding

your Universal Credit entitlement.

WHAT TO DO IF YOU FEEL YOU HAVE BEEN WRONGLY SANCTIONED?

When you have been sanctioned, and you think it is wrong, you will need to show that you had 'good reason' for doing or not doing what you have been sanctioned for.

If you think the decision is wrong or you don't understand why you have been sanctioned, you can:

- Ask the DWP to explain the reason for your sanction over the phone - how to contact Job Centre Plus
- Ask the DWP to look at the decision again by requesting a mandatory reconsideration
- Ask to be sent out a 'written

statement of reason' about the decision

- Appeal the decision, after you have requested a mandatory reconsideration

You can appeal the decision to give you a sanction and also the length of the sanction period. You must request an appeal in writing, within one month from the date of the mandatory reconsideration notice.

If you are sanctioned you can apply for a hardship payment if you have no money for basic living expenses. If a hardship payment is awarded, you will be given a reduced amount of benefit.

If you require assistance with any of the above please contact Thenu's Financial Inclusion Team on 0141 550 9554.

GAS SERVICING

Help us to keep you safe. Every year by law the Association has to check and service your gas appliances to ensure that they are in safe working order. You will receive a letter in advance advising you of the date we will come to carry out the service. If this is not convenient please call us as soon as possible and we will arrange another appointment to suit you.

Contact us on 0141 550 9547.



Cold Weather preparations

Be prepared:

- Keep the house warm-remember that steady, background warmth is better than high temperatures in the evening and cold during the day
- If you are going away from home, consider leaving your heating on at low

What to do if your pipes freeze... usually indicated by no hot water

- Notify Thenue Housing or if closed our contractor on 0845 266 8942

- be on the alert for burst pipes when they begin to thaw

Take action if flooding occurs

- Turn off the stopcock and open all the taps (see article below)
- Switch off the heating
- Notify Thenue Housing (or our contractor outwith normal working hours) immediately

During the freezing weather, think about setting your heating to come on during the night for a brief spell, to prevent pipes freezing up.

KEEP SAFE THIS WINTER:

The Stopcock - where is it?

The stopcock is a valve for turning off and on the cold water system in your home. When you turn the stopcock in a clockwise direction the water supply will be shut off. You can turn the water supply back on by turning the stopcock in an anti-clockwise direction.

Stopcocks are usually found in your kitchen, below the sink unit - but not always. It could be in a front or back hall, or in the utility area.

It is important that you know where the stopcock is and that you check that your stopcock is working. In freezing weather, tenants often report burst pipes - but are unable to find their stopcock to stop the flooding getting worse. Make sure you know what to do.

How do I check my stopcock?

Run the cold water tap in your kitchen and turn the stopcock in a clockwise direction to check if the cold water turns off. If you have done this and the stopcock is not working properly or you find it difficult to turn you should call us.

If you cannot find the stopcock you can call us and make an appointment for a maintenance officer to visit your house and show you where it is.

Keeping Warm this Winter

What is the Affordable Warmth Dividend?

The Affordable Warmth Dividend is a £100 payment made by Glasgow City Council to Glasgow residents who are 80 years of age and older on or before 31st March 2016 to keep warm during winter.

Who can apply for the dividend?

To receive the payment you must be 80 years of age or over by 31st March 2016 and living in Glasgow. If you will be 80 years of age before 31st March 2016 you can make the application now.

How long will the scheme be available?

Applications will be accepted from now until 31st March 2016.

How can I make an application?

You can contact our Financial Inclusion Team on 0141 550 9554 who will assist you with an application.

Alternatively, application forms are available on the Council's website at www.glasgow.gov.uk/affordablewarmth or from your local Revenues and Benefits Centre or by phoning 0141 287 7961.



How safe is your shower?

As a landlord Thenue replaces shower heads every time we relet a property and regularly inspect cold water storage tanks.

The reason we do this is that there is a small risk of a disease called Legionella resulting from bacteria developing in a water system that:

- Has not been used for a period covering five days
- Has not had water of sufficient temperature running through it (less than 50C).

Legionnaires' disease is a potentially fatal form of pneumonia caused by the inhalation of small droplets of contaminated water containing the bacteria Legionella. It is however very rare for people in the UK to contract this disease.

Landlords advise tenants to regularly clean and disinfect the

showerheads in their home. Tenants should also advise their landlord if their hot water is not heating properly or there are any other problems with the system so that appropriate action can be taken.

The reasons your shower presents a very small risk is that these have the means of creating and dispersing water droplets (aerosols) which may be inhaled causing a foreseeable risk of exposure to Legionella. If used regularly (as in the majority of homes used at least once every five days) the small risks are reduced. NOTE: If you have an instantaneous electric shower this poses less of a risk than a shower fed from your central heating boiler as they are generally cold water-fed and heat only small volumes of water during operation.

If your water supply is from the rising main water supply and not a cold water tank there is no risk from the



taps and your kitchen and bathroom sinks. Thenue also regularly inspects the cold water tanks in closes.

What you should do to minimise the risk of legionella?

- regularly clean and disinfect the showerheads in your home
- If your shower is not used for 5 consecutive days, run the water with sufficient temperature for 2 minutes before going in the shower to eliminate legionella risk.

Switching Energy Supplier & Energy Saving Tips

With the approach of winter the costs of lighting and heating our houses increase substantially. One of the ways of keeping the costs down is to consider switching your energy supplier. If you have not switched your energy supplier in the last couple of years, you will almost certainly save money on your energy bills by moving to a different deal.

Before switching, check whether you will incur a fee for cancelling your current energy deal. Exit fees are common with fixed rate tariffs but generally suppliers will allow you to leave up to 7 weeks ahead of your tariff's end date without incurring penalty.

Typically you will need the following information in order to switch using one of the switching websites:

1. Your postcode.
2. Your current gas and electricity supplier, and the name of your tariff (you will find this on your latest bill).
3. How much you spend (or use in kilowatt hours) on gas and electricity. Again you will be able to see this on your most recent bill.

4. Your bank details if you want to pay by direct debit.

Once you have entered these details it will just be a matter of you choosing the best deal for your circumstances. Your new energy supplier will organise the switch. You will need to submit meter readings to them when requested and settle outstanding bills with your old supplier.

Aside from switching energy supplier there are other energy saving tips that you might wish to consider:

5. Switch off appliances when they are not in use. This includes avoiding using standby as this still uses energy.
6. Use energy saving bulbs.
7. Only fill the kettle with the amount of water you need. If it is only for two cups of tea there is no need to fill the kettle.
8. Turn down your washing machine to 30°C.
9. Turn your central heating control down by 1°C. This could save you up to £75 per year.

CHANGE TO CASTLEMILK SERVICE CENTRE OPENING TIMES

Please note that the current Thursday service centre opening times are changing from Thursday 7th January 2016.

The new opening times on a Thursday will now be from 11:00am to 1:00pm.

There are no other changes to remaining service centre days/times.

Staff & Board News

WELL DONE CHARLOTTE!

Congratulations to Charlotte Levy – one of Thenue's Board Members.

Charlotte was a finalist in the prestigious Helen McGregor Award 2015.

The late Helen McGregor was a founding member of Shettleston Housing Association and the organisation Employers in Voluntary

Housing known as EVH now run it in her memory.

It is an accolade to reward people working in housing such as Board members or Management Committee members.



HELLO TO MARGARET ANNE



Hello to new staff member Margaret Anne Gachagan who joins us as a Volunteering Coordinator with the Learning Works programme.

Margaret's job is to help unemployed people find practical experience through volunteering.

Thenue acknowledges the generous financial support of Clyde Gateway in providing funding for this role.

ON MATERNITY LEAVE!

Welfare Rights Officer, Ashley Frame will be going on maternity leave on 18 December. Everyone at Thenue wishes her well and we are all looking forward to seeing Ashley and her new baby in the New Year! Laura Shand will be providing cover for Ashley's maternity leave and is due to start on 8 December 2015. Welcome Laura!



Open Day Event



THENUE recently provided an opportunity to engage with local people over the planned Netherholm Community Facility in Castlemilk.

We held the successful consultation event on 21 October to inform local people and assess the level of support for the proposed Centre as well as identify potential volunteers

Our consultation was also about plans to build 22 new houses on the derelict site.

We are very grateful to those who came along.



Retirement Housing - Christmas Social Events

Our retirement housing tenants will be enjoying their traditional Christmas parties this year both of which are being held on Thursday 17th December. If you haven't already booked your

place, there may still be a few spaces available, so contact Dot 550 9561, Linda or Isabel on 550 9565/9564 for more information. Bridgeton tenants have also already booked their

trip to the panto at the Pavilion Theatre on 13th January – "Santa Claus is Coming to Town". Time is running out so if you are interested in going along, contact Dot.

FOOD BANK COLLECTION

Staff at the Association have again dug deep this year to help our local Calton Parkhead foodbank. We collected a fantastic 20 bags of goods including soup, toiletries, pasta sauces and detergents. Staff recently delivered it to the Foodbank where staff were particularly grateful to receive our donations at this time of year. Tara Maguire from the Foodbank said "The Team at Glasgow North East Foodbank are delighted for the continued support from Thenue Housing. We are very lucky to have amazing support from all

over the North East so that we can continue to help those in crisis. We have assisted over 5300 people since we opened 2 years ago and we can not do it without the generous donations from the community." A huge thanks to all the staff who contributed so generously to help such a worthwhile local cause.

Doing a good job.....our picture shows Avril McLaughlin from Thenue, Tara Maguire and Bill Gallagher both from Calton Parkhead Foodbank



Royal Voluntary Service Bellrock Cafe
2 Bellrock Close, Cranhill, Glasgow G33 3HU
Telephone 0141 766 2586

Will be hosting a coffee morning for senior citizens from the local community on

Friday 11th December 2015 from 10.30am – 12.00pm

We would like you to share your ideas for setting up a weekly seniors group at the café

Please join us for complimentary tea/coffee and biscuits
We look forward to meeting you!

Royal Voluntary Service is one of the largest volunteering organisations in the UK who aim to enrich the lives of older people within their communities

Cash for Kids – Christmas Grants

This year we have again made an application to Radio Clyde Cash for Kids Christmas Fund. We apply to help families whom Tenancy Support Officer Avril McLaughlin has worked with over the past year to provide a little bit of assistance to purchase a Christmas gift for their child or children. Fingers crossed that we are successful in our application so that we can distribute the gift cards for a local toy shop before Santa arrives!



PROPERTY SER

LANDSCAPING:

Carried Out by Land Engineering

Pruning – is carried out twice over the year: Summer prune (April/ May) and Winter prune (Oct/Nov)

Grass Cutting – is carried out on a fortnightly basis (approx.) over the growing season, which is generally April – Oct

Litter in open landscape areas – fortnightly

Weed spray - is carried out monthly over the growing season. (Weather dependent) – needs to be dry.

Moss treatment – is carried out approx. 6 times during the course of the year and requires dry weather for it to be effective.

BACKCOURT CLEANING:

Carried out weekly – by Land Engineering

Bin stores swept, any overspill litter/ rubbish collected and bulk items removed to collection point for bulk collection.

CLEANSING:

Carried out weekly - by GCC

Weekly refuse & bulk collection

White goods are a special uplift, even from backcourt – contact 287 9700 for these to be collected.

Bulk collection is suspended over the Christmas period, usually for four weeks.

Thenue instruct Land Engineering to attend each backcourt once over the Christmas week and once over the New Year week, in order to keep bulk items to a minimum over this period.



CLOSE CLEANING:

Carried out weekly – by our Contractor Sercon

Floors – weekly

Walls – monthly

Ceilings (cob webs) – monthly

Doors – monthly

Windows – monthly

Handrails – monthly

Lifts – weekly

CONTROLLED ENTRY:

Maintenance carried out by Sound Services

Where upgrades have been carried out, all equipment relating to the system is covered by the contract. Where there has been vandalism this will be re-charged.

Where a system has not been upgraded, we will carry out repairs where parts are available. Should a system become uneconomical to repair we would obtain quotes for replacement.

GUTTER CLEANING:

Carried out annually/bi-annually – by The Roof Anchor Company

Some properties have been identified as requiring the gutters to be cleaned each year and others are every second year.

Year three of the contract is being carried out during 2015

Residents will be notified prior to the works commencing, with leaflets through your door or notification placed within the close by the contractor.

The programme can be subject to change due to weather.

GENERAL:

We aim to get things right first time. If you are unhappy with any aspect of our service, please contact us as soon as possible - this will allow us to deal with your concern promptly. Please contact Property Services on 0141 550 3581.

VICES UPDATE:

PAINT WORK

We now have a paint work programme in place that will be carried out over the coming years. We intend to carry out the first year of this during 2016/17. As part of the survey works we have asked that both internal and external areas be painted over the course of the full programme. This may result in some items being painted sooner or later than required. Once we have the tender information we will be in a position to advise residents the works that will be required as well as the approximated associated costs.

Addresses included in 2016/17 are:

- 3 & 7 Steel St
- 142 – 152,160,178 Abercromby St
- 8 Bain St, 272 & 282 Gallowgate,

- 5A/B Millroad St
- 332,342,352 Gallowgate
- 11, 15, 19 Mackeith St, 56 – 86 Main St
- 52 – 64 Finnart St
- 11 – 51 Madras Pl, 25 – 55 Madras St, 49 – 61 Mill St
- 90-92 Main St, 10 Tullis St
- 18A/B Bridgeton Cross, 175B James St, 3 Bridgeton Cross
- 376 – 388 Abercromby St, 499-505 London Rd
- 9 & 11 Landressy St
- 48 & 60 Dalmarnock Rd
- 103 – 110 Dale St
- 31 – 87 Old Dalmarnock Rd
- 100 – 206 Dalmarnock Rd, 300 Dunn St

- 353 Baltic St, 3 – 51 Kinnear Rd
- 16 - 18 Allan St, 3&5 Birkwood St, 770 – 789 Dalmarnock Rd, 2-24 Woddrop St, 3-15 Allan St,
- 2-22 Summerfield St, 12-32 Gear Terrace.
- 86 – 112 Kinnear Rd, 219 – 241 Springfield Rd, 2, 22, 24 Bogside St, 1-21 Irvine Court, 1-23 Irvine St
- 2-18 Albany St, 24 – 32 Ruby St, 130 – 147 Baltic St
- 44 – 64 Blaeloch Dr, 3 Blaeloch Terr, 60 – 76 Holmbyre Rd
- 43 – 96 Bellrock St, 10 & 12 Loreto Pl, 135 – 175 Loreto St, 44 – 50 Milford St
- 376 – 380 Ruchazie Rd, 40 – 46 Startpoint St, 98 – 124 Bellrock St, 35 – 69 Startpoint St, 126 – 152 Bellrock St, 71 – 105 Startpoint St

Majority of owners say they are satisfied with Thenue's Factoring Service

RESEARCH company Research Resource were commissioned by Thenue Housing Association to undertake the 2015 owner satisfaction survey. The survey was undertaken face to face with 248 owner occupiers. Interviews were spread across all areas of Thenue.

We are pleased to report that the majority of our owners are satisfied with our factoring service. We are always looking to improve what we do, however, so we are reviewing the reasons why 18% of owners said they were dissatisfied with our factoring service.

Among the reasons stated for dissatisfaction were questions about what owners obtain for their factoring service and being unsure of what the factoring charge covers.

It will be a key objective for the year ahead

therefore to provide better information on our factoring service to help all owners understand what they are paying for.

Remember if you have any factoring issues you wish to raise with us please contact our Factoring Officer, Claire Nolan on 550 9534 or you can join our online owners' forum where you can give us feedback on how we might improve our factoring service.

To do this log on to the "owners online forum" under the "Owners and Factoring Services" section of our website www.thenuehousing.co.uk You can also follow us on Facebook and twitter @thenuehousing.



Improvements to our Direct Debit Payment Facility

Following a recent upgrade to our Direct Debit facility we are now able to offer “paperless” direct debits. Previously you were required to sign a form which then had to be sent on to our payment provider Allpay all of which necessitated a delay. With our new system the direct debit can be set up quickly by simply telephoning our Factoring Officer.

Our factoring officer will approximate your annual charges going forward and agree a monthly payment plan with you taking your present balance into account.

Once the Direct Debit is set up, our payment provider Allpay. will issue a letter to you confirming that the arrangement is now in place.

In line with our terms and conditions we would remind our customers that whilst the Association will endeavour to review direct debit contributions on an annual basis it is the responsibility of you as our customer to ensure that your monthly direct debit contributions are sufficient to cover ongoing costs and any outstanding balance.

KNOW YOUR FACTORING INVOICE


The Association invoices our customers on a quarterly basis covering the four three month periods ending 31st March, 30th June, 30th September and 31st December respectively. The invoice details what the charges are for the quarter and provides a statement of account showing the balance on the account.

A typical factoring invoice is as follows:

The top section shows the breakdown of charges covering the 3 month period from 01 April 2015 to 30 June 2015 coming to an **Invoice Total** of £104.11.

The middle section “**Detailed Breakdown of Common Repairs**” provides a breakdown of the common repairs (£12.43) that appeared as part of the **Invoice Total** in the top section. The breakdown shows the total cost of each repair and the share of that cost attributable to the owner.

The bottom section “**Statement of Account**” shows the **Opening Balance Brought Forward** (£120.52) from the previous invoice. Any payments made since (£150.00) and the new charges added (**Invoice Total - £104.11**). The **Balance on Account** (the amount now owed) is **£74.63**.

INVOICE					
Invoice No: 403996/201508-201520					
Customer Ref: 403996					
Factoring Officer: Claire Nolan					
Mr J Smith 14 Anytown Road GLASGOW					
Factoring charges for 14 Anytown Road, 2/1 Period Covered: 01/04/2015 to 30/06/2015					
DESCRIPTION	20/08/2015				
	AMOUNT				
Factoring Management Fee			£35.95		
20% VAT on Management Fee			£7.19		
Common Repairs (see below)			£12.43		
Factoring Close Cleaning			£18.97		
Back Court Cleaning			£11.56		
Fact stairlighting GCC			£13.43		
Door Entry System Maintenance			£4.58		
		Invoice Total :	£104.11		
<i>Detailed Breakdown of Common Repairs:</i>					
Date	Job No	Details	Total Cost	Share	Sum Due
20/01/2015	448219	Inspect water penetration in attic & living room at 2/1, effect temporary repair	£17.40	12.5%	£2.18
06/02/2015	448235	Following on from temporary repair -source and repair source of leak to owner in Flat 2/1	£82.02	12.5%	£10.25
				Repairs Sub Total:	£12.43
<i>Statement of Account:</i>					
		Opening Balance Brought Forward:		£120.52	
Date	Payments Received / Adjustments		Amount		
01/06/2015	Payment Received - thank you				-£50.00
01/07/2015	Payment Received - thank you				-£50.00
01/08/2015	Payment Received - thank you				-£50.00
	Factoring Invoice				£104.11
		Balance on Account:			£74.63

Home owners – are you looking to sell your property?

Thenue is currently looking to acquire private housing, both in a specific area and also housing which meets certain criteria. We want to specifically offer help in Calton and may be able to purchase houses in London Road and Monteith Row:

- 2 to 6 Binnie Place
- 272 to 306 London Road
- 4 Monteith Place
- 51 to 157 Monteith Row

But if you don't live at any of these locations we might still be able to help.

We'd be happy to talk to you if any of the following applies:-

- Properties which are empty.
- Flatted dwellings with common repair and maintenance issues.
- Properties **without** a factor
- Properties with absentee landlords not paying their share of repair and maintenance costs

Get in touch with Thenue if you want to know more. E-mail Claire at claire.nolan@thenuehousing.co.uk or phone Claire on 0141 550 9534



Scrutiny WILL YOU PLAY YOUR PART?

Thenue is looking for people to join our scrutiny panel known as REST.

REST stands for Resident Empowerment Scrutiny Team and it plays a vital role in the life of Thenue.

It was created by the Association as part of the ongoing commitment to transparency and to enable REST to look at the Association's work in an impartial manner.

It is made up of tenants who, crucially, are NOT on the Board. REST has been described as a "critical friend", unafraid to examine and comment on the work of the Association.

In one of its early successes, REST has created a new and easy-to-understand booklet designed to help tenants who may encounter anti-social behaviour problems. It has also looked at Thenue's rent policy.

It is also an award winning team winning two major Awards – a remarkable achievement for such a new group.

Members are sought from areas across various communities where Thenue has our housing stock but particularly in Blackhill which is not currently represented on the team.

Chief Executive Charlie Turner said: "We regard REST as a critical friend - scrutinising our work and being unafraid to raise matters that are considered important to tenants."

If you are interested in helping with REST please contact Charlie direct on charles.turner@thenuehousing.co.uk or by calling the Association on 0141 550 3581.



Did you know...
You can now
apply for a loan
by telephone



At Scotcash we are always looking at ways to make our services more accessible for our customers. Recently we launched our new telephone application service which allows you to complete a loan application by phone on a day and time that suits you.

Applications can be taken between **2-8pm weekdays** and **10am-3pm on Saturdays**.

To apply simply call our office on **0141 276 0525** and select **option 2**.



**MAKE THIS YEAR'S
CHRISTMAS
MORE AFFORDABLE**

Book early to avoid
disappointment!

£500 over 52 weeks	Scotcash	Provident
Loan	£500.00	£500.00
Admin Fee	£30.00	-
Weekly Repayment	£12.85	£17.50
Number of Repayments	52	52
Total amount Repayable	£697.71	£910
APR	**108.2% APR	*272% APR
Total saving	£212.29	

Why are Scotcash loans affordable?

Our affordable credit is just that, affordable. The amount of interest you will pay compared to a home credit lender will be lower.

How flexible are you with repayments?

We collect payments direct from your bank account on a day of your choice. We can even let you take payment holidays, all we ask is that you let us know in advance.

What if I do not have a bank account?

We can usually help you to open one. Just explain that you don't have a bank account when you call and we will attend to this matter first with you.

For further details, please contact our main office: 55 High Street | Glasgow | G1 1LX | Tel: 0141 276 0525

* Loan featured on www.providentpersonalcredit.com at April 2015.
** Rates may vary (All loans subject to status, terms and conditions apply).
121.5% Scotcash Representative APR