

# thenue newsletter

WINTER 2016



The newsletter of Thenue Housing Association

[www.thenuehousing.co.uk](http://www.thenuehousing.co.uk)

[www.thenuecommunity.org.uk](http://www.thenuecommunity.org.uk)

## WARMER HOMES ON THEIR WAY



Home improvements which will create warmer homes are coming to Calton.

Over 100 properties are to receive new "cladding" which will not only improve the appearance of homes in five streets but make them warmer, too.

Work is getting under way very soon and will be completed by March.

Thenue is delighted that this work is going ahead and is being paid for by the Association and through grant funding.

Around £233,000 of the total cost of £773,590 has been secured by Thenue in grant funding – another example of our drive to obtain maximum value for money in everything we do.

The buildings receiving the facelift are in the following streets Stevenson Street, Abercromby Street, Millroad Street, Tobago Street and Tobago Place.

There are huge benefits to cladding so-called "inter war" tenement such as those receiving the work. Homes become warmer meaning fuel bills can be lower which saves householders money PLUS the appearance of the buildings is markedly improved.

It is also taking place THREE years earlier than planned because Thenue was able to source the grants.

Charles Turner, Chief Executive of Thenue said: "This is great news because it means people living in these 102 properties will notice a big difference both in the exterior appearance of their homes and in terms of saving money on heating."

Thenue Housing gratefully acknowledge funding from Glasgow City Council without whose involvement this work could not have gone ahead. The Council was instrumental in providing money to the tune of over £200,000 to enable Thenue to press on with these improvements.



BEFORE



AFTER

Looking smart...some Calton tenements which have already been clad pictured before and after the improvement work.

## ANOTHER WIN FOR THENUE!

The Association has scored another triumph – just months after becoming Housing Association of the Year.

In late November, Thenue won the Award for "Best Practice in Digital Involvement" at the Tenant Participation Advisory Service (TPAS) Good Practice Awards in St Andrews.

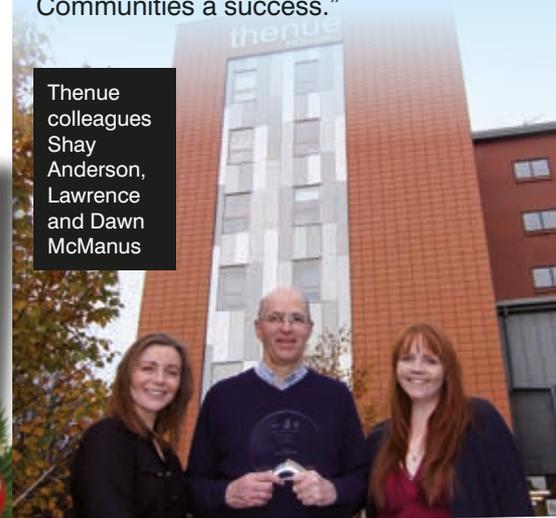
Thenue won for our "Smart Communities" initiative which helps people get to grips with technology, computers, tablets and provides free help in learning how to use the internet.

It has been an outstanding success in the three years it has been running and has helped hundreds of people.

Lawrence McCabe, Community Regeneration Manager, said: "This is great news for Thenue. Helping people in our communities is one of our key objectives as a housing association.

"It is also great news for the staff who have worked so hard to make Smart Communities a success."

Thenue colleagues  
Shay Anderson,  
Lawrence and Dawn  
McManus



## FESTIVE CLOSURE TIMES:

We will close for a Christmas break at 4pm on 23rd December and remain closed until 9am on 29th December. We will close for the New Year break at 4pm on 30th December and remain closed until 9am on 5th January 2017. To contact us in an emergency, please use the telephone numbers on the next page.

# EMERGENCY NUMBERS

For out of hours emergency repairs (excluding gas repairs) please telephone Mears on 0845 266 8942

For emergency repairs to central heating and hot water please phone City Technical Services on 0844 579 6493

## WARM HOME DISCOUNT SCHEME

### What you'll get

For winter 2016 to 2017, you could get £140 off your electricity bill through the Warm Home Discount Scheme.

If you qualify for the discount, you should receive a letter by the 16th of December at the latest, telling you either:

- you don't have to apply - you'll get the discount automatically
- to apply by 28 February 2017 - the letter will tell you why and how

### Eligibility

You qualify for the discount if on 10 July 2016 all of the following applied:

- your electricity supplier was part of the scheme
- your name (or your partner's) was on the bill
- you were getting the Guarantee Credit element of Pension Credit (even if you get Savings Credit as well)

### If you don't qualify

If you don't get the Guarantee Credit element of Pension Credit you may be able to apply directly to your electricity supplier for help if:

- you're on a low income
- you get certain means-tested benefits

### Suppliers

The following suppliers are part of the scheme:

- Atlantic, Bristol Energy, British Gas, Co-operative energy, EDF Energy, E.ON, Equipower, Equigas, Extra Energy, First Utility, GB Energy, Manweb, M&S Energy, npower, Our Power
- OVO, Sainsbury's Energy, Scottish Gas, Scottish Hydro, ScottishPower, Southern Electric, SSE

If you need any help to see if you qualify please contact Lorraine Morgan on [lorraine.morgan@thenuhousing.co.uk](mailto:lorraine.morgan@thenuhousing.co.uk) or 0141 550 9554 for an appointment.

## PAYING YOUR RENT OVER CHRISTMAS AND THE NEW YEAR

### Rent payments during the Christmas and New Year period

Christmas is fast approaching and we know that there can be a great deal of pressure to spend a lot on presents and entertaining over Christmas and New Year; however, rent payments must still be paid before, during and after the festive period.

Missing payments during December and January means that you will start the New Year with arrears and we will take action against you that may result in losing your home.

We want to make sure that you are able to enjoy Christmas without having to worry about money problems so here are some sensible steps you can take to ensure that this Christmas you stay out of debt:

- Make sure all your priority bills are being paid – including rent, gas, electricity, water and council tax. It is a condition of your tenancy that your rent is paid in advance and in full at all times.

- Make sure that you inform the relevant authorities such as Department of Work and Pensions and Housing Benefit department of any change in circumstances that may affect your benefit entitlement and do so promptly to avoid any overpayments which you will then need to repay.
- Decide how much you can afford to spend at Christmas in advance and stick to it – you will still then be able to make payments on essential bills such as rent.



Please be advised the Cranhill and Castlemilk Service Centres will not be open on Thursday 29th December.

The main office at 423 London Road will be open from 9am to 4:30pm and until 5pm for calls – 0141 550 3581.

### STAFF NEWS...

Our Income Maximisation Team has a new staff member.

Iain Thomson is our new Financial Inclusion

Officer. Iain has several years experience in a similar role and will be a welcome addition to our already established Financial Inclusion staff.

A very warm welcome to Iain from everyone at Thenu.



# AREA SERVICES: WHO, WHAT AND WHERE?

The Area Services Team consists of 5 area services officers, 4 area services assistants and one part-time senior officer, Claire Nolan. The team is managed by Sharon Craig-McLeary.

Part of the team's responsibility is to ensure you live in a safe environment and to assist with tenancy related matters. Examples of just some of the work the team carry out is:

- Tackling anti-social behaviour, including working with partner agencies such as Police Scotland and Community Safety Glasgow
- Carrying out regular estate management checks
- Letting empty and new build properties in line with our Allocations Policy
- Ensuring empty properties comply with regulation before they are relet

The Area Services Team is a busy department and the Association would encourage you to contact Glasgow City Council direct on 0141 287 2000 or through the My Glasgow app to report:

- Litter
- Dog Fouling
- Graffiti
- Fly posting
- Fly Tipping
- Bin collection

Community Safety Glasgow can also be contacted in relation to noise related anti social behaviour on 0141 2767400

To report non-emergency criminal, or suspected criminal activity, such as drug dealing, vandalism, prostitution, contact Police Scotland on 101.

## Who is your officer and assistant, Dalmarnock

**Andrew Watson, 0141 550 9526,**  
[andrew.watson@thenuhousing.co.uk](mailto:andrew.watson@thenuhousing.co.uk),

**Assisted by Mary Reilly, 0141 550 9525,**  
[mary.reilly@thenuhousing.co.uk](mailto:mary.reilly@thenuhousing.co.uk)

Allan St; Baltic St; Birkwood St; 771, 775, 781, 783 789 Dalmarnock Rd; 36, 40 Old Dalmarnock Rd; Kinnear Rd; Springfield Rd; Summerfield St; Sunnybank St; Woddrop St; Gear Tce; Bogside St; Irvine Court; Irvine St; Auckland Wynd; Brisbane Lane; Edinburgh Drive; Gold Coast Lane; Hamilton Gate; London Ave; Perth Lane; Victoria Loan

## Who is your officer and assistant, Castlemilk, Netherholm and Saltmarket

**Stacey Dineen, 0141 550 9529,**  
[stacey.dineen@thenuhousing.co.uk](mailto:stacey.dineen@thenuhousing.co.uk)

**And temporarily Claire McClymont, 0141 550 9529,**  
[claire.mcclymont@thenuhousing.co.uk](mailto:claire.mcclymont@thenuhousing.co.uk)

**Assisted by Catherine McDowall, 0141 550 9521,**  
[catherine.mcdowall@thenuhousing.co.uk](mailto:catherine.mcdowall@thenuhousing.co.uk)

Arnprior Cres; Dougrie Dr; Glenacre Dr; Dougrie Rd; Dougrie Tce; Glenacre Tce; Blaeloch Ave; Blaeloch Dr; Blaeloch Tce; Holmyre Rd; Holmyre Court; Lainshaw Dr; Steel St; Lanark St; London Rd (even numbers);

## Who is your officer and assistant, Cranhill, Blackhill, Baillieston & Scotstoun

**Helen McPhail, 0141 550 9524,**  
[helen.mcphail@thenuhousing.co.uk](mailto:helen.mcphail@thenuhousing.co.uk)

**Assisted by Mary Reilly, 0141 550 9525,**  
[mary.reilly@thenuhousing.co.uk](mailto:mary.reilly@thenuhousing.co.uk)

Caledonia Dr; Drumpellier Ave; Muirside Rd; Bargeddie St; Frankfield St; Moodiesburn St; Queenslie St; Hogganfield St; Hogganfield Court; Molendinar Gdns, Molendinar Close; Beacon Place; Bellrock Cres; Bellrock St; Gartcraig St; Loretto Place; Loretto St; Milford Court; Milford St; Ruchazie Rd; Startpoint St; Edinburgh Rd; Bellrock View; Sumburgh St; Westland Dr.

## Who is your officer and assistant, Calton

Carolyn McGowan is the officer for all of the Calton, she is assisted by Kevin Dunsmuir

**Carolyn McGowan, 0141 550 9520,**  
[carolyn.mcgowan@thenuhousing.co.uk](mailto:carolyn.mcgowan@thenuhousing.co.uk)

**Kevin Dunsmuir, 0141 550 9522,**  
[kevin.dunsmuir@thenuhousing.co.uk](mailto:kevin.dunsmuir@thenuhousing.co.uk)

Chalmers Court; Chalmers Gate; Chalmers Place; Chalmers St; Claythorn Ave; Claythorn Circus; Claythorn Court; Claythorn Tce; Millroad Dr; Millroad Gdns; Millroad St; Moncur St; Abercromby Sq; 142, 152, 160, 178, 227 Abercromby St, Bain St; Crownpoint Rd; Gallowgate, Green St; Stevenson St; Tobago Place; Tobago St; Green Close; Green Wynd

## Who is your officer and assistant, Bridgeton

Bridgeton is shared between two officers, Isabel Marshall assisted by Isabel Irwin and Andrew Watson, assisted by Catherine McDowall.

**Isabel Marshall, 0141 550 9528,**  
[isabel.marshall@thenuhousing.co.uk](mailto:isabel.marshall@thenuhousing.co.uk)

**Isabel Irwin, 01415509523,**  
[isabel.irwin@thenuhousing.co.uk](mailto:isabel.irwin@thenuhousing.co.uk)

3, 9, 129, 157, 161, 165, 173, 189, 193, 205, 213, 217, 221, 225, 229 and all even numbers on Dalmarnock Rd; Fairbairn Path; Queen Mary St; Acorn St; Acorn Ct; Colbert St; Dale Path; Dale St; Franklin St; Landressy Pl; Landressy St; Mackeith St; Main St; Megan St; Muslin St; Old Dalmarnock Rd (odd numbers); Savoy St; Tullis St; 363, 376, 388 Abercromby St; Bridgeton Cross; James St; Kerr Dr; Kerr St; London Rd (odd numbers); Albany St; Ruby St; Baltic St

**Andrew Watson, 0141 550 9526,**  
[andrew.watson@thenuhousing.co.uk](mailto:andrew.watson@thenuhousing.co.uk)

**Catherine McDowall, 0141 550 9521,**  
[catherine.mcdowall@thenuhousing.co.uk](mailto:catherine.mcdowall@thenuhousing.co.uk)

Finnart St; Madras Pl; Mill St; Mill Cres; Muslin St; 771, 775, 781, 783, 789 Dalmarnock Rd; Old Dalmarnock Rd (even numbers); Reid Pl; Madras St; Reid St; Rufford St; Tullis St; Dunn St; Greenhead St; Greenlodge Tce; James St

# THE BENEFIT CAP

## WHAT YOU NEED TO KNOW

The Benefit Cap doesn't apply to everyone - some people are exempt.

The **Benefit Cap** is a limit on the total amount of certain benefits you can get if you are working age.

The Benefit Cap will only affect you if you're getting Housing Benefit or Universal Credit. If the cap affects you, your Housing Benefit or Universal Credit is reduced.

### How will the Benefit Cap affect you?

If the cap applies to you, this means that if your income from certain benefits is more than the cap, your benefit will be cut. The amount of money you get above the Benefit Cap limit will be taken off your Housing Benefit or Universal Credit.

For example, your benefit won't be capped if:

- you get Working Tax Credit
- you get Disability Living Allowance or Personal Independence Payment
- you have reached the age for getting Pension Credit - although you may not be exempt if you're in a couple where one of you is above this age and one of you isn't.

This isn't a complete list of exemptions so if you would like more information on this please contact Lorraine Morgan on [lorraine.morgan@thenuehousing.co.uk](mailto:lorraine.morgan@thenuehousing.co.uk) or 0141 550 9554 for an appointment.

## LIVE YOUR LIFE AND FORGET YOUR AGE!

On 1 November, we held our first ever event just for Older People in the Calton Heritage and Learning Centre. We invited our older tenants from all our communities and had a fantastic turn out! Fifty tenants attended to hear a number of short presentations from a range of agencies including Alzheimers Scotland, the Health Board and Citizens Advice.



We also had a demonstration of chair aerobics and a talk from Shettleston Men's Sheds. As well as this, tenants were served afternoon tea with very dainty sandwiches and cakes! Tenants were also asked to complete a questionnaire which will help us finalise our Older Peoples Strategy. The day ended with a sing a long with music provided by Glasgow Piano City! As one tenant

commented, "It was marvellous. I don't know when I last drank so much tea. All of us had a great time and the community singing was the icing on the cake. Everyone at Thenue worked so hard to give us a day to remember". A huge thank you to everyone who attended and to all the speakers who helped make the day such a success.

## OLDER PERSONS STRATEGY

The Association's Board has recently approved our Draft Strategy and we hope to have it finalised early in 2017, following completion of our tenant consultation. If you are one of our tenants and are 65 years old or over, please complete our online survey to help us develop our plans for services to older people - it will only take a few minutes and your help would be much appreciated. Anyone who would like more information, please contact Paola Doyle on 550 9548.

## RETIREMENT HOUSING SOCIAL ACTIVITIES

### CALTON

**Marie Curie Fundraiser:** Congratulations to our Calton Retirement Housing for their successful fund raising event on 4 November. This year, the event was in aid of Marie Curie and over £600 was raised. Huge thanks to all who helped make it another fantastic event.

**Christmas Party:** We will be holding the Christmas Party on Thursday 15 December in the Masonic Hall in Stevenson Street. Here's hoping a great time is had by all!

**Christmas Panto:** This is set for 11 January at the Pavillion Theatre and more details are available from Isabel or Linda on 0796 937 4811.

### BRIDGETON

**Christmas Party:** This will be held on Thursday 15th December in the Station Bar, with good food and entertainment on the agenda!

**Christmas Panto:** A trip to the Pavillion Theatre, followed by dinner, is planned for the afternoon of 11th January - another event not to be missed! For further information, contact Dot Murray on 0778 631 2143!