

thenue newsletter

AUTUMN 2017



The newsletter of Thenue Housing Association

www.thenuehousing.co.uk

www.thenuecommunity.org.uk



STAY SAFE, DON'T GIVE FIRE A CHANCE

KEEPING you safe from fire in your home is a priority for Thenue.

Homes can be rebuilt but lives that are lost needlessly to fire are impossible to replace.

Recent events in London show the enormity and horror when fire consumes a building.

No one wants a repeat of the appalling disaster of Grenfell Tower and housing associations everywhere are keen to convey to tenants that **ALL OF US** must always take steps to prevent fire starting in your home.

Fortunately a fire breaking out in your home is a rare occurrence. But vigilance and care are what's needed to reduce further the chance of this happening.

It is worth pointing out Thenue has no multi-storey flats.

Where there is cladding on any of our buildings it is NOT of the same design or construction used in Grenfell.

In this edition of the newsletter we have given over several pages to fire prevention and safety to help you know what to do in a fire.

It has been produced with help from the Scottish Fire and Rescue Service.

Inside on pages 2,3,4,5 and 6 we set out this advice ranging from the cladding used on some of Thenue's housing stock to what to do if you need to escape from a fire in your home.

Remember also that Scottish Fire and Rescue Service will provide a **FREE** fire safety home visit. All you need to do is ask for one.

LATEST NEWS! MORE NEW HOMES ON THE WAY

BRAND new homes are coming to the east end!

Thenue is proud to announce that 49 homes are about to be built at Monteith Row and London Road.

The exciting development involves the refurbishment of a historic Glasgow building – the Monteith Hotel in Monteith Row – as well as new buildings next to it.

The homes have been long in the planning and Thenue is delighted to be able to start work on them.

We recognise the co-operation of the Scottish Government and Glasgow City Council in making this development happen.

It comes just months after we announced the building of new homes in Castlemilk and Bridgeton – and both developments are progressing well.

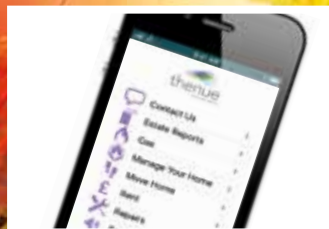
It takes to 120 the number of homes we are building for the people we serve across three communities.

FULL STORY – PAGE 7



Our "Annual Return on the Charter"

9-12



Success for our Self Service App

14



Who to call about your rent

16



Happy Birthday Learning Works!

20

FIRE SAFETY – KEEPING YOU SAFE

**A SPECIAL SECTION OF OUR NEWSLETTER DEVOTED
TO GIVING YOU HELP AND ADVICE ON AVOIDING FIRES**

Thousands of people are believed to be suffering from psychological trauma as a result of the horrific Grenfell Tower fire. And the impact will reverberate for many years. In Kensington and Chelsea, we know that locally, much is being done to help.

But here, around 400 miles away, some of our own people still remain affected and concerned. The Grenfell Tower fire started as a result of a faulty fridge freezer police have confirmed. Last month, another fire hit the headlines - this time closer to home - when Glasgow's Fruit Market caught fire, with residents and workers hearing load bangs as gas bottles exploded.

Fridges, when ignited, can cause fires to develop quickly, giving off toxic gases. According to the London Fire Brigade there is an average of at least one fridge fire a week. While most modern fridges are now covered in metal, older models, and even a handful of newer ones, still use a plastic backing. The plastic is highly flammable and, if ignited, can cause fires that develop quickly. The Grenfell report also highlighted plastic drip trays, twin-wall backing materials and polyurethane foam insulation panels to be key causes for the escalation

and spread of fire. There is currently no regulation that requires manufacturers to use non-flammable materials to protect fridges from ignition.

Every home has a fridge or freezer and the chances are it will be plugged in and working safely for years but it is no exaggeration to say that they are potentially the most dangerous household appliances if they are involved in a fire. They are also one of the few electrical items in your home to be always left on and these fires pose an even greater risk if a fire starts when people are sleeping. Check that any of your electrical appliances haven't been recalled. You can also check the manufacturer's website or visit the Electrical Safety First recall register.

Cooking appliances are the source in 50 per cent of accidental fires and 50 per cent of non-fatal casualties. Fridge freezers cause 7 per cent of Britain's blazes and around 15 per cent of blazes are caused by faulty appliances and leads, while smoking is responsible for around 7 per cent.

Around half of the claims paid out



by insurer NFU Mutual came from accidents associated with electrical fires. Where household appliances were directly responsible for causing fire, cookers, dishwashers and fridges/freezers were the worst offenders. Tumble driers, electric blankets and irons were also named as a source of home fires. It will come as a great shock to many householders to learn that everyday appliances designed to make life easier could present a fire risk. We urge all our tenants never to overload plug sockets, regularly check for frayed or worn cables and wires and to unplug appliances when not in use. Programming appliances such as tumble driers or dishwashers to run while you are at work or asleep could also expose you to increased risk if a fire does occur.

Helpful tips:-

- Keep your white goods out of the way and keep all escape routes clear. Don't therefore put your appliances in a hallway as it can block your exit.
- We have fitted for you a smoke alarm. We service it annually. You might want to reassure yourself by testing it.
- Switch off your appliances immediately if you suspect there is a problem. Regularly check all your own appliances.
- Register your appliance so you can be informed if the manufacturers identify any issues with the product and recall it.
- Plan how you will escape in the event of a fire.

ESCAPE PLANS

Wherever you are, it's important that you and your family know how to escape if there's a fire. It doesn't take long to make an escape plan and it could save lives, especially if you check and practice your plan regularly. Think about:-

- Who's usually at home?
- How will they know there's a fire?
- If there are children, who will help them?
- If there are elderly people, who will tell them there's a fire and who'll help them?
- If there are people who can't see, hear or move around easily, who will help them?
- Where can you set up a safe meeting place away from the property?

Plan A

- The first choice route of escape is always through the main door. Make sure you close it once everyone is out.

Plan B

- If it's not safe to leave by the main door, how else could you escape?
- Is there another door you could use or a fire escape?
- Could you climb out of a ground floor window?
- Could you climb out of a first floor window onto a different level, a porch roof or an extension and get down safely?

If Plan A or B are not safe, you might need to find somewhere to stay safe and await rescue. Make sure everything is ready so that you can:



- Go to a room with a phone and a window that opens
- Pack clothes and blankets around the door to keep smoke out
- Stay by the window and shout for help
- As a family unit, practice your emergency escape plan together. Practicing your plan in advance will help everyone to stay calm if there is a fire. It will also help you get to safety more quickly.

Did you know that you can request a free Home Fire Safety Visit; you'll get advice on making an emergency plan. Get in touch with Scottish Fire & Rescue; it's so easy to arrange:

call 0800 0731 999

Text "FIRE" to 80800 from your mobile phone

Complete an online form at <http://www.firescotland.gov.uk/your-safety/hfsv-form.aspx>

Here at Thenue we want to reassure all our residents that we have a robust safety approach in all our housing stock. We neither own nor manage any multi-storey blocks, however we understand some may want extra reassurance. The types of external cladding that we have used in our properties are shown below, together with a statement from the particular manufacturer and installer.

Alumasc Façade Systems & Low Rise Fire

Performance: Alumasc system specifications that are issued for 'low rise' buildings, (i.e. buildings less than 18m in height), have been tested for adherence to the Building Regulations pertaining to fire. All Alumasc specifications have:

A rating of Class 0 to 'BS 476-7: 1997 Fire tests on building materials and structures; Method for classification of the surface spread of flame of products' and/or a classification in accordance with 'BS 13501-1 Fire Classification of Construction Products and Building Elements' of B-s2,d0 or better;

Or

Been tested to 'BR135 Fire Performance of External Thermal Insulation for walls of Multi-storey Buildings' unless classified as non-combustible (minimum A2-s1,d0) according to 'BS 13501-1 Fire Classification of Construction Products and Building Elements'.

As such, Alumasc specifications comply with the requirements of the Building Regulations pertaining to fire.

SPS external wall insulation systems: SPS Envirowall external wall insulation systems are fundamentally different from the ACM cassette rain screen cladding system which appears to have been used at Grenfell Tower fire in London. Where required, the SPS Envirowall systems have undergone full scale fire tests. SPS Envirowall as well as organisations such as Building Research Establishment and Warrington Fire Research are familiar with how External Wall Insulation system generally perform in relation to fire and as such do not present a threat to the occupants within buildings clad with our systems. Over the many years these systems have been used, there have been incidences of fires in individual flats where Permarock and other similar external wall insulation system have been applied. It is our understanding that in each case fire damage to the cladding has been limited to the localised area of the fire, which is reflective of what occurs when we carry out a full scale test of our system. In summary, in both tests and actual fires, from our experience the fire does not spread across the building and damage is localised to the immediate source of the fire.

SSE Energy Solutions: SSE's Energy Solutions has contacted its contractors and External Wall Insulation system designers to reconfirm that all of the products installed are manufactured and certified to the appropriate safety standards. Also we are asking the same parties to reconfirm that the installations have been completed to the required safety standards. SSE Energy Solutions works with Contractors and External Wall Insulation system designers throughout all stages of a contract to ensure that appropriate products are installed



in a safe and compliant manner. Early indications are that it was a Rainscreen Cladding system installed at Grenfell Tower and not External Wall Insulation. SSE Energy Solutions has not carried out any projects using Rain Screen Cladding systems for any of its clients.

We do not carry out daily patrols in our housing stock. We carry out less frequent inspections, (usually monthly), with our local staff identifying and acting on any health and safety issue. This includes any fire risk, which include asking residents to move any items that are blocking a means of escape, (bicycles, buggies, washing machines etc). These checks are supplemented by annual inspections by our technical staff and routine maintenance on all fire-fighting equipment. We will continue with this regime of regular patrols and inspections, however we urge all of our residents to have their own fire escape plan.

- At all times, we want you to be safe. Keeping your home secure however, can cause some conflict with keeping it safe.
- 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!

The common stair is your only means of escape in the event of a fire.



Have you ever thought what you would do if fire were to break out in your stair? It may not necessarily be in your flat! A fire started in a common stair could kill you and your family. Even a small bag of rubbish can create enough smoke to fill a whole stair. Items left in a common stair are often deliberately set on fire.

Keep it clear

- Get rubbish, old furniture, etc out of the building
- Make sure storage areas are kept locked
- For advice on uplifting items contact your local Council

If fire does start

- Keep doors closed to prevent smoke filling your house
- Dial 999 and ask for the Fire and Rescue Service, giving as much information as you can

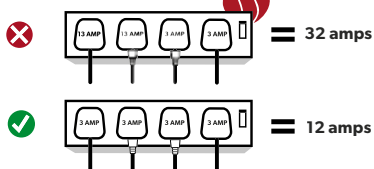
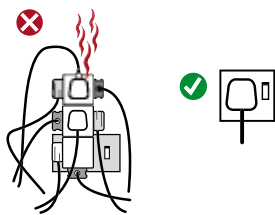
For free home fire safety advice
CALL 0800 0731 999
or visit our website at
www.firescotland.gov.uk



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

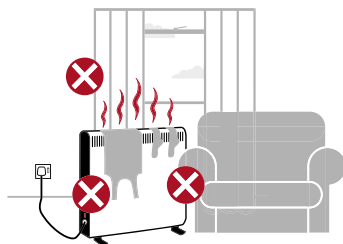
Plugs

Do not overload sockets.



Never use more than 13 amps in one socket.

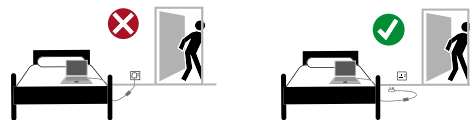
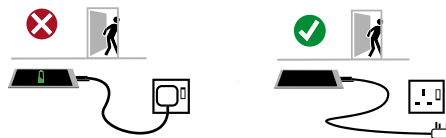
Electricity



Do not put heater near curtains or furniture, or dry clothes on them.



Do not leave hair straighteners plugged in and unattended.



Do not leave laptops or phones on charge and unattended.

Candles



Keep candles away from anything which could catch fire.



Put candles out if you are not in the room or sleeping.



Use candle holders.

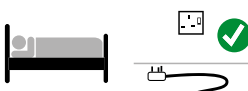
Night time routine



Closed doors may stop a fire spreading.



Close all doors.



Unplug appliances not designed to be left on overnight.



Have keys and phone when going to sleep.



Switch off portable heaters.

Get your free home fire safety visit and free smoke alarms now!

Keep you and your loved ones safe from fire - get your free home fire safety visit today.

We'll help you sort out a fire escape plan and fit smoke alarms free of charge if your home requires them.



Complete our online form now



Call 0800 0731 999



text "FIRE" to 80800 from your mobile phone

Anyone with any questions or concerns, then please contact us:-

E-mail:
admin@thenuhousing.co.uk

Telephone: 0141 550 3581

Visit us at:

423 London Road,
Glasgow. G40 1AG

MORE NEW HOMES FOR THE EAST END

OUR new development of 49 homes is great news for the east end.

We are redeveloping the former Monteith Hotel and creating new buildings next to it.

The £9.3 million development is being made possible with a £6.6 million grant delivered by the Scottish Government and Glasgow City Council plus £2.7 million of investment from Thenu.

We have been planning new housing on this site for some time and are very pleased to be able to be about to start work.

As mentioned on the front page it is yet another piece of good news as we continue to deliver on our promise of building new homes.

Our Chief Executive Charles Turner said: "We are very pleased that something which has been in the pipeline for some time will soon be a reality.

"It shows that we are committed to building new homes in our communities. They are much needed and will be greatly welcomed."

A range of flats will be built including wheelchair-accessible ones.

Monteith Row is one of Glasgow's most historic streets and has an interesting past.

It was built in 1891 and named after then Lord Provost Henry Monteith.

The street became home to many well respected and wealthy citizens of the city. At one time so many medical men lived there that it was nicknamed "Doctors' Row."



Although it continued to be an upmarket address towards the end of the 19th century, wealthier citizens began moving to the West End.

By the 1980s, most of Monteith Row was taken down and most recently was used as accommodation for homeless men for over 30 years.

Completion of the new homes work is expected in early 2019. The contractor is Cruden Building & Renewals which is part of The Cruden Group.

AT YOUR SERVICE – REVIEWING OUR CUSTOMER SERVICE STANDARDS

We recently reviewed our Customer Service Standards with the help of the Resident Empowerment Scrutiny Team (REST) and a team of volunteer "Mystery Shoppers" who carried out an independent review of our services.

Our Service Standards underpin everything that we do. They are our service commitment to you - our customers. They confirm how specific services will be delivered and outline the quality of service you can expect from us.

We would like to take this opportunity to thank REST and the "Mystery Shoppers" for their time and input. You will find our new service standards leaflet on our website www.thenuehousing.co.uk or you can pick up a copy at our office at 423 London Road or at any of our service centres.



CALTON HERITAGE AND LEARNING CENTRE DOES IT AGAIN!

Congratulations to Calton Heritage and Learning Centre for becoming a finalist in the Inspiring City Awards 2017 for the second year in a row.

The Centre was successful in making it to the final shortlist of four in the Awards' Environmental Category generously sponsored by Scottish Water – a remarkable achievement.

Well done to everyone involved!

SPOTLIGHT ON BLACKHILL - WHAT'S HAPPENING LOCALLY?

Smart Communities Job Club:

Smart Communities is a project that delivers lots of digital initiatives, from kids coding to a digital lending library and we are working with the Molendinar Community Centre to deliver a Digital Job Club every Tuesday Afternoon from 1pm – 3pm in the IT suite. If you need some support to access Universal Job Match, learn how to apply for work online, create a new CV or just learn the basics to help you find your way around a computer, why not come along and meet our friendly staff? We are on hand to guide you through step by step. You are welcome to come for a little while or stay for the whole session - it is entirely up to you.

Molendinar Tots and Teens:

Molendinar Tots and Teens are back from the summer break and takes place every Tuesday from 3.30pm – 5.30pm at the Molendinar Community Centre. The project is open to children and young people living in Blackhill and surrounding areas. The group delivers various activities including, soft ball games, painting, and crafts and supervised digital play which is delivered in partnership with Smart Communities.

The group organised two exciting trips this year to Blair Drummond Safari Park and Heads of Ayr Farm Park which accommodated 35 local children and young people each trip. Everyone had a great time and are looking forward to the plans the group have for Christmas.

St. Pauls Youth Forum:

St. Pauls has a fantastic food project – Blackhill's growing. The group have transformed an overgrown area at the back of St. Paul's Church in Provanmill into a thriving community growing project. The project promotes the whole community coming together through a common purpose – food. People can get involved by growing food and sharing it with neighbours as well as sitting down together over a cuppa, enjoying each other's company. The project also offers 2 free community meals on a Tuesday and Thursday.

The project offers:

- **Orchard, with 24 different fruit trees** – apples, plums, cherries and pears.
- **Polytunnels growing fruit and veg**
- **A wood fired pizza oven** – where weekly gathering to make own

pizzas, with up to 30 people taking part each Thursday from 5pm – 6pm.

- **Outdoor eating + performance** space in shipping container.
- **Foraging club** – finding food around the community.
- **Poultry club** – keeping 16 hens for eggs
- **Bees** - harvesting over 10kg of honey.
- **Weekly fruit and veg barra** – wholesale food shop where we get fresh fruit and veg at low cost Monday's 11am – 2pm and Wednesday 12 – 1pm.
- **Weekly community meals** – sitting down for a free two course meal, with the highlights Including Christmas dinner at the end of the school year. Young people choose the menu, prepare and serve the food and clear up at the end. Up to 50 people attend this meal.

To find out more, have a look on Facebook, online at www.stpaulsyouthforum.co.uk or drop in 30 Langdale St. Provanmill. 0141 770 8559.

WELL DONE TO OUR CHARITY GOLFERS

Brilliant result as golf day raises £2320 for cystic fibrosis

A charity golf day raised a sensational £2320 for a wonderful charity.

Regulars at a number of east end bars got together to host the event at Westerwood Hotel golf course at Cumbernauld.

Now the Cystic Fibrosis Trust has presented the men – many of whom are Thenue tenants - with a special certificate thanking them for their fantastic fundraising.

A number of bars were involved in helping namely the 222 Bar, Londoner Bar, Calton Bar and Hielan' Jessie bar.

The effort attracted a high degree of sponsorship from generous businesses who were:

Morrisons supermarket, Arnold Clark, Next, leather manufacturer Andrew Muirhead & Son, The Food Stop, Spice Grill, Video Watchman Systems and David Cox and Sons

Thenue donated £200 towards the effort which also included a dance.

The fundraising was described as a "real team effort" by one of the organisers Roger Darroch.

Roger said: "We are all friends and the willingness to raise the money for the Cystic Fibrosis Trust was tremendous. Everyone did a great job and we are so pleased to be

able to deliver this cash boost to the charity."

Special mention must go to the following who were involved J Hamilton, M McElhinney, J Ferns, C Ferns, W Ferns. H Kennedy, J Mosson, A Reilly, R Kelly, I Hollis, B Cuthbertson, A Gibson, J Bradley, W Wallace, S Mc Donald, R Darroch, R Kennedy, A Kennedy jnr, A Kennedy snr, M Gallagher, R Brooks, C Clancy, Paddy & G McMonigle and "Big Brian".



Annual Return on the Charter 2016-17

Introduction

This is our fourth Charter Report. Each year we are required to complete an Annual Return on the Charter (ARC for short), and submit this to the Scottish Housing Regulator. As a result of that it becomes our obligation to produce this report to enable tenants and others to see how we are performing against the Charter. This report summarises all of the statistics that the Scottish Housing Regulator publishes, we are able to compare our own performance with the Scottish average and our performance last year. We hope that this information is useful for you to compare our performance to the Scottish average and also to benchmark our performance over time. You will see that the satisfaction figures have not changed from last year, this is

because the figures are taken from the tenant satisfaction survey that was carried out in 2015, we carried out a new tenant satisfaction survey during July and August 2017 and these figures will be used for next year's return.

If you would like further in depth or additional information, please just ask us. If you would like to compare our performance with any other Registered Social Landlord (RSL) in Scotland, then all you need to do is visit www.scottishhousingregulator.gov.uk/find-and-compare-landlords. Here you will see an accessible comparison tool that allows you to compare our performance with up to four other selected landlords.

To find out more about our past and ongoing achievements you can visit us at www.thenuehousing.co.uk to see not only our 2016/17 annual review, but also our variety of newsletters and information over the past year.

Thenue's four core values are

Passion:

We are committed, determined and motivated

Excellence:

We aim to be the best in everything we do

Respect:

We treat everyone with courtesy and dignity recognising diversity

Connection:

We listen, to engage with our customers and communities

Working together we create better homes and stronger communities... making people happy

Thenue's Profile

Thenue is a registered Scottish Charity and we are governed by a voluntary Board of Management. We have been around since 1979; over the years we have grown our stock base to just under 3,000 properties, mainly but not exclusively situated in the East End of Glasgow. A breakdown of the total stock by area is shown in the table opposite.

The information opposite shows not only how we compare to the Scottish average, but also how we compare to last year.

Area	Total Stock
Baillieston	19
Blackhill	123
Cranhill	283
Castlemilk	315
Bridgeton	1038
Glasgow Cross	54
Calton	643
Scotstoun	13
Dalmarnock	325
Supported Housing – Various Areas	13
Total	2826

GENERAL VIEWS ON SATISFACTION

Satisfaction with overall service



Satisfaction regarding being kept informed

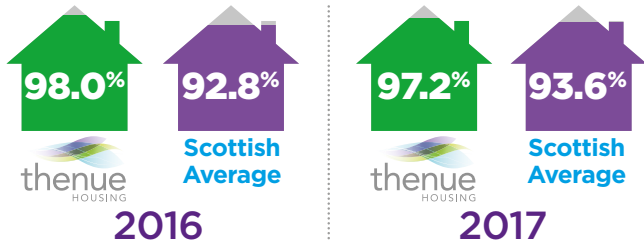


Satisfaction with opportunities to participate

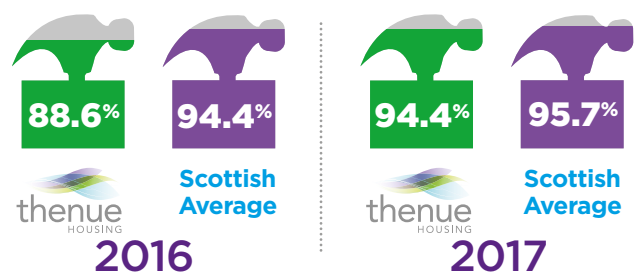


QUALITY & MAINTENANCE OF HOMES

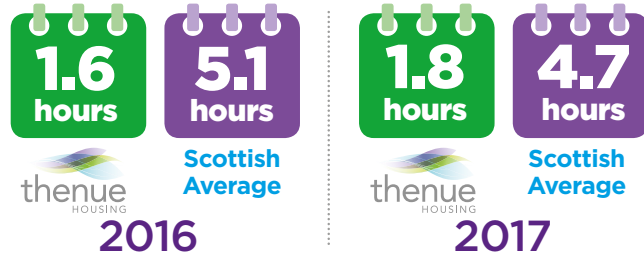
Homes meeting the Scottish Housing Quality Standard



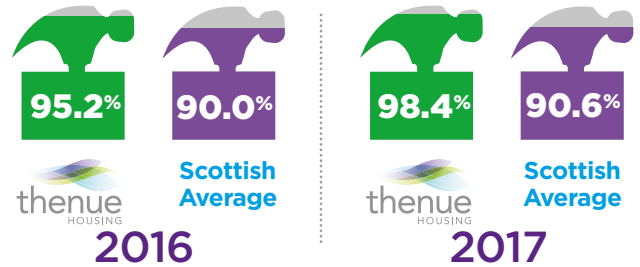
Repairs appointments kept



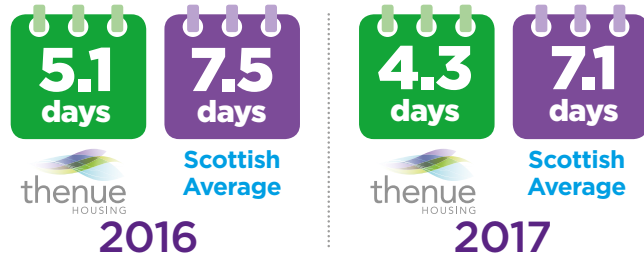
Time taken to complete emergency repairs



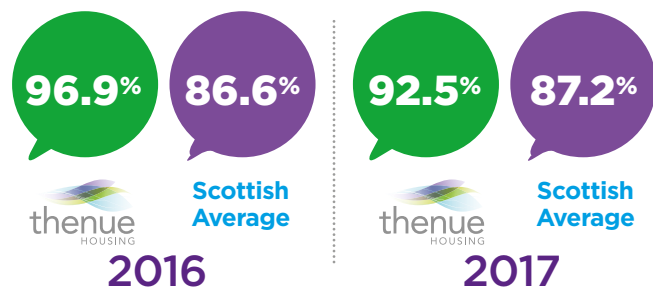
Overall repairs satisfaction



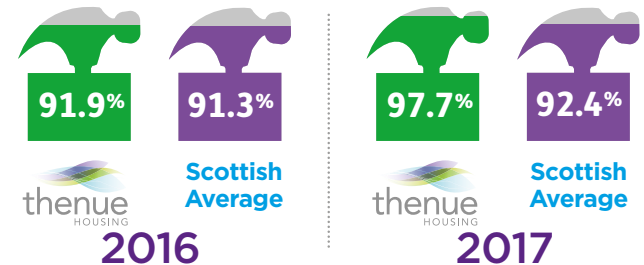
Time taken to complete non-emergency repairs



Anti Social Behaviour cases resolved within locally agreed targets



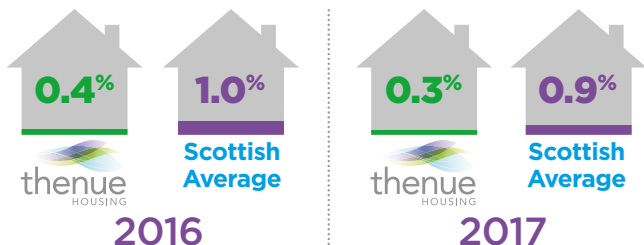
Reactive repairs completed 'right first time'



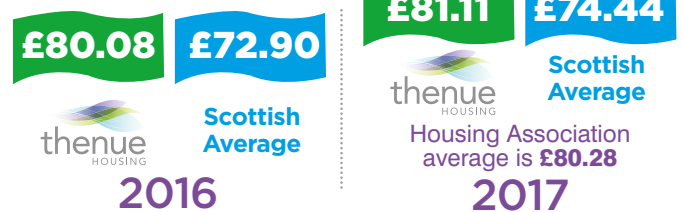
For every 100 of Thenue's homes **7.5 cases** of anti-social behaviour were reported in the last year

VALUE FOR MONEY

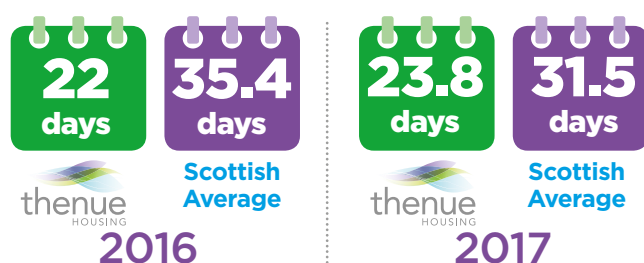
Rent not collected due to homes being empty



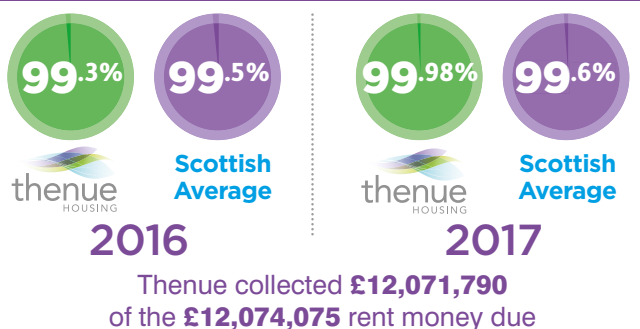
Average Weekly Rent



Average time to re-let homes



Proportion of total rent collected



HOUSING REGULATOR ISSUES ANNUAL LANDLORD REPORT ON THENUE

Better than the Scottish average	Thenue	Scottish average
Satisfaction with keeping tenants informed about services	91.6%	91.1%
Satisfaction with opportunities to participate	84.8%	83.8%
Percentage of homes that meet the quality standard, (SHQS)	97.2%	93.6%
Average time to complete an emergency repair	1.8 hours	4.7 hours
Average time to complete non-emergency repairs	4.3 days	7.1 days
Percentage of reactive repairs completed 'right first time'	97.7%	92.4%
Percentage of tenants satisfied with repairs service	98.4%	90.6%
Percentage of anti-social behaviour complaints resolved	92.5%	87.2%
Overall percentage of total rent collected	100%	99.6%
Rent not collected because homes were empty	0.3%	0.9%
Time, on average to re-let homes in between tenancies	23.8 days	31.5 days
Worse than the Scottish average	Thenue	Scottish average
Satisfaction with overall service we provide	88.6%	89.7%
Percentage of reactive repairs appointments kept	94.4%	95.7%
Average weekly rent level	£80.37	£75.76

LEARNING FROM COMPLAINTS

We value all of the feedback and comments we receive, including complaints, as we use this information to improve our services. During the year we received 35 complaints in total and the analysis is shown below.

STAGE 1 (96.43% ON TIME)



STAGE 2 (100% ON TIME)



COMPLAINTS TO THE OMBUDSMAN



Received
 Responded in full
 Responded in time
 Upheld (decision found in favour of tenant)



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

Authorised and Regulated by the Financial Conduct Authority

Registered society under the Co-operative and Community Benefit Societies Act 2014 (No 1933R(S))

Charity registered in Scotland (No SC032782), Property Factor Registered Number PF000268

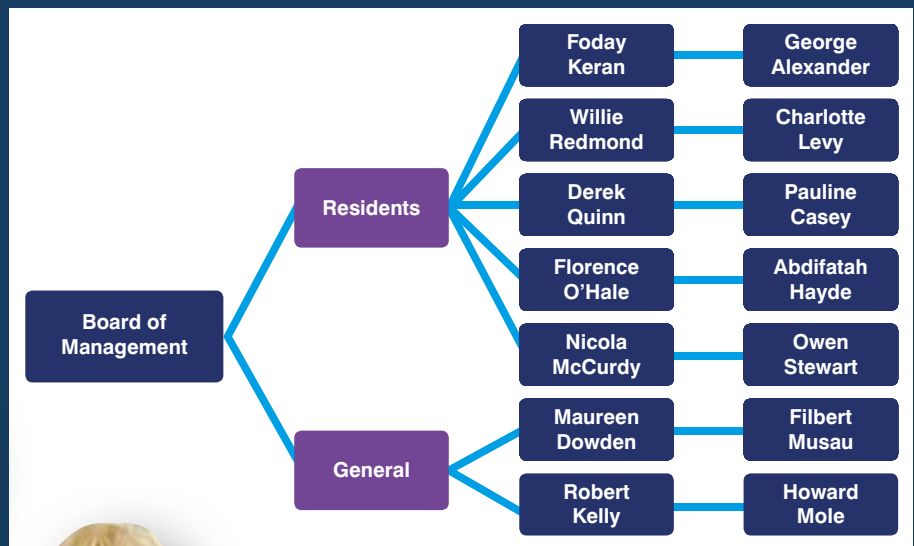
37TH AGM TAKES PLACE IN SEPTEMBER

Large attendance..... the AGM taking place.



Our 37th Annual General Meeting took place in September. As ever it was well attended, and the evening included contributions from our Chair, Owen Stewart, who spoke to Members about our achievements over the past twelve months; our Auditor, Andy McBean of Alexander Sloan; and our Chief Executive, Charles Turner, who gave an insight into our priorities and projects for the coming twelve months.

Thenue's Board of Management is elected from the Membership, and the current Board composition is made up of 14 Members, and they are:-



Prior to Members chatting and reminiscing over tea and cake, the evening concluded with this year's prize draw, which was a family outing on the last sea-going paddle steamer in the world; the Waverley in its 70th year. Steaming 'Doon the Watter' Elaine Black, (pictured with Chief Executive Charles Turner)

CHOOSE LIFE - SUICIDE PREVENTION IN GLASGOW

Last year 91 people in Glasgow took their own lives, leaving a tragic, lasting impact on families, friends and communities.

Within Glasgow City the multi-agency Choose Life partnership is trying to change this and calls on everyone to be alert to the warning signs of suicide in people close to them. The message is that if you're worried about someone, such as a friend, family member or workmate, asking them directly about their feelings can help to save their life.

Raising awareness of suicide prevention and giving the public information is a vital part of the Choose Life work. A host of activities take place in Glasgow during Suicide Prevention Week in September, including information stalls in shopping galleries and city centre train stations and media articles

The Choose Life partnership in Glasgow makes a key contribution to suicide prevention work by continuing to develop multi agency working led by the Glasgow Health and Social Care Partnership and involving wider council, police, fire and rescue and the third sector services amongst others.

People in Glasgow can get information and advice on sources of support at any time by visiting the local web page

<https://www.yoursupportglasgow.org/chooselife.aspx>

If you or anyone close to you is struggling with issues of suicide, please seek help, either from your general practitioner or through sources of help such as the Samaritans (call free on 116 123 or by email at jo@samaritans.org) or Breathing Space (call free on 0800 83 85 87).

SELF SERVICE APP AND PLANS FOR NEW WEBSITE PORTAL FOR TENANTS

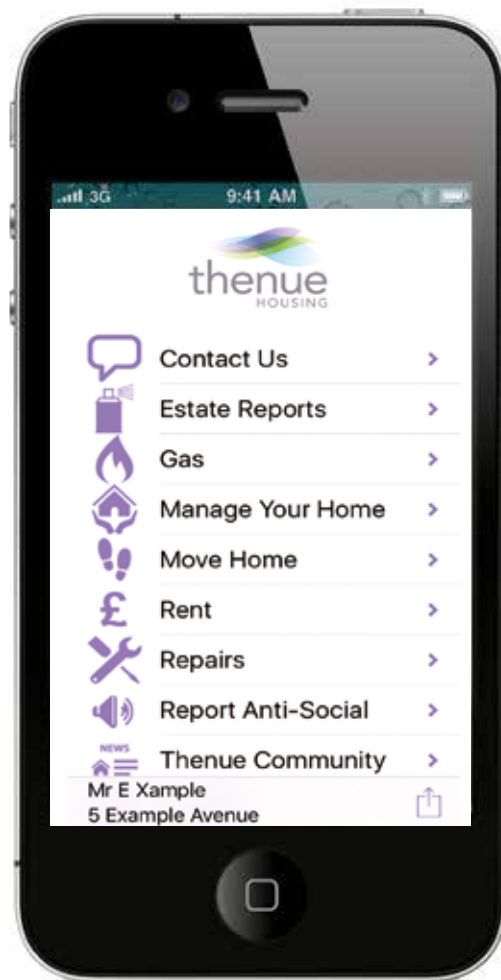
Our Self Service App has been live since February and we now have over 400 users!

Our target is to have about 700 tenants using the app by March 2018 so please sign up and find out what you are missing out on (98% of users say it is good/excellent!).

If you have been trying to download the app and been unable to register, please call us to get help; any issues are usually easily resolved.

An Alternative to an App

Some people prefer or need to access services on a webpage rather than through an App, so for that reason we are developing plans to build a web portal for tenants where you can login and access all the same services (report a repair, see all rent transactions, report Anti-social behaviour etc) as our users of our app. We hope to have this live by early 2018.



OUT OF HOURS GAS HEATING REPAIRS – A NEW NUMBER TO TAKE NOTE OF: 0333 202 0708

There is a new number for you to call if you need a gas repair OUT OF HOURS.

City Technical Services (also known as CTS) handle gas heating repairs for our tenants.

This new number means in many cases the cost of the call will be lower than it has been before depending on your phone provider and the calls package that you have.

This new number replaces the previous 0844 number which should now be disregarded and which you may have already taken a note of.

It is just another way of Thenu

endeavoring to extract value for money in everything we do and ensure you don't pay high call charges when you need to report a gas repair out of hours.

Remember that City Technical Services ONLY deal with Thenu's gas heating repairs.

Other repairs are handled by a different contractor – Mears – and their number for out of hours calls is 0845 266 8942.



HOUSING ROUND UP LETTINGS PLANS

The Lettings Plans have recently been approved for the three sites where we are developing new build housing – Bridgeton, Castlemilk and Calton. The priority for letting these properties is to consider our transfer applicants who are overcrowding or under occupying their home. The expected completion date for Bridgeton and Castlemilk is the end of 2017, whilst the Calton site is likely to be around 18 months away. Below is a summary of the type and size of housing we are building:

Calton (Monteith Row)

House Type	Size (apt)	Number
Flat	2	4
Flat	3	17
Flat	4	15
Wheelchair Flat	3	1
Retirement Housing Flat	2	5
Retirement Housing Flat	3	4
Retirement Housing wheelchair flat	2	3
TOTAL		49

Bridgeton (Rumford Street)

House Type	Size (apt)	Number
Cottage Flat	2	16
Cottage Flat	3	20
Semi Detached House	4	2
Semi Detached House	5	6
Wheelchair Bungalow	5	1
TOTAL		45

Castlemilk (Holmyre)

House Type	Size (apt)	Number
Cottage Flat	2	8
Cottage Flat	3	2
Semi Detached House	4	7
Semi Detached House	5	4
Wheelchair Bungalow	4	1
TOTAL		22

More information is available from your Area Services Officer.

SPEAKING YOUR LANGUAGE

We are pleased to announce that we have recently become a member of Happy to Translate (HTT). The initiative has been around since 2006 and was originally funded by the Scottish Government to provide support for organisations to ensure their services are available to those who speak little or no English. Since then, HTT continues to grow its membership and the unique logo is widely recognised by those requiring language assistance.

As a member of HTT we display the logo and have been provided with tools which staff are trained to use to help identify a service user's language. This ensures that we are able to provide the same level of service to all our tenants and clients and make effective and efficient use of language service provision through professional language companies. Language service provision can be over the telephone, face-to-face or British Sign Language (BSL) interpreting or written translation.

Membership of HTT brings benefits to the organisation, our customers



and staff. It is in line with our equality and diversity policy and ensures the organisation complies with legislation by providing equal access to our information and services. Displaying the HTT logo means that those with little or no English will have the confidence to approach us and enquire about our services, knowing that their language needs will be met. HTT provides us with various tools to help establish a service user's language and engage in basic communication. Staff trained in HTT procedures will have the skills to assist service users from different cultures, which increases confidence and improves customer service.

If you have any questions about how the organisation uses HTT please contact Lynne McKenzie-Juetten on 0141 550 9535 or by emailing lynne.mckenzie-juetten@thenuehousing.co.uk

TENANCY SUPPORT – HELPING YOU IN YOUR HOME

Our Tenancy Support Officer was recently contacted by Spruce Carpets regarding funding which was available for helping new, low income tenants in Castlemilk to carpet their new home.

We put forward a few tenants for this funding and were fortunate enough to be successful. One tenant who received help with carpets said "This sort of assistance meant a lot to me and certainly helped ease the financial burden of moving into my new home. I am extremely grateful and feel that the support that Thenuue staff gave to me at this very stressful time has had a positive affect on my health and the way I feel. I am now back on track and look forward to the future for both myself and my daughter."

If you are a new tenant in Castlemilk and would like to hear more about this, contact Avril Mclaughlin – avril.mclaughlin@thenuehousing.co.uk, tel 550 9550.

DO YOU KNOW WHO TO CALL ABOUT YOUR RENT?

Our Income Maximisation Officers are here to help you – Find out here who to contact.

- Saltmarket
- Calton
- 78 – 86 London Road
- Abercromby Street



Lisa Scott

Tel: 0141 550 9511

e-mail: lisa.scott@thenuehousing.co.uk

- Castlemilk
- Dalmarnock
- 353 Baltic Street
- Greenhead Street
- Greenhead Terrace



Michelle McDonald

Tel: 0141 550 9568

e-mail: michelle.mcdonald@thenuehousing.co.uk

- | | |
|---|--|
| <ul style="list-style-type: none"> • 43-48 Dale Street & Dale Path • Colbert Street • Savoy Street • Franklin Street • Main Street • Tullis Street • 2 – 120 Reid Street (evens) • London Road (not 78 – 86) • Madras Street & Madras Place • Kerr Drive & Kerr Street • 3 – 60 Dalmarnock Road • Megan Street • Mackeith Street • Landressy Street & Landressy | <ul style="list-style-type: none"> • Place • Mill Street & Mill Crescent • Anson Street • Rumford Street • James Street • 2 – 30 Dunn Street • Muslin Street (except 56, 60 & 64) |
|---|--|



Fiona Gray

Tel: 0141 550 9562

e-mail: fiona.gray@thenuehousing.co.uk

- | | |
|--|---|
| <ul style="list-style-type: none"> • Cranhill, Blackhill and Baillieston • 103-110 Dale Street • 3-129 Reid Street (All Odd's) • Reid Place • 137-147 Baltic Street • Finnart Street • Albany Street • Ruby Street • 100 – 229 Dalmarnock Road • Queen Mary Street • Fairbairn Path | <ul style="list-style-type: none"> • 56, 60 & 64 Muslin Street • Old Dalmarnock Road • 300 Dunn Street • 3-34 Bridgeton Cross |
|--|---|



Sophie Netherway

Tel: 0141 550 9513

e-mail: sophie.netherway@thenuehousing.co.uk

CASHPOINT – OUR LATEST NEWSLETTER

You should now have received a copy of our latest newsletter called **Cashpoint** – our new guide to helping you take control of your finances and save money.

Our Financial Inclusion Team are experienced in dealing with your entitlement to Benefits and finding out what you may be able to claim for - even if you don't think you qualify.

We have obtained hundreds of thousands of pounds for our tenants who have asked for our help.

We hope you find the guide useful and would love to hear your comments on this edition and would also welcome any ideas on articles you would like to see in future editions. If you need to speak to our Team please call 0141 550 9554 to arrange an appointment.

www.thenuecommunity.org.uk



FINANCIAL ROUND-UP

EMPLOYMENT & SUPPORT ALLOWANCE CHANGES: (ESA)

From 3 April 2017, if you make a claim for ESA and after your medical assessment and you are placed in the Work Related Activity Group, you will no longer receive additional benefits as a result. You will only receive the same amount as Jobseekers Allowance or Universal credit.

This change doesn't affect:

- existing ESA claimants who made a claim before 3 April 2017
- claimants in the support group, who will continue to get the support group component
- existing ESA claimants who have a further WCA (re-assessment) after 3 April 2017 and are placed into the WRAG, even if they move from the support group to the WRAG
- Incapacity Benefit re-assessment cases that are awarded ESA
- claims made from 3 April 2017 which are backdated for up to 3 months to a date before 3 April 2017
- claimants who have a break in their claim and come back to ESA within 12 weeks and their original date of claim is before 3 April 2017
- mandatory reconsideration and appeal decisions for claims made before 3 April 2017

UNIVERSAL CREDIT

You can claim a Carers Element of Universal Credit if you look after a seriously disabled person for 35 or more hours a week.

A person is 'severely disabled' if they receive the middle or the higher rate of the care component of Disability Living Allowance (DLA), the daily living component of Personal Independence Payment (PIP), Attendance Allowance, Armed Forces Independence Payment or Constant Attendance Allowance.

You do not need to have Carers Allowance to get the Carers Element of Universal Credit. You only need to satisfy the conditions of the Carers test. Even if you do not satisfy this test you can speak to your work coach and restrict your claimants commitment to show your caring responsibilities.

FINANCIAL INCLUSION SESSIONS

As Universal Credit affects more of our tenants, we decided to undertake Financial education sessions in order to prepare tenants for the changes to how their benefits are paid. The change from fortnightly to monthly payments can make it difficult to budget and housing element being paid to tenants instead of directly to their landlord, were identified as areas that may cause the greatest concern.

While there are proposed changes to fortnightly payments and housing element being paid direct to the landlord in the pipeline from the Scottish Government, these will only apply to new Universal Credit claimants after September 2018.

To this end we have developed a basic Financial Education guide on how to budget and deal with any debt issues.

We have already provided a number of sessions to the Learning Works, the Want to Work groups

and fortnightly sessions at the local JC+ office in Bridgeton.

We have met a range of different agencies and we will be planning some joint working with these groups.

Our aim is to bring these sessions into the wider community because we feel it is important that we as a Social Landlord, provide as much support and information to our tenants as we are able to in advance of any dramatic changes to their household income.

ELECTRONIC CHANGE OF CIRCUMSTANCES

Glasgow City Council has introduced an online Change of Circumstances form on their website for housing benefit claims.

You need to have an e-mail address to register for this service.

If you do not have an e-mail address, our digital Inclusion team can help you set this up.

To register you need to enter your:

- Housing Benefit Number,
- Name, Address, and Postcode,
- Date of birth
- National insurance number

The system will then verify you.

We would encourage our tenants to register for the self service as you can see your Housing Benefit award, any deductions being taken and any correspondence that has been sent to you.

The website address to register

<https://youraccount.glasgow.gov.uk/publicaccesslive/selfservice/dashboard.htm>

If you would like any further information please call 0141 550 9554 to arrange an appointment.

We plan to have regular news in our newsletters for older people. It is all part of our Strategy on Older Persons and we would appreciate any comments you may have about your new section.

OLDER PERSONS' EVENTS



We held a successful event in Cranhill at the end of June at the Veterans' Centre when we heard about the work of the Association and a representative from the Royal Voluntary Service outlined the services they offer in the area. A general conversation with tenants suggested there are a range of activities held in the area for older people and making people aware of these activities would assist older tenants to develop their own areas of interest. Added to that we enjoyed tea and cakes!

We are currently planning similar events to take place before the end of the year in Bridgeton, Calton, Castlemilk and Dalmarnock.

FOCUS GROUPS

We are looking for Focus Group members for Cranhill and Castlemilk. Meetings are quarterly and will discuss areas of interest for our older tenants. If you are an older person and would like to hear more about the meetings or would like to come along, contact Paola Doyle – paola.doyle@thenuhousing.co.uk, tel 550 9548. Our next Bridgeton, Calton and Dalmarnock meeting is due to take place in October.

DEMENTIA STRATEGY

The Scottish Government has recently approved a new Dementia Strategy which has been rolled out to all local authorities. Over the last ten years there has been progress around improving diagnosis rates, post-diagnostic support, workforce development and in improving the experience of people with dementia and that of their families and carers in hospital and other settings.

However there is more to do and this Strategy sets out 21 commitments. It also includes post-diagnostic support; care co-ordination; end of life and palliative care; workforce development and capability; data and information; and research. At the heart of the Strategy is recognition of the need to ensure a person-centred and flexible approach to providing support at all stages of the care journey. The Strategy can be found on the Scottish Government's website here: <http://www.gov.scot/Publications/2017/06/7735/0>

SCOTTISH BALLET STEPS OUT TO BECOME DEMENTIA FRIENDLY

Scottish Ballet has been awarded £150,000 by the Life Changes Trust to enable them to become dementia friendly. They will use the funding to set up a programme of dementia friendly dance based activities for people living with dementia, their carers and families across Scotland, and raise awareness about the condition.



Central to the programme will be weekly dementia-friendly intergenerational dance classes, designed to be fun, accessible and inclusive. People with dementia and carers who participate in these classes will also be invited to attend performances, visit rehearsals and meet the dancers themselves. More information is available here: www.scottishballet.co.uk/classes

RETIREMENT HOUSING



We held our twice yearly open meetings in August where we had speakers on the subject of Podiatry and the Power of Attorney. We had a good turnout and our next ones will be due in February 2018.

Following their successful fund raising event, a representative from Marie Curie was delighted to accept Calton Retirement Tenants' Association's cheque totalling a fantastic £636.41. Thanks and well done to all involved.

VOLUNTEERS

Could you help out at our Community Halls in Bridgeton or Calton? We can always use an extra pair of hands. If you would be interested, contact Paola Doyle paola.doyle@thenuhousing.co.uk or tel 550 9548.

SPOTLIGHT ON CASTLEMILK

Did you know there are a range of activities held for older people in Castlemilk?

Did you know that you can access most of them if you are over the age of 55 years? Do you want to find out more?

Below are just some of the agencies which provide activities for older people in the area. Why not contact them and give them a go?

Birgidale Centre	Tel: 631 1161	www.glasgowlife.org.uk
Glenwood Day Care	Tel: 276 8980	www.glasgow.gov.uk
Castlemilk Community Centre	Tel: 634 2233	www.glasgowlife.org.uk
Senior Centre	Tel: 634 3834	www.theseniorcentre.co.uk ; office@theseniorcentre.co.uk
New Castlemilk Parish Church	Tel: 634 7113	www.castlemilkparishchurch.btck.org.uk

Melanie O'Donnell, Manager at the Senior Centre said:

"The Senior Centre promotes itself as a 'Youth Club for over 60s'. Located between the Health Centre and rear of Braes Shopping Centre, it's fully accessible and welcomes up to 100 members per day to participate in a range of activities and information sessions. The Centre hosts a variety of classes such as Art, Crafts, IT, Dancing and Exercise, and all members are encouraged to take advantage of our subsidised Café offering a selection of meals and snacks throughout the day.

Our excursion programme is set for the year ahead and includes transport, lunch and visits to places such as Loch Lomond, Edinburgh and Largs. Occasionally we schedule short breaks into our year and spend several days in Blackpool, Perthshire and Dunoon.

To see more of what is on offer, have a look at our facebook page: www.facebook.com/theseniorcentre and twitter profile www.twitter.com/theseniorcentre.

At our last Focus Group meeting, we had a representative from the Royal Voluntary Service who outlined the services they provide

in the area and further afield across Glasgow. Further information on their services is available on their website or by phoning their office. Just some of the services available include Community Transport (to and from hospital appointments); Good Neighbours; support to go shopping; and programmes for confidence building. As well as providing services, you can also apply to be one of their 200 volunteer who help those in need of their services. More information is available on their website at <https://www.royalvoluntaryservice.org.uk/hubs/1438-glasgow> or contact them by phone on 0845 608 0122.

KAREN JOINS THE TEAM

KAREN Finlayson has joined the **Thenue** team as **Property Services manager (Development)**.

Karen has come from East Dunbartonshire Council and among Karen's first tasks in the new role will be working on the Monteith Row/London Road development.

Karen said: "I'm delighted to have joined Thenue at a time when there is a lot happening – notably the exciting development of new homes at Monteith Road and London Road."



A COMMITMENT TO THE LIVING WAGE



WE are pleased to announce that as well as being accredited as a **Glasgow Living Wage Employer** we are now accredited as a **Scottish Living Wage Employer**.

Our Living Wage commitment ensures that everyone working at Thenue Housing, regardless of whether they are direct employees or third-party contracted staff receive a minimum hourly rate of £8.45. This rate is significantly higher than the statutory minimum for over 25s of £7.50 per hour introduced in April 2017.

The real Living Wage is an hourly rate set independently and updated annually. It is calculated according to the real costs of living.

We would also like to take this opportunity to introduce our two new Modern Apprentices, Shannon Meechan and Craig Bryson. Shannon is currently with the Corporate Services Team and Craig



is working with Housing Services. They will be working with us for the next two years and as well as gaining relevant work experience within the housing sector, both will be working towards a qualification with support from the Glasgow Guarantee and Jobs & Business Glasgow.

Importantly, we are proud to be paying our Modern Apprentices the Living Wage rather than the standard apprentice wage of £3.50 per hour.

HAPPY 20TH BIRTHDAY LEARNING WORKS!

Milestone marked for Thenue's drive to beat unemployment

The 20th Learning Works course has taken place with a celebration to mark the milestone!

Learning Works is a joint project between Thenue Housing and Glasgow Kelvin College and has been running since early 2012.

Remarkably, 227 people have been through the free course – with 85 per cent finding it a vital pathway into work or further learning.

The course is aimed at unemployed people in the area of Glasgow served by the regeneration agency Clyde Gateway.

To mark the completion of the 20th course the latest crop of eight students took part in the "Celebration of Learning" event held at the Glasgow Women's Library in Bridgeton.

Charles Turner, our Chief Executive told the celebration event that regeneration agency Clyde Gateway deserved special thanks for its ongoing commitment to funding Learning Works in addition to Big Lottery Fund Scotland which has also shown unwavering financial commitment.



Happy birthday Learning Works...the latest crop of students to successfully complete the course.

Tracy Lennon, our Employability Development Officer has been instrumental in organising Learning Works from the very start.

Tracy said: "We could never have imagined how successful Learning Works would become. It has been refined and adapted since we started as we make sure we deliver skills that people really need in the workplace.

"Our funders have made all this possible and Glasgow Kelvin College have been the perfect partners."