

# THUMBS UP FOR THENUE!



## Big endorsement of our work in wide-ranging tenant satisfaction survey

We have been given a significant endorsement by YOU – our tenants in a wide-ranging opinion survey.

The sparkling set of results - with most approval ratings at 90 per cent or above - confirm the Association remains highly regarded by the people we serve.

The survey carried out by a research company with 1,123 tenants, found that a massive 92 per cent of people said they were very satisfied or fairly satisfied with the service provided by us.

The survey was immediately welcomed by the Association as we always place the highest

possible emphasis on making sure our homes and services meet tenants' expectations.

Satisfaction with the repairs and maintenance service was a healthy 89 per cent among those who had a repair carried out in the last 12 months. That figure rose to 91 per cent among tenants who had ever had a Thenue repair.

The overall quality of customer service is rated very highly with 93% of all respondents rating it as good or very good.

Some of the other eye-catching findings are:

\*90 per cent were satisfied with the quality of their home.

\*90 per cent were satisfied with the overall service from Thenue with 43 per cent "very satisfied" and 47 per cent "fairly satisfied."



## TODAY'S LESSON: MORE MONEY FOR LEARNING!

**Thenue has secured more money to help our communities to learn.**

Construction firm Cruden Building has donated £5000 to help fund projects that relate to learning including our award-winning Learning Works.

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## IMPORTANT CHRISTMAS AND NEW YEAR INFORMATION

Good news! Unlike most housing associations, we are not shut continuously over the festive period. We will close on Friday 22 December but our offices will open as usual for two days on Thursday 28th and Friday 29th December. After the New Year break we will be open again at 9 am on Thursday 4 January.

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

For **emergency repairs to central heating and hot water** please phone City Technical Services on 0333 202 0708

## THUMBS UP FOR THENUE!



Researchers from ibp Research & Strategy who carried out the survey also found value for money scored highly among those responding. We have put value for money at the heart of everything we do. On rents, 77 per cent said what they pay was good or very good value.

Researchers also found widespread support among customers for Thenue's high profile welfare rights and money advice activities with 79 per cent of people aware such help was offered by the Association.

Chief Executive Charles Turner said: "These findings are an important snapshot of customer opinion which enhances and influences our work at every level.

"We are naturally very pleased indeed to learn what people think of us and the work we carry out. Our value for money approach has clearly resonated with our customers and we endeavour at all times to deliver on that.

"The figures illustrate the dedication, hard work and professionalism of our Board and every single member of staff. The research also highlights some of our work ahead. For example, it tells us that around 57% of our tenants are in fuel poverty, but 60% do not have the skill or knowledge to be able to switch energy supplier in order to get a better deal.

"This is an area where we can help our tenants maximise their income and also stay warm over the winter. Working together we create better homes and stronger communities...making people happy"

# PAYING YOUR RENT OVER CHRISTMAS AND THE NEW YEAR

## DON'T MISS PAYMENTS BECAUSE OF THE FESTIVE SEASON

**The festive period is 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, ensuring your rent is paid should be a priority.**

Missing payments during December and January means that you will start the New Year with arrears.

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.





Working together.....Gordon Lee of Cruden Building; Alan Inglis Vice Principal of Glasgow Kelvin College; Charles Turner of Thenue and Wendy Kilshaw, who has just completed the Learning Works course.

# WORKING TOGETHER TO BUILD BRIGHT FUTURES

## GENEROUS CRUDEN BUILDING DIGS DEEP WITH £5000 BOOST TO HELP PEOPLE LEARN

**OPPORTUNITIES for jobless people to learn new skills have been given a £5000 boost from generous construction firm Cruden Building.**

It has dug deep to deliver the cash injection to assist us to help unemployed people.

Cruden Building has now handed over a cheque which will be used to fund our award-winning Learning Works initiative.

Working in partnership with Glasgow Kelvin College in the trail-blazing project, the free course has helped hundreds of jobless people find a pathway to success with a job or further learning opportunities.

The donation from Cruden will help underpin the future of Learning Works and contribute to other learning initiatives from Thenue.

Remarkably, almost 240 people have been through the free course which has just completed its 21st intake. Course 22 will soon be under way.

The cheque presentation was made at the most recent "Celebration of Learning" event when students completed their studies.

Thenue Housing Chief Executive Charles Turner praised Cruden for the donation and added: "This money will help people to keep on learning and give many more the chance to gain new skills and ultimately get a job."

Glasgow Kelvin College Vice Principal, Alan Inglis said: "We are delighted to once again be involved in recognising the achievements of the remarkable students on this hugely worthwhile programme."

## OLDER PERSONS EVENTS

As part of our Older Persons Strategy, we recently held an afternoon tea event in the Birgidale Centre for our older tenants in Castlemilk. We had a speaker from the Glasgow Disability Alliance who outlined the broad range of free services they offer in the city – more information will be available on this in our next Newsletter. Also speaking was Tracy Lennon, Thenue’s Employability Officer who discussed with tenants the outline of a new course we are hoping to run during 2018. Added to this tenants enjoyed tea and cakes and a general chat! If you are an older tenant living in Castlemilk and would like to attend more of these events, contact Paola Doyle on 550 9548 or [paola.doyle@thenuehousing.co.uk](mailto:paola.doyle@thenuehousing.co.uk)



## CHRISTMAS EVENTS

Bridgeton’s Christmas Party is scheduled to take place on 14 December at The Station Bar and the trip to the Pavilion Panto takes place on 10 January. The Calton Party will also be on Thursday 14 December at the Masonic Hall in Stevenson St. All spaces are filled but if you would like to join the waiting list, contact Dot Murray on 0778 631 2143 or Linda Malone on 0796 937 4811.

## GLASGOW DISABILITY ALLIANCE

The Glasgow Disability Alliance has kindly agreed to deliver a 6 week course at Tureen St for all “recycled teenagers”! Our first session got off to a great start with a cooking demonstration with participants able to take home their wares. Other topics due to be covered include Aromatherapy /Massage and Tackling Fraud Together. If you are aged over 50 years and



are interested in attending, contact Fiona or Linda on 0796 937 4811.

## LOOKING OUT FOR YOUR NEIGHBOUR

Do you have an elderly neighbour? Could they use a helping hand, particularly over the Christmas and New Year period? There are lots of ways you can do your bit by just keeping an eye on any neighbours you know who may live on their own and who may need a bit of help with things like shopping, posting letters or dog walking. Another way might be to share a meal by making an extra portion. If you haven’t seen an elderly neighbour for a while, a chap on their door to make sure they are alright could be lifesaving. These are just a few examples of how you could help your neighbours by providing a bit of help especially at this time of year.

## A BIG THANK YOU!

Calton Retirement tenants held a fund raising event at Tureen St on 8 November. Home baking and a raffle were the order of the day and the Committee raised a fantastic £693! This will go towards ensuring they are able to continue running tenants events for older tenants in Calton. Huge thanks to all who helped make the event such a success – it was a great team effort!



## WINTER FUEL ALLOWANCE

Are you aged 80 years on or before 31 March next year? If yes, you are entitled to claim your Affordable Warmth Dividend from Glasgow City Council. This payment of £100 is to help older people keep warm during winter. If you received a payment last year, you don’t need to reapply - you will automatically receive another

one this year and you will be sent a letter advising you when your payment will be made. To make an application, you, or someone on your behalf, must apply before 31 March 2018 by simply contacting the Council in one of the following ways:

checking the Council’s website at: [www.glasgow.gov.uk/awd](http://www.glasgow.gov.uk/awd)

telephoning **287 7961** contacting the following Revenue and Benefit offices:

**City Centre Service Desk, 45 John Street, G1 1JE**

**Govan, 780 Govan Road, G51 2YL**

**Parkhead, 125 Westmuir Street, G31 5EX**

# WORKING WITH HOME ENERGY SCOTLAND

**During our recent tenant survey, a large number of our tenants indicated that they had issues relating to their Energy costs.**

57% of tenants indicated that they were in Fuel Poverty, (spending more than 10% of their income on energy costs). Also a high number of tenants have never changed supplier or are not on Dual Fuel, i.e. both Electricity and Gas from the same energy supplier which can be a cheaper option.

We contacted Home Energy Scotland with a view to assist those tenants and we will be working with them to provide an additional service to all Thenue tenants, including our Owners and Shared Owners.

Home Energy Scotland will provide a range of advice and information that will help to reduce the energy costs for our tenants. They can also look at whether you would qualify for the Warm Home Discount Scheme and apply on your behalf. **This is a free service** for our tenants.

Our Owners and Shared Owners can get information regarding cavity wall insulation and Central Heating systems. Home Energy Scotland will look at the suitability of grant funding should their heating system not be up to current standards.

As the tenant survey is anonymous, we are unable to identify those tenants who have indicated they have energy issues.

We would therefore ask tenants to contact us if they feel that their energy costs are high, have never changed supplier or are not on Dual Fuel contracts.

If you would like our help to register for this service, or just to find out more information then please contact us on 0141-550-9554 or financial.inclusion@thenuehousing.co.uk and we will arrange an office appointment or a home visit if required.

- **57% of Thenue tenants are in fuel poverty.**
- **58% of Thenue tenants have never switched supplier to get a better deal.**
- **Customers in UK save on average £200 per year by switching energy suppliers.**

# WARM HOME DISCOUNT SCHEME

## What you'll get

For winter 2017 to 2018, 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 30th November 2017 at the latest. telling you either:

- you don't have to apply - you'll get the discount automatically
- to apply by 31 January 2018 - the letter will tell you why and how

## 2. Eligibility

You qualify for the discount if on 09 July 2017 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@thenuehousing.co.uk or 0141 550 9554 for an appointment.

# EAST END HOUSING BOOST UNDER WAY

**The multi million transformation of a historic Glasgow building into new east end homes is under way.**

Work began in late November on the exciting redevelopment of a former hotel in iconic Monteith Row close to Glasgow Green.

The street has an important place in Glasgow's rich history and dates from 1891.

We are preserving the building by turning it into new flats and also building new ones in a project costing £9.3 million.

Councillor Kenny McLean, City Convener for Neighbourhoods, Housing and Public Realm got the work under way on a visit to Monteith Row.

Forty nine new flats are being created with building work scheduled to be completed in 2019.

Its new lease of life and additional flats is the latest housing boost from us and is the THIRD development of new homes the housing association has announced in the last six months.

It brings to £23.6 million the amount of money we are spending on giving people new homes in this location, in Bridgeton and in Castlemilk. The total number of homes being built is around 120.

Charles Turner, Chief Executive of Thenue Housing said: "This is an important step forward in bringing much-needed new homes to the east end."

Councillor McLean said: "It is great to see work beginning on these 49 new homes in this famous



Getting started... Councillor McLean (pictured far right) and the team behind the new housing in Monteith Row.. The work is being undertaken with the support of Glasgow City Council and the Scottish Government.

building on a historic Glasgow street. This will be an interesting and attractive development, located close to the city centre, and I'm sure will be enjoyed by the new residents when work is complete.

"The Council is pleased to work with Thenue Housing Association, and all of our other partner housing bodies, to deliver high-quality new homes such as these across the city."

**PRIZE  
DRAW!**

## OUR SELF SERVICE APP – NOW WITH PRIZE DRAW!

**We have around 450 tenants who have downloaded our Tenant App with 98% of users giving the App a positive rating.**

And now we are announcing a fabulous prize draw for those who download the App.

The benefits of the App are clear - you can access all your rent account transactions and repairs history, make a request for a service from Thenue, 24/7, 365 days a year! There is no need to wait for Thenue's offices to open!

If you contact us through our App you will normally

get a response within one working day, whereas if you write to us it may take 5 working days to receive a response. Use our App and you can often receive a more responsive service.

Our quarterly draw will offer one £50 prize of a gift card for retailer Currys PC World and two other gift cards of £25 giving you THREE chances to win.

EVERYONE who has already signed up to the app will be entered into the first draw and the winners will be contacted and announced in our next newsletter. Anyone who downloads it now will be entered into the second draw.



# IT'S ALL GOING ON IN CALTON

Calton Community Association formed in July this year and have already made a great impact on the community. The group is made up of local people who are working towards providing more opportunities for children and young people in the area, paying particular attention to creating safe spaces for them to play and hang out. The group are looking to increase their membership, so if you would like to support them please follow the group on Facebook and a member will contact you with more information.

## THE GALACON

On Saturday 23rd September the group held a fantastic event in partnership with Calton Heritage and Learning Centre, The GALACON. We saw lots of people from Calton getting involved in the fun. There were inflatables, arts and crafts sessions, stalls, tombola, music, food and drink, gardening competition and the opportunity for local people to have their say. The day was a great success and the group received valuable feedback



from the community, including the kids, about the changes you would like to see in your area. The consultation is still open for people



who were unable to attend the event and if you contact the group through Facebook a member will be able to provide you with the details.

## FUNDING SUCCESS

Congratulations to Calton Community Association on the successful Funding application to Thenu Housing Association to deliver a pilot project for children and young people in the area. Thenu are delighted to support the great efforts of the group to provide, in partnership with A&M Scotland, a 12 week football and dance Programme. This was developed from consultation with young people in the community who fed back that they would like more opportunities to be involved in sporting activities. The project will start in January 2018 and the group will keep you posted via their Facebook page.

## TRIPS

To add to all the great work the group have been involved with so far, they have also planned, organised and delivered various trips and events for local children and young people to the Cuningar Loop, Airspace and a movie night in Calton Heritage and Learning Centre. Clyde Gateway funded the Calton Community Association to take a group of kids to the Cuningar Loop where they were able to explore the park, play and create and to top it off they all enjoyed a picnic. They also received a donation to take a group of young people to Airspace for the day, where they bounced until their hearts content.



# Have you thought about becoming a housing association committee\* member?

It's a great way to volunteer in your community and help change it for the better.

Local housing associations provide affordable rented housing for a wide range of people who need it. They provide quick, efficient repairs and other services, and some are also involved in building new homes.

Community based housing associations often provide all kinds of other services to support local people – such as benefits and fuel advice, help with getting into employment, and places for people to hold meetings and community activities.

Housing association staff members are paid professionals, but associations are run by voluntary committee members, and usually the majority live in the local area.



See over for the benefits of becoming a member...

\*Some housing associations call them boards rather than committees.



# Here are some of the benefits of serving on the committee...

Benefits for you	Benefits for the association and the wider community
<ul style="list-style-type: none"> <li>• Gain confidence, build a sense of achievement, improve your self-esteem and have a new sense of purpose.</li> <li>• Develop your understanding, skills and knowledge, add to your CV, and potentially open new career paths.</li> <li>• Be involved in a stimulating and mutually supportive environment where your views are heard.</li> <li>• Meet new people, develop friendships, and socialise with others with a shared commitment.</li> <li>• Attend social &amp; networking events, as well as training courses, to build up your skills.</li> <li>• Open up opportunities to apply to serve on important national/regional bodies in the housing sector.</li> <li>• Become a part of one of the most important and effective movements for physical and social improvement that has happened in Scotland over the last 40 years.</li> <li>• Get personal satisfaction from giving something back to the local community whilst making a real difference.</li> <li>• Broaden your horizons and have fun along the way!</li> </ul>	<ul style="list-style-type: none"> <li>• You'll help to raise awareness of the Association's work both within the local community and beyond.</li> <li>• The time and energy you commit to the Association will directly contribute to its work in improving the quality of life for tenants and the wider community.</li> <li>• You can help to ensure good quality housing and services.</li> <li>• As a voluntary committee member you'll join hundreds of local people and other volunteers who play such a crucial role in taking forward the work of community controlled housing associations in Scotland.</li> <li>• Sharing your local knowledge will inform housing policy and practice</li> <li>• You will have more of a voice in directing the work of housing associations</li> <li>• You will be ensuring that there are meaningful conversations with tenants and the community</li> </ul>



GWSF  
Glasgow and West of Scotland  
Forum of Housing Associations



supporting  
social  
employers

# SUCCESSFUL ACTION ON DRUG DEALING

We have been working with a number of agencies (Police Scotland, Glasgow City Council and Community Safety Glasgow) over the last year to tackle drug dealing and drug misuse in Calton.

We have made significant progress since last year as a result of 4 main factors:

1. The local Inspector at Police Scotland, John Gormlie is 100% committed to tackling drug dealing and associated anti social behavior in Calton. He has made this his priority. We work very closely with John and his team and there have been numerous operations by the Police that have resulted in charges, convictions and key dealers being sent to prison. We also recently gave them some financial assistance to help deploy greater police resources in Calton.
2. All local agencies are now working in partnership to tackle drug dealing and drug misuse and are now sharing information on dealers and drug users who come from across the city to get their drugs in Calton. That has never happened before.
3. The third key factor is that we have a local residents group (Calton Community Association) which has made drug misuse - easily the biggest problem in the area - their number one priority. This is vital, because

the drug problem in Calton will never be effectively tackled without the help of the local community.

4. Both the Police and Thenue have worked very hard in partnership to engage and communicate with local residents. Over one hundred and seventy visits were made by the local police team to Thenue residents' homes. The officers listened to their concerns and provided detailed contact information. This allowed the officers to spend time updating residents on the ongoing police activity in the area and to reassure and encourage more reporting of anti-social behaviour and drug offences. This is believed to be one positive factor that has contributed to an increase in reporting and community information from local Calton residents in recent weeks and months.

This increased reporting has assisted in recent successes against the drug dealers and allowed officers to be deployed in locations causing the most concern. Residents now know that these reports to Thenue and the Police are making a difference and they can see the action that has been taken as a result of their reports.

We would encourage all residents to contact either Thenue on 550 3581 or Police Scotland on 101 or 999 (for emergencies) or Crimestoppers on 0800 555 111.

# THENUE POLICY REVIEW

We have recently reviewed the following policies which require consultation with tenants and sharing owners prior to final approval.

## 1. RENT POLICY

We are proposing to make the following key changes to our Rent Policy:

- a: The first rent we charge in new build properties will now be the Scottish Government Benchmark Rent for social housing, which is used to calculate Government Grant awarded to help build new social housing. After the development is completed we will then apply Thenue's Rent Policy Rent to bring the rent charged in line with all other Thenue properties. This might result in an increase or a decrease the following year, depending on whether the Scottish Government Rent is higher or lower than the Thenue rent.
- b: We will apply a new Rent Factor to our rent policy for Communal Wifi system. Rent factors reflect the different amenities of properties. Any Thenue development which has Communal Wifi infrastructure in place will be charged this additional Rent Factor (currently 35 rent points = £50.05 per year). Our first block with Wifi has recently been installed in a block of flats in Bridgeton.

## 2. SHARED OWNERSHIP POLICY

We have reviewed our Shared Ownership Policy which sets out the way in which Thenue will manage our Shared Ownership properties including any changes in ownership.

The Policy confirms in particular how costs will be allocated between sharing owners and Thenue whenever there is any change in ownership.

## FEEDBACK ON OUR POLICIES

If you wish to see a copy of our new Rent or Shared Ownership Policy to allow you to feedback comments on the above noted changes or any other aspect of either policy, please visit the news section on our website [www.thenuehousing.co.uk/news](http://www.thenuehousing.co.uk/news) or contact our office to be sent a copy.

Any feedback from tenants and sharing owners on our new Rent and Shared Ownership Policies will be considered by our Board at their meeting in January 2018.



Sign here.....Barry Duncan, Managing Director - Mears (Scotland) (centre) with (left to right) Thenue Chair Owen Stewart; Brian Gannon, Thenue's Director of Housing & Community Regeneration and Charles Turner, Chief Executive of Thenue formalise the link-up between Mears Group and Thenue.

# SIGN HERE! – REPAIRS CONTRACT ANNOUNCED WITH **MEARS**

Repairs contractor Mears has been awarded a new contract with Thenue. Tenants will already be familiar with Mears who were the holder of the current contract. A signing ceremony took place at our offices in late November. We place great emphasis on a high quality, responsive repairs service as we know this is something you expect of us and look forward to our continuing association with Mears.

**NO PRE-INSPECTIONS!**  
YOU ONLY NEED TO ALLOW ACCESS FOR THE REPAIR!

**GOT A REPAIR?**  
DOWNLOAD OUR APP AND REPORT YOUR REPAIR EASILY!

**BOOK YOUR OWN APPOINTMENT SLOT.**  
DOWNLOAD OUR APP!

**WORKING?**  
NO PROBLEM, WE HAVE SATURDAY MORNING APPOINTMENTS

**MORE THAN ONE REPAIR? NO PROBLEM, THE TRADESPERSON WILL 'CATCH IT' WHILE THEY'RE THERE!**

## NEW REPAIRS CONTRACT

STARTS 1ST DECEMBER 2017

**MEARS** IS OUR CONTRACTOR

**2 REPAIRS CATEGORIES!**  
EMERGENCY AND NON-EMERGENCY



**DOWNLOAD OUR APP - IT'S FREE AND MAKE REPORTING YOUR REPAIRS AS EASY AS 1, 2, 3!**

# TENANCY SUPPORT SERVICE

Our Tenancy Support Officer continues to provide information and support to our tenants to help them manage better at home. For example, she has recently made application to Radio Clyde Cash for Kids Christmas appeal for 31 families who she has worked with and supported in the past year. We were also successful in getting help with carpets for three tenants who live in Castlemilk.

If you are looking for any advice or assistance with managing better in your home please don't hesitate to contact Avril on 550 9550 or by email [avril.mclaughlin@thenuehousing.co.uk](mailto:avril.mclaughlin@thenuehousing.co.uk)

## REVIEW OF FACTORING POLICY

As an owner occupier you should be aware that the Scottish Government is currently consulting on proposals to revise the Code of Conduct for registered property factors and other related amendments to the Property Factors (Scotland) Act 2011.

The consultation is intended to run until 15 January 2018 after which time the Association intends to incorporate any necessary changes into our Factoring Policy. As part of the overall review of our policy the Association would welcome comments or suggestions from our customers regarding the Factoring Services that we provide.

If you wish to make any comments or suggestions regarding the factoring services we provide please contact your Factoring Officer, Nicola Rankine, on 0141 550 9534 or at [nicola.rankine@thenuehousing.co.uk](mailto:nicola.rankine@thenuehousing.co.uk). Alternatively you can access our online Owners' Forum via the 'Owners and Factoring Service' page on our website [www.thenuehousing.co.uk](http://www.thenuehousing.co.uk) to post your comments.



## FINANCIAL EDUCATION SESSIONS

This year a new service was introduced as part of Thenue's Financial Inclusion Strategy, with the aim of assisting our tenants to become more financially aware, reduce their level of debt and improve on budgeting skills.

We have already held a number of group sessions with a range of various service providers.

These have included Jobcentre Plus, Momentum, Healthy Living centre and the Molendinar Community Centre. We have also provided Financial Education sessions for Thenue's Learning Works course and the Want to Work course alongside our Digital Inclusion team.

We are currently in discussions with the local Jobcentre Lone Parent advisor to provide Financial Education to that group. The aim is to try and better prepare them for when they find their way into employment.

We cover topics such as budgeting, how people get into debt, want v need and how to compare options and get the best deal.

Thenue tenants who feel that they would be interested in and benefit from one of these sessions or would like more information can telephone the Financial Inclusion service on 0141-550-9554 or email [financial.inclusion@thenuehousing.co.uk](mailto:financial.inclusion@thenuehousing.co.uk) and we will arrange an office appointment or a home visit if required.

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