

# OUR HALL IS HERE!

## 20-YEAR WAIT IS OVER AS COMMUNITY SAYS HELLO TO NEW £1 MILLION HUB

**A TWENTY YEAR campaign to bring a community together has been won with the opening of a new £1 million hall.**

The Netherholm Hall in Castlemilk has opened its doors with campaigners proudly saying: "We did it at last!"

Local residents fought tirelessly for two decades to create the community facility – refusing to give up and never allowing setbacks to knock them off course.

Then in 2016 it was revealed the campaigners had successfully won funding of almost £1 million from the Big Lottery Fund Scotland.

Two years later the doors have now swung open following an official launch by former Lord Provost and local councillor Sadie Docherty who has been a long-standing supporter of the campaign.



Teamwork.....some members of the Netherholm Area Association

**FOR FULL STORY, A PICTURE SPECIAL AND WHAT'S GOING ON AT THE HALL SEE PAGES 2&3**



Going to the polls

**P6-7**



A Mary Barbour triumph

**P9**



Universal Credit update

**P16**

Also inside:  
**Annual Return on the Charter 2017-18**  
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4 pages

# A NEW HALL FOR NETHERHOLM

## PICTURE SPECIAL ON A DAY TO REMEMBER

**Unveiling a commemorative plaque at the opening, former Lord Provost Sadie Docherty said: “This is an important day for the community. All that work has paid off and we have a new community hall which this wonderful community can be very proud of.”**

George Alexander, Vice Chair of community group the Netherholm Area Association which undertook the campaigning, said: “This is a great step forward for our community. We have campaigned long and hard for a facility such as this and it is wonderful to see it here.

“It has been overwhelmingly welcomed by everyone and the community will put it to good use. Above all, it will help to bring

people together.”

The new facility constructed by Cruden, sits alongside 22 new homes built by us which the Area Association is affiliated to. Because the funding was successfully obtained, the new hall cost our tenants nothing.

Charles Turner, Chief Executive of Thenue Housing said: “The members of the community who campaigned so effectively for this hall are living proof that quitters never win and winners never quit. The effort that has gone into delivering this hall for the community has been truly inspirational.”

The formal part of the opening was followed by an afternoon of fun in glorious sunshine designed for

families with bouncy castle and face painting activities. As usual, the Netherholm community turned out in big numbers so thank you for that support!

The official opening also allowed the community to pay tribute to local campaigner Yvonne McShea who died in 2013. Yvonne was a former Chair of Thenue Housing and was an early supporter of community-based housing in Castlemilk.

The information technology suite has been named in her honour – an idea which came from her fellow campaigners and which stands as a lasting legacy to her drive and commitment. The Netherholm community were privileged to welcome some of Yvonne’s family who were present at the opening.



Family fun in the sun



Face painting at Netherholm



Celebrating the great contribution from Yvonne McShea...her children Darren and Charlene with George Alexander



Unveiling the plaque..... former Lord Provost Sadie Docherty with (left to right) Charles Turner, George Alexander and Owen Stewart who was our Chair at the time of the opening.



Jumping for joy....kids having fun



# WEEKLY ACTIVITIES 2018

**TASTER DAY**  
Wed 7th Nov: 11 – 3pm  
*All Welcome!*

|                  | AM  | PM  | Evening   |
|------------------|---|---|---|
| <b>Monday</b>    |   | <b>Jeely Piece</b><br>3 – 5pm<br>5yrs – 12yrs   |   |
| <b>Tuesday</b>   | <b>Netherholm Area Association</b><br>3rd Tuesday of the month<br>10am  | <b>Netherholm History Group</b><br>1 – 3pm<br>All Welcome   | <b>Slimming World</b><br>Jacqueline Ferguson<br>7pm<br><br><b>Urban Fox</b><br>Age P6+<br>6.30 – 8.30pm |
| <b>Wednesday</b> | <b>Clic: Digital Drop In Session</b><br>10am – 12pm<br><br><b>Thenue Housing Association</b><br>Drop in Service for Tenants<br>(Area Services) 10am to<br>12.30pm | <b>Jeely Piece</b><br>Parent & Toddlers 1 – 3pm<br><br><b>Thenue Housing Association</b><br>Drop in Service for Tenants<br>(Area Services)<br>1.30pm to 4pm | <b>Urban Fox</b><br>Age P5 and below<br>6 – 8pm   |
| <b>Thursday</b>  | <b>Thenue Housing Association</b><br>Drop in Service for Tenants<br>(Income Maximisation and<br>Financial Inclusion)<br>10am to 12pm                              | <b>Thenue Housing Association</b><br>Drop in Service for Tenants<br>(Income Maximisation and<br>Financial Inclusion) 1.30pm to<br>4pm                       | <b>Samantha Kelly Dance<br/>School</b><br>5 – 7pm<br>Please drop in for more info                       |
| <b>Friday</b>    |   | <b>Jeely Piece</b><br>3 – 5pm<br>5yrs – 12yrs   |   |
| <b>Saturday</b>  |   | <b>Bethany Donaghy Dance<br/>School</b><br>P1 – P7<br>12pm – 2pm<br>Please drop in for more info  |   |
| <b>Sunday</b>    |   | <b>Kingspark Baptist Church</b><br>2 – 4pm<br>Arts & Crafts<br>Please note: may be monthly  | <b>Bethany Donaghy Dance<br/>School</b><br>S1 - Adults<br>6 – 8pm                                       |

**Netherholm Community Hall, 4 Holmyre Terrace, Glasgow, G45 9PY**  
**TEL: 0141 550 9573 Email: [bookings@thenuecommunities.co.uk](mailto:bookings@thenuecommunities.co.uk)**

## “TASTER DAYS” IN CALTON AND NETHERHOLM

Both community centres are hosting “taster days” to give people a taste of what goes on at the CHLC and at the new Netherholm Hall.

The one on Monday 5th Nov at the CHLC will include a special performance by our drama group who are currently being directed and trained by actor Maureen

Carr (star of Still Game and River City). We will also be celebrating our 5th Birthday!

The one on Wednesday 7th Nov in Netherholm will include one hours free nail pampering from Glasgow Kelvin College’s beauty students (available on a first come first served basis).

# WEEKLY ACTIVITIES 2018 AT THE CHLC

|           | AM  | PM  | Evening  |
|-----------|---|---|--|
| Monday    | <p>Calton Green Volunteers<br/>10am – 2pm</p> <p>Calton Area Association<br/>(Community Flat)</p>   | <p>MSP John Mason Surgery<br/>(first Monday of each month at<br/>2pm)</p>   | <p>Calton Area Association Bingo<br/>7-9pm - All welcome</p> <p>CHLC Youth<br/>Teenagers<br/>6.30 – 8.30pm<br/><b>Registrations Required</b></p> |
| Tuesday   |   |   | <p>Line Dancing 7-9pm</p> <p>Councillor Hepburn Surgery: 2<sup>nd</sup><br/>Tuesday of the month 6-7pm</p>                                       |
| Wednesday | <p>Smart Communities<br/>Job Club<br/>10 – 12pm<br/>Drop In session</p> <p>Calton Green Volunteers<br/>10am – 2pm</p>   | <p>Calton Area Association<br/>(Community Flat)</p>   | <p>Potters House Church<br/>6.30-9pm</p>   |
| Thursday  | <p>Calton Green Volunteers<br/>10am – 2pm</p>   |   | <p>Community Council<br/>2<sup>nd</sup> Thursday of every Month<br/>6-8pm</p> <p>Friends Of Glasgow Green last<br/>Thurs of month 5.15</p>       |
| Friday    | <p>Smart Communities<br/>I.T Drop In<br/>10am – 12pm</p> <p>Renew Women's Recovery Cafe<br/>-10-2pm</p> <p>Renew Crèche 10 – 12pm<br/><b>Registration Required</b><br/>(Community Flat)</p> | <p>MP: Alison Thewlis Surgery: 2<sup>nd</sup><br/>Friday of the Month 1- 2pm</p> <p>Adult Drama Group Sessions &amp;<br/>Guitar group<br/>2 – 4pm</p> |  |
| Saturday  |   | <p>Available for Children's parties</p>   | <p>Available for family functions</p>  |
| Sunday    | <p>Potters House Church<br/>9.30-12pm</p>   | <p>Available for children's parties,<br/>christenings, communions and<br/>events</p> <p>Divine Ministries<br/>1 – 3pm</p>                             | <p>Potters Church<br/>6 – 8pm</p>  |

These are the activities we have planned so far. Why not keep in touch by 'liking' our Facebook page – search for Calton Heritage and Learning Centre where we will keep you informed of all our activities and welcome your feedback and ideas. You can also contact us on 0141- 550- 9573 and at [www.caltonhlc.co.uk](http://www.caltonhlc.co.uk)

Steps to Excellence  
Women's Confidence  
Building Courses  
Recruiting now

Contact Rosie  
For more Info on courses and  
volunteering  
[Rosemary.Robertson@  
caltonhlc.co.uk](mailto:Rosemary.Robertson@caltonhlc.co.uk)

Join our  
Calton Green  
Volunteers

Looking for Teens to join  
our Monday evening  
Teen Youth Club. Learn  
cooking, digital music  
or do your Duke of  
Edinburgh Award...and  
much more

# A FOND FAREWELL TO CAROL AND LAWRENCE

Two key members of staff are retiring in December bringing to an end their important contribution to our work.

Carol Lingard and Lawrence McCabe will retire in December and are looking forward to it greatly.

The Staff and members of our Board will be very sorry to see them go and thank both for their “hugely valuable” contribution to our work.

Carol joined us in 2008 – supposedly for FOUR DAYS as cover for another member of staff but that turned into a ten year spell of employment.

Carol said: “I started working at our former Bridgeton Office on a temporary basis on the 16th September 2008 with an initial contract for 4 days. My last day should have been Friday 19th September 2008.

“And now here we are 10 years later! I continued to work as receptionist at the Bridgeton office until April 2012 when this office closed and our new office opened at 423 London Road.”

Carol later applied for and obtained the important role of Events Organiser within the Community Regeneration team led by Lawrence – a role she took to easily possessing, as she does, brilliant organisational skills.

Many of the events including afternoon teas and family fun days have been masterminded by Carol.

Carol said: “I have thoroughly enjoyed my roles with the Association and particularly when it comes to organising events which we hope tenants have enjoyed. It says a lot about Thenue that we consider events very important to help us stay connected to our communities.

“It has also been a pleasure working with Lawrence who is held in the highest regard by us all in the community regeneration team.”

Carol now plans to enjoy her spare time but will no doubt be called upon to undertake even more babysitting duties for her two grandchildren which she enjoys greatly.

Prior to joining us in 2010 as Community Regeneration Manager, Lawrence was self employed.

He has “loved every minute” leading the regeneration team whose members he says are “deeply committed” to helping to improve people’s lives in the communities where we have our housing.

He was instrumental in two remarkable funding applications which helped deliver two community

halls in Calton and most recently in Netherholm – both major achievements for any housing association.

Under his leadership the team has delivered significant benefits to communities - notably the award-winning former Learning Works initiative and “Smart Communities” – the ongoing effort to help people with IT skills and assist them getting online in the digital age.

Lawrence said: “Working for Thenue has been the best part of my working life. I have loved every minute of my eight years here but like anyone about to retire I’m looking forward to having the time to do many new things.”

Paying tribute to both of them, our Chief Executive Charles Turner said: “The contribution made by Carol and Lawrence is immense and they leave with our very best wishes and deep appreciation for all that they have done.

“Like all our Staff and Board, they understand the vital connection housing associations have with the people we serve and the deep roots that we have grown in our communities. We wish them a long and happy retirement.”

Happy retirement.....  
Carol and Lawrence



# GOING TO THE MEMBERSHIP VOTE FOR BOARD MEMBERS AT A

**OUR members went to the polls at September's AGM to choose new members of the Board.**

It was the first time in TEN YEARS that demand for places on the Board outstripped the number of vacancies.

The result was a ballot to choose from seven people vying for the six places available.

There hasn't been a ballot to pick Board members since 2008 with enough vacancies available each year since then to accommodate those wishing to fill them.

Sending members to the polls remains highly unusual within the housing association movement.

Chief Executive Charles Turner said: "We are delighted by this election and it shows that democracy underpins the operation of housing associations.

"It also says something about the interest there is in us and the desire to be involved in helping to deliver community-based housing. I think our electorate enjoyed the process and we thank them for turning out in such high numbers."

Members heard from Owen Stewart – delivering his final message as Chair – that the previous year was significant for the creation of a large number of new homes.

In his address, Charles sounded a renewed warning of the impact of Universal Credit saying it was - and would - continue to cause real hardship to those who can withstand it least. The controversial new State benefit is being implemented in full in Glasgow from December.

He pledged that the Association was working with others to dilute the effects of Universal Credit on affected tenants and more generally



Charles Turner addressing the AGM



The ballots being collected



The busy AGM



Owen Stewart (left) chatting to Chief Executive Charles Turner. The AGM marked the end of his term as Chair and we thank Owen for his great service. Owen continues to serve on the Board.

the Association would continue to offer a "fair deal" to customers while promising no let up in the delivery of Thenué's regeneration work.

"We will continue to do what's right for the benefit of our tenants," he said

Charles also revealed that even more housebuilding was coming to create 77 new properties near our London Road offices, 12 flats created by rebuilding a tenement, 27 retirement homes in Bridgeton and

plans for a further 80 houses near Dalmarnock station.

Charles added: "Most of our tenants see the value in us continuing to build new houses and support us in doing so."

The following Office Bearers were elected following the AGM:

Chairperson: **Derek Quinn**

Vice Chair 1: **Pauline Casey**

Vice Chair 2: **Maureen Dowden**

# E POLLS!

AGM FOR FIRST TIME IN A DECADE



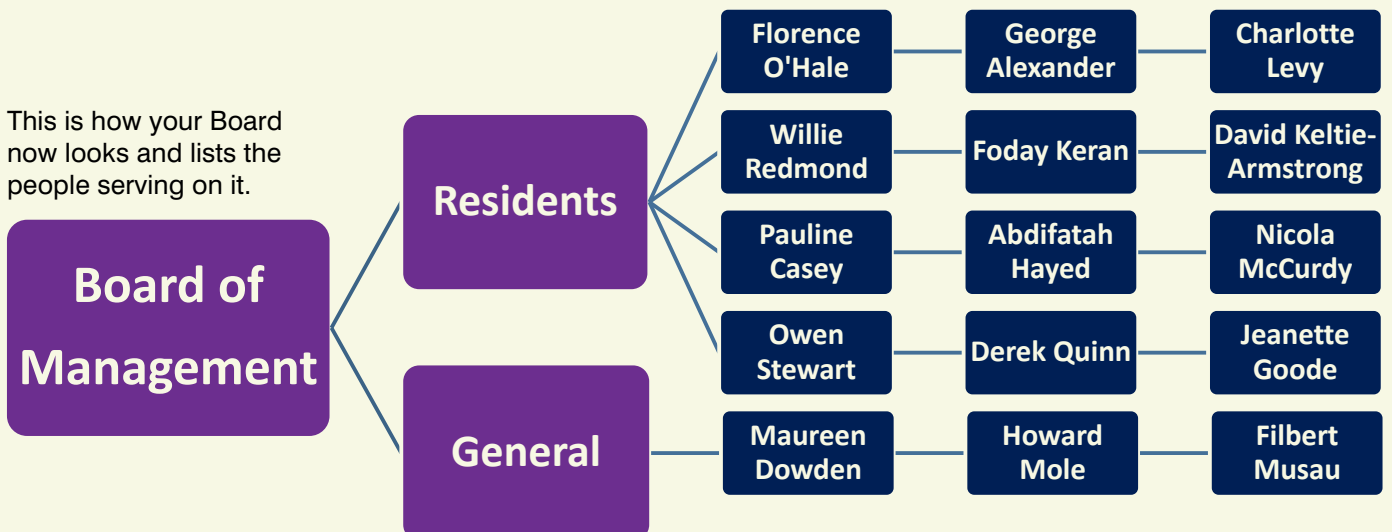
## AGM PRIZE WINNERS

Congratulations to our prizewinners who won the raffle at the AGM.

They are John Graham (pictured) who won panto tickets for Cinderella and Isobel Reilly, Pauline Casey, and George Alexander who all won gift vouchers.



This is how your Board now looks and lists the people serving on it.



## MAKING A CONNECTION AT OUR CAFÉ

We held a “Connection Café” at the Calton Heritage and Learning Centre featuring staff from Lloyds Banking Group. Many thanks to the talented and I.T. knowledgeable staff who came along to help local people. Those attending were able to get help

with anything from how to work their smart phone or tablet, how to stay safe online, how to shop online, creating a social media account such as Facebook or twitter, sending email attachments or creating a CV.



# DIGITAL CHECKER WITH A GOOGLE DOUBLE DECKER

## GOOGLE’S “DIGITAL GARAGE” HITS THE ROAD AND PARKS UP WITH US

**WE welcomed an unusual guest recently in the form of a white double decker bus.**

The bus - owned by Google - called round to our London Road office AND to the new Netherholm community hall to deliver skills training free of charge to anyone who wanted it.

The iconic former London Routemaster has been given a stylish and high-tech makeover to equip it for its new digital role along with a new white coat of paint.

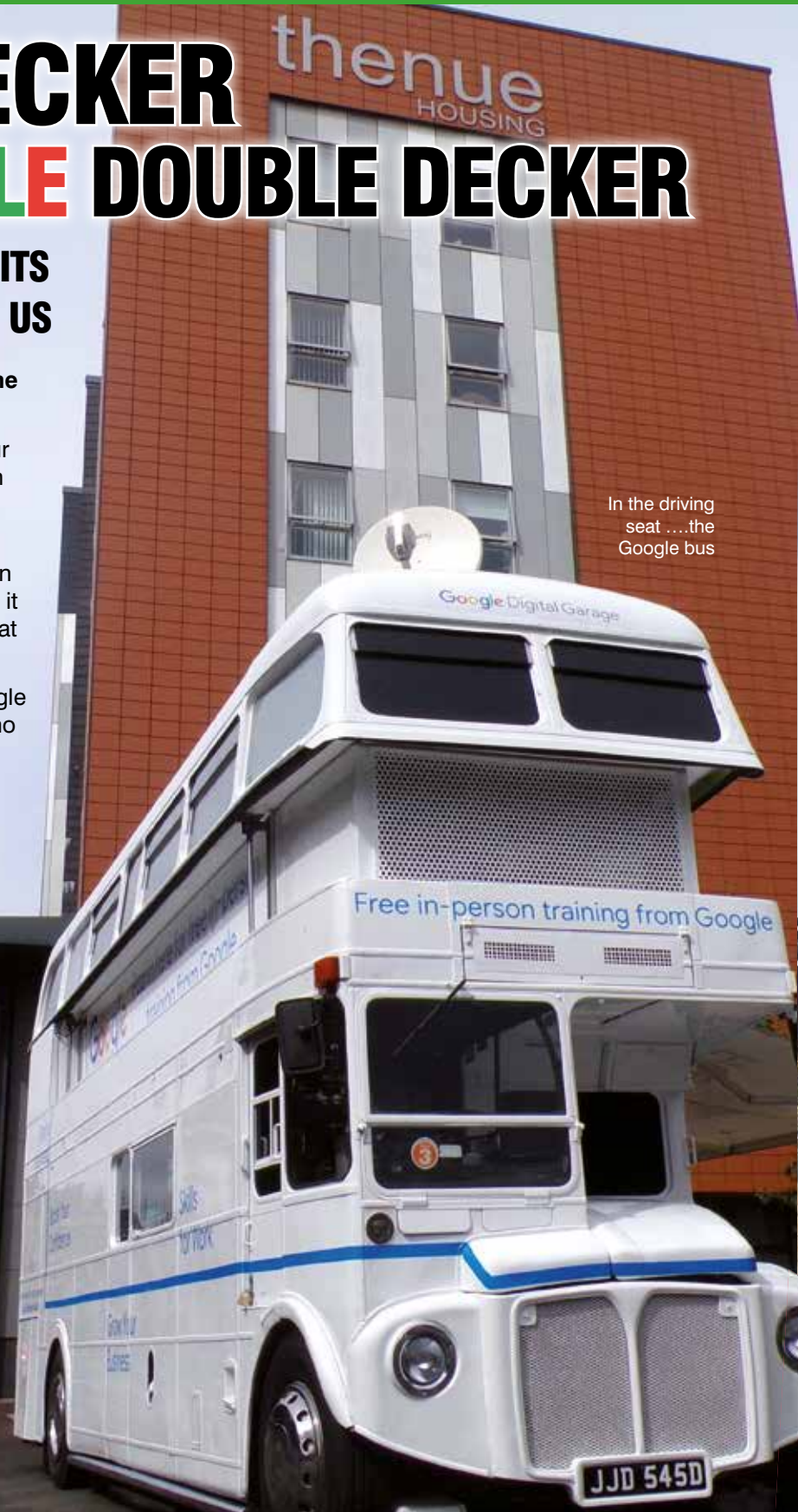
The bus came complete with highly-skilled Google staff who provided a helping hand to anyone who was keen to learn more about getting online.

The Google team also passed on basic digital skills, internet security advice and even how to write a great CV.

Dawn McManus, our Community Engagement Officer, said: “The visit was a great success and the bus was difficult to miss. The Google staff were brilliant and passed on their knowledge on a range of digital issues which we know will be of great help to our tenants and the wider community.”



The bus parked up at Netherholm



In the driving seat ....the Google bus



# A TRIUMPH FOR MARY!

## OUR TENANT WINS THE MARY BARBOUR AWARD

**THENUE tenant Mary MacPherson has triumphed by winning this year's Mary Barbour Award.**

Mary - who is a hugely-admired community campaigner - won the Award as an inspiring woman who has followed in the footsteps of the iconic campaigner Mary Barbour.

The Award was created by and is run by Parkhead Housing Association in association with The Wheatley Group to pay homage to Mary Barbour and to celebrate women who have made a positive contribution to their communities in Glasgow.

Mary Barbour was best known for her fierce community activism in Govan and became a pivotal figure of the Glasgow Rent Strikes of 1915.

While men faced war on the battlefield, Mary fought her own domestic war, courageously leading an army of 20,000 protestors to victory over slum landlords at Glasgow Sheriff Court.

Such was the impact of her fight that Lloyd George, later to become Liberal Prime Minister and then Munitions Minister, agreed with her.

A month later Parliament passed the Rent Restriction Act, the first of its kind in Europe, setting rents for the duration of the First World War and for six months after the war at pre-war levels. It marked a total victory for Mary Barbour and her supporters.

The 3rd Mary Barbour Award was presented at the Glasgow Concert Hall in August.

Mary is a very active community member and has been involved in many areas which promotes Kinship Care issues. Mary has spoken on behalf of Kinship for years including the impact of alcohol & drugs on families, particularly children.

Kinship care is when a child lives full-time or most of the time with a relative or friend who isn't their



parent, usually because their parents aren't able to care for them.

Mary is also a Director of Thenue Communities. Her community is very important to her hence the reason why she is actively involved in the roles she holds. Mary is also on the Board of FASS (the Family Addiction Support Service) where she plays an active role in overseeing the strategy of the organisation. Mary is also a long-standing member of Calton Area Association

Mary said of her win: "I was speechless when they announced my name. It came as such a shock but I am so honoured and delighted to have won."



Well done! Mary pictured beside the statue to Mary Barbour which was unveiled earlier this year at Govan Cross

# A SAINTLY VISION

## STUNNING CITY ARTWORK DEPICTING MOTHER OF ST MUNGO IS REVEALED

**A STUNNING mural depicting the mother of Glasgow's patron saint and whom Thenue Housing is named after has been revealed.**

The mural in the city centre shows St Thenue cradling and nursing her infant son.

St Thenue was also known as St Enoch and mother and son are synonymous with Glasgow's historic founding.

The mural depicts how St Thenue and St Mungo would have looked in a modern day context and artistically illustrates the unbreakable bond of love between a mother and her son.

Located on George Street at its junction with High Street – it has drawn huge praise for the Australian street artist Sam Bates also known as “Smug”.

Thenue Housing – through our name – draws on a strong historical connection with Glasgow. St Thenue had a traumatic upbringing as the princess of a pagan king. As a young, pregnant and unmarried woman in the 6th or 7th century her father ordered her to be hurled from a hill in East Lothian known as “Traprain Law.”

When she survived the fall she was put in a small boat and cast

adrift in the Firth of Forth to perish. The boat, however, drifted over to Culross in Fife where she was given sanctuary by St Serf, and gave birth to Mungo who later came to Glasgow and founded the Cathedral.

We also have in our possession important historical pieces which reaffirm our connection to Glasgow. The first – given to us in 2000 – is a carving of a mask of Thenue by a local sculptor, made from stone acquired from the now-demolished St Enoch Hotel in the city centre.

Then in 2012 we were given a stunning painting of St Thenue created by well known eastender Janey Godley who spent many years of her life around the east end.

Pictured: The mural. An interesting feature of it is the inclusion of a robin. This is because St Mungo is believed to have restored life to the bird while growing up in Fife.





# Annual Return on the Charter 2017-18

## Introduction

This is Thenue's fifth 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. We carried

out a tenant satisfaction survey during July and August 2017 and these figures have been used for this year's satisfaction figures.

If you would like further in-depth or additional information, please just ask us. If you would like to compare Thenue's 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](http://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](http://www.thenuehousing.co.uk) to see not only our 2017/18 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 below 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                          | 282         |
| Castlemilk                        | 322         |
| Bridgeton                         | 1042        |
| Glasgow Cross                     | 54          |
| Calton                            | 663         |
| Scotstoun                         | 13          |
| Dalmarnock                        | 325         |
| Supported Housing – Various Areas | 13          |
| <b>Total</b>                      | <b>2856</b> |

## GENERAL VIEWS ON SATISFACTION

### Satisfaction with overall service



### Satisfaction regarding being kept informed

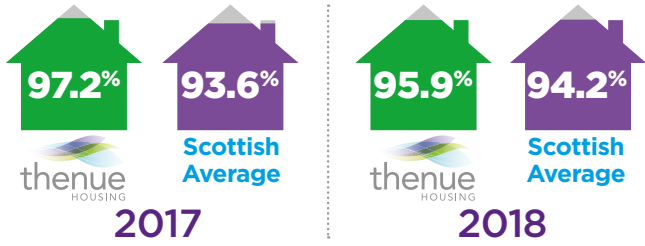


### Satisfaction with opportunities to participate

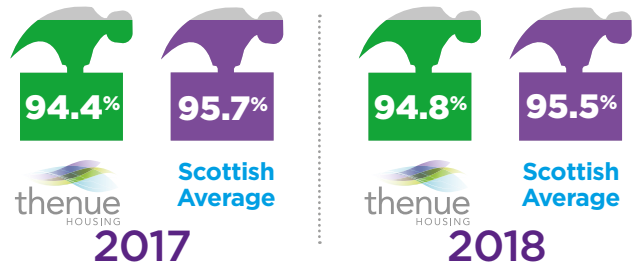


# QUALITY & MAINTENANCE OF HOMES

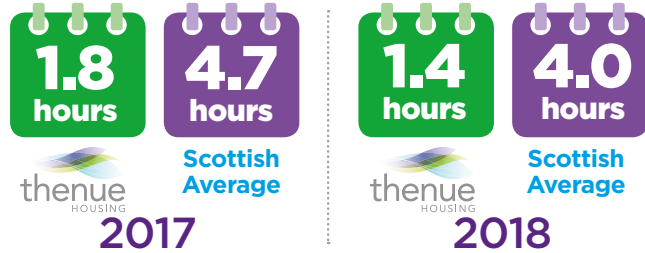
## Homes meeting the Scottish Housing Quality Standard



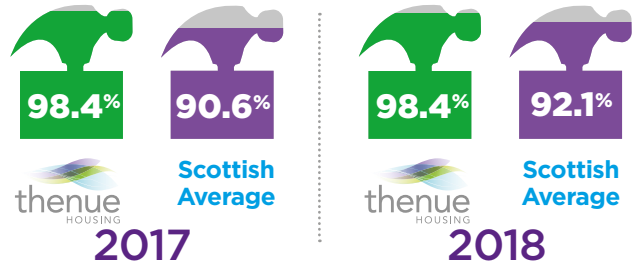
## Repairs appointments kept



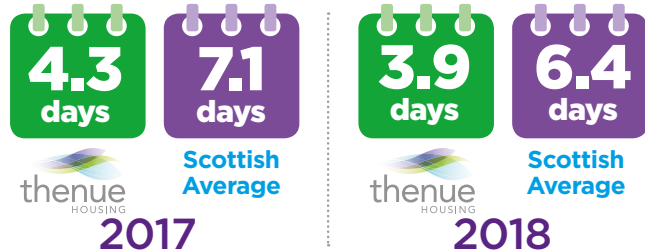
## Time taken to complete emergency repairs



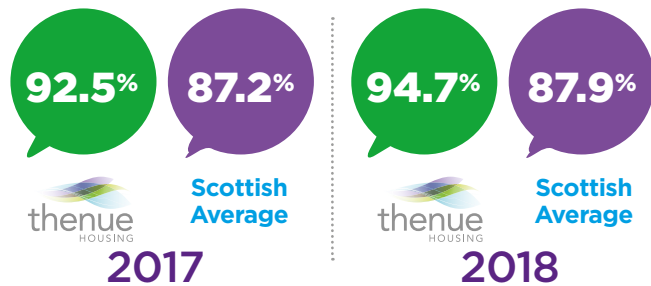
## Overall repairs satisfaction



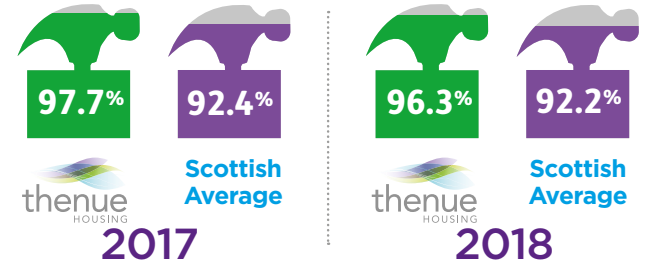
## Time taken to complete non-emergency repairs



## Anti Social Behaviour cases resolved within locally agreed targets



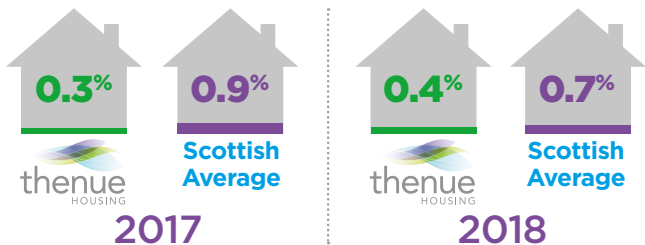
## Reactive repairs completed 'right first time'



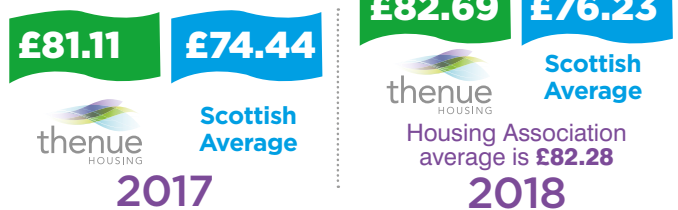
For every 100 of Thenue's homes  
**7.2 cases** of anti-social behaviour were reported in the last year

# VALUE FOR MONEY

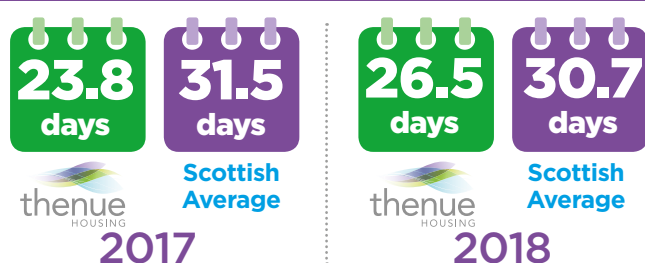
## Rent not collected due to homes being empty



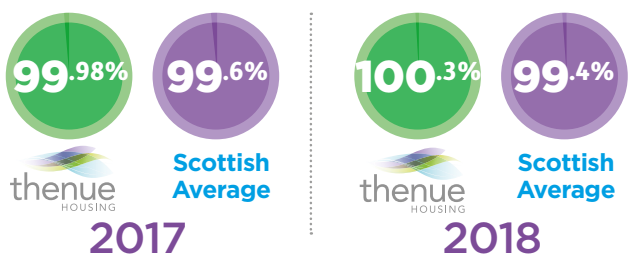
## Average Weekly Rent



## Average time to re-let homes



## Proportion of total rent collected



Thenue collected **£12,423,974** of the **£12,384,847** rent money due

## AT A GLANCE

Below you can see, at a glance, the areas where our performance is better than the Scottish average and those areas where it is worse than the Scottish average. It can be seen that Thenue has performed better than the Scottish average in 9 of the 14 areas and performed on par with the Scottish average in 2 of the 14 areas.

|   |   |  |   |
|---|---|--|---|
| Satisfaction with overall service                   | → | Repairs appointments kept  | ↓ |
| Satisfaction regarding being kept informed          | → | Overall repairs service satisfaction                               | ↑ |
| Satisfaction with opportunities to participate      | ↓ | Anti Social Behaviour cases resolved within locally agreed targets | ↑ |
| Homes meeting the Scottish Housing Quality Standard | ↑ | Rent not collected due to homes being empty                        | ↑ |
| Time taken to complete emergency repairs            | ↑ | Average time to re-let homes                                       | ↑ |
| Time taken to complete non-emergency repairs        | ↑ | Average Weekly Rent  | ↓ |
| Reactive repairs completed 'right first time'       | ↑ | Proportion of total rent collected                                 | ↑ |

## 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 30 complaints in total and the analysis is shown below.

### STAGE 1 (100% 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](mailto:admin@thenuehousing.co.uk) [www.thenuehousing.co.uk](http://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

# OUR VOLUNTEERS WORK TAKES TO THE STAGE

## TALENTED WOMEN HAVE THEIR WORK PERFORMED AT THE TRON THEATRE, GLASGOW

A GROUP of women had their creative writing showcased on stage in Glasgow.

And it has come about after they got involved in a creative writing group with generous help from a theatre company and funders Creative East End.

Wildfire Theatre Company has been working with the emerging women writers – most of whom are signed up to our volunteering initiative.

The housing association has an extensive programme of volunteering opportunities and encourages people living in communities where we have our homes to get involved in volunteering.

Now the short pieces of writing from the women have been performed by actors from Wildfire Theatre Company which was created by Pauline Lockhart, Wendy Seager and Natalie Arle Toyne.

Wildfire's key aim is to make sure opportunities are equally distributed and potential is nurtured no matter what

community people live in or what social class you happen to be born into.

The performances took place at the Tron Theatre, Trongate in September.

The women's short pieces of creative writing was read out and they are being billed as "new local writers."

The idea of working with women who have a story to tell arose after Wildfire began engaging with women in Edinburgh which led to "performed readings" and sell out performances at the city's Traverse Theatre.

Margaret Anne Gachagan, our volunteering programme co-ordinator, said: "This was a superb opportunity for the exceptional and inspirational work done by these women to be showcased on stage revealing the sheer scale of their talent. We are immensely grateful to Wildfire Theatre Company and Creative East End for investing their time and talent with the women and giving them a voice for their work."

## SELF SERVICE APP GOES FROM STRENGTH TO STRENGTH

We now have around 27% of our tenants who are enjoying the benefit of using either our Tenant App for smart phones and mobile devices, or are logging in to our Tenant Portal via our website.



We are always looking to improve both and our Tenant App has two new features we are excited to tell you about:

### 1. Message Service

Previously any messages were only one way – from you to us.

We can now contact you through the app by sending a message to all App users or you as an individual.

This means we can keep you up to date about our services, ask you to complete a short online survey form to help improve our services or tell you if there is a local utility supply problem by way of example. In fact anything at all that we feel is relevant to you!

Please look out for the notification on your Thenu app that you have a message!

### 2. Quick Rent Payment Facility

You can now make a rent payment through your App without having to enter your Allpay payment reference (from your rent payment card).

Click on Pay Your Rent to see how easy this is!

Just enter how much you want to pay, then complete your bank details on our payment screen.

If you haven't registered for our App or Tenant Portal, please contact any member of staff and they will help you register!



Stage is set....the actors performing the women's work

**From 5<sup>th</sup> December 2018, those tenants who are registered with Shettleston Jobcentre will be in what is called by the DWP a 'Full Service Area' for Universal Credit.**

### What does this mean?

Up until now only single people with no children or health problems were required to claim Universal Credit but from the 5<sup>th</sup> December this is changing.

The change affects people of working age making a new claim for benefit.

Universal Credit **replaces the following benefits:**

- Child tax credit
- Housing benefit
- Working tax credit
- Income support
- Income-related employment and support allowance (ESA)
- Income-based jobseekers allowance.
- The Housing part of Universal Credit **will be paid directly to you** and will be called **Housing Element**. Previously known as **Housing Benefit**.
- If you have 3 or more children you will not be able to claim Universal Credit until a later date.

### How do I make a claim?

Claims for Universal Credit must be made on line.

You will need to have either an e-mail address or mobile phone number.

You will have 28 days to complete the application and provide all the information requested. This includes:

- details about yourself (including your National Insurance Number)
- your tenancy agreement
- income and savings details
- your child benefit number
- your childcare costs and childcare providers reference number

- details of your bank account for payment
- income details of anyone living with you

### Confirming your identity

You have to 'Verify your identity online'. This takes you to a government system called 'Verify' to confirm your identity.

Verify can be difficult to complete as you need either a credit or debit card, driving licence or passport.

If you're having problems, go back to your Universal Credit account and click on 'I can't do this online'. You can then skip this step and confirm your identity at the Jobcentre instead.

When you attend the Jobcentre you should take

- Photo ID
- Two forms of official ID (birth certificate, NI card, P60 etc)
- Proof of address
- Proof of housing costs and proof of earnings

### How will it be paid?

- Universal Credit will be paid monthly.
- There is a 5 week waiting period for the first payment.
- If you were in receipt of housing benefit before going onto Universal Credit, then your Housing Benefit will continue for two weeks.
- You will be able to opt for twice monthly payments of Universal Credit and the Housing Element being paid directly to Thenue. You will only be able to do this after your first payment is received.
- You will also be able to request a full months advance payment and you will pay this back over a 12 month period.

### Managing your claim

Once your claim is up and running you will need to access your online Universal Credit account / online journal on a regular basis. This is because you will have to report any changes to your circumstances on line and also your advisers will ask you questions or set you tasks to do online. If you do not respond to these you could be sanctioned.

### Help with getting online

Thenue offers FREE IT classes on the following days:

**Monday 1pm – 3pm** at the Cranhill Veterans Centre

**Wednesday 10am – 12 noon** at the new Netherholm Community Centre

**Wednesday & Friday 10am – 12 noon** in the Calton Heritage & Learning Centre

Please come along if you need help getting online.

In addition to this, we can also provide support on a one-to-one basis at a time and place that suits you – to arrange this please call Simon or Julie on 0141 550 9542 or 0141 550 9558.

A recent survey was carried out by the DWP for people making a new claim to Universal Credit and found:-

- 25% of people were unable to submit a claim online at all – due to difficulties using or accessing computers/internet access.
- 43% of people felt they needed more support registering their claim.
- 30% found the process of claiming 'very/fairly difficult'
- 44% of people fell behind with bills in the first 3 months
- 65% of people fell into arrears when claiming Universal Credit.



# CLIC – MAKING A DIFFERENCE ON FUEL POVERTY

**OUR initiative known as CLIC has already been making a difference on reducing fuel poverty for our tenants.**

Since June this year we have saved people £4199. This has been a mixture of switching providers or contacting existing energy providers to see if we could get a better deal.

A large part of the work we have been doing has been advocacy work, calling energy providers on behalf of tenants to deal with things like complaints.

Here is a case which had a happy outcome:

Mr Abdella had been with his energy provider for over a year when he was informed that they in fact were not providing his gas supply. He was told that another energy provider was supplying the gas and that he had requested the transfer. He was confused as he had not asked anyone else to supply the gas to his property. His energy company were not very helpful, so he came along to see one of our energy efficiency advisers.

After many phone calls and emails with both energy providers it was discovered that the serial number relating to the supply had been removed from the national database and this was no fault of Mr Abdella.

As a result of this, his energy provider waived his old account and the money they claimed was owed totalling £1000 and even gave him a refund of £291.

Mr Abdella has said that he was grateful for the help he received from the Energy Efficiency Advice team.

Having the team take on his case meant he knew the matter was being dealt with. He was extremely pleased with the outcome, as this was something that was really worrying him. It also means now he can start a new gas bill from scratch with no money owed.

Mr Abdella would definitely



Connecting Locally, Informing Communities.

recommend the Energy Efficiency team to others who may be having difficulty with their energy provider saying: "I found the team really helpful. I was worried as I thought I owed a lot of money, I would definitely recommend the service."



Mr Abdella



## CHOICES 4 CHANGE

A brand new 10 week Personal Development Course

**Whether you would like to build confidence, become more involved in your local community, find work, learn new skills or just try something new, the Choices for Change course can help you achieve your goals.**

The course includes:

Healthy Cooking on a Budget  
DIY workshops  
De-stressing sessions  
Motivational Workshops  
Health and Wellbeing  
Confidence Building  
Visit local places of interest  
IT for beginners

- build confidence • find friendship • develop skills • improve wellbeing • have fun
- learn something new • feel empowered • make healthy choices • raise self-esteem •

Next Course starting: 13th November 2018 at the Church House, Bridgeton.



Interested? Contact the team on:  
0141 550 9575 / 9557

Childcare spaces available.  
Class times: Tuesday, Wednesday, Thursday, 9.30am-3pm.  
Taking part in this course won't affect your benefits.

# Soon it will be time to *Celebrate*

**2019 will be a year to remember for Thenue as we mark 40 years. And we want YOU to be at the very heart of all we do to celebrate this milestone. We are very proud of our communities and the people who live there. Over 40 years we have always done our best to bring you good housing – building new properties and improving our existing ones. But we do so much more than simply co-ordinate a range of housing related services. We have grown deep roots in all our communities we serve - helping in ways that we know make a difference to your lives.**

Building two community centres, one in Calton and the other in Castlemilk, free information technology advice to help you get online and learn more about computers through our “CLIC” programme, assisting on

finances to get you the benefits you are entitled to through our financial inclusion service. Then there is the former Learning Works programme which helped over 220 people get into further and higher education and find jobs which is now operating in an exciting new format called Choices for Change. We also have a close working relationship with our Area Associations and our Scrutiny Panel whose volunteer members do a power of good work in their respective communities. All of this is why the housing association movement of which Thenue is a proud member does so much to make life better for people.

We are putting the finishing touches to our celebration programme for

2019 but we wanted to share with you right now some of the things we know already which will take place. You can see what we are planning on these pages. If you have any good ideas that you think we should consider as part of our programme then call us or send us an email to [celebration2019@thenuehousing.co.uk](mailto:celebration2019@thenuehousing.co.uk).

Meanwhile do you have any old photographs or Thenue memorabilia that you would like to share with us such as a rent book or old photographs? We would love to see them and will take very good care of what you lend us before returning it to you. Just pop into the office with anything or send us an email to the address above to tell us what you have.



We place great emphasis on making sure our communities are supported by us. Here are some images from our fantastic summer (clockwise)...A great afternoon tea at Elcho Gardens, Calton; A funfair at the Castlemilk fun day and A prize giving ceremony for our wonderful volunteers

# HERE'S WHAT WE HAVE PLANNED SO FAR...

With the support and involvement of local residents we're planning to create a mural on the gable of one of our 100 year old tenements at 513 London Road close to our office.

This will be a landmark piece of art which will remain in place long after our 40th anniversary year is over.

We have already completed workshops with local residents and they have helped us develop our ideas. These workshops have been led by "Art Pistol" who are a brilliant Glasgow based company which brings together a collection of undiscovered, emerging and established artists.



Their work promotes the very best in original art from the most talented independent artists and they have produced some of the most stunning wall murals.

Stark gable..... the gable end which will become a work of art

You can get a flavour of their work at [www.artpistol.co.uk/art-pistol-projects](http://www.artpistol.co.uk/art-pistol-projects)



Working closely with the Netherholm Area Association, together we delivered the recently-opened Netherholm Hall. Across from the main entrance is a derelict piece of land. We think something good could be located there and we're on the case to find out how to make this happen.



**Bursaries.** These are also known as grants and we're launching a bursary

scheme to mark 40 years for our customers. So how will it work? We will ask you to apply for a set amount of funding ranging from £500 to £1000. This can be used to pay for courses you may undertake to learn new skills and includes purchase of equipment or books or materials.



We won't be forgetting our older tenants! We are planning a seniors' Tea Dance with a live band. Transport will be provided to the venue no matter where you live. This will take place at the popular venue St Luke's beside Glasgow's famed Barrowland.



## Area Associations.

We are talking to our Area Associations so that together we can hold an event this will be on the weekend of June 22-24 to coincide with "The Great Get Together" held each year in memory of the murdered MP Jo Cox. Next year would have been her 45th birthday.



## VOLUNTEERS' WEEK

Thenue has a great volunteering programme and we will be hosting an event to thank those volunteers who do so much and are the unsung heroes of our communities. This is likely to take place in early June to coincide with Volunteers' Week from 1 to 7 June.



**Down memory lane!** As mentioned elsewhere we are looking for memorabilia that charts the history of Thenue from our founding in 1979. We'd like to include these in a newsletter next year so if you have anything please let us know.

Continued on next page

# 1979

40 weeks rent at 1979 prices! Exclusive for tenants who are signed up or will sign up to our self service app or who use our self service portal. Throughout the year we will make 40 random draws of £60 in gift vouchers. We have arrived at this sum of £60 because in 1979 a typical monthly rent was around £23.38. This is a difference of £59.30 so we will round that up to £60. Three or four draws will be made every month and the lucky winners will be immediately notified. REMEMBER!

You need to be using our self service app or self service portal to be in with a chance of winning.

A little bit of kindness goes a long way. That's why

## KINDNESS

the team at Thenue will be carrying out "40 acts of random kindness" which will see us helping our customers. You can make suggestions on what we can do by emailing us on [celebration2019@thenuehousing.co.uk](mailto:celebration2019@thenuehousing.co.uk) Mark your email "random acts of kindness"

## Happy Birthday!

**October 25 2019 is our actual birthday!** And like all birthdays we are having a party. Members of the Association will be invited to join us for an afternoon of celebrations.

First Aid. We want youngsters to know how to save lives. That's why we are approaching local primary schools to deliver first aid courses organised with the "Curriculum for Excellence". Training in how to save lives can never begin too early! At least 40 youngsters will be trained in first aid.

We are giving away 40 "Flip Out" trampoline park vouchers. In another exclusive for people using or signing up to the self service app or self service portal only. Enjoy a fun day at the world's largest trampoline park – on our doorstep in Rutherglen. This draw will be made in June 2019 – just in time for the school holidays.

## CHOICES

We are launching our "Choices for Change" initiative to help unemployed people get into work or further or higher education. A similar programme which has now ended was called Learning Works. When the first 40 participants complete their course we will be celebrating with them!

# thenue HOUSING

# BUILDING HOMES FOR YOU – AN UPDATE ON OUR PLANS

We're busy working on bringing new homes to our communities.

Here is an update on the progress of what's under way and what we hope will come.

On London Road work is progressing well on the development of the former Monteith Hotel and the creation of a large number of flats (pictured) in an adjacent new building.

This is a major piece of development work - preserving an iconic building on Monteith Row and creating a new landmark one on London Road itself. The total number of new homes is 49 with work scheduled to complete by the end of next summer.

At Abercromby Street, Calton we are waiting on planning approval for a major development of 77 flats and houses which we hope to have built by 2021.

At 44 Dalmarnock Road we plan to demolish a tenement and build 12 new flats. Again, we are waiting on planning permission so we can



Great progress on London Road at our redevelopment of the former Monteith Hotel and new build

proceed. If it goes ahead work will begin in 2019.

At Landressy Street, Bridgeton we have demolished a former care home to make way for 27 new flats which are expected to begin in 2019.

We are also hoping to build 68 flats and houses at a site on Dalmarnock

Road/Springfield Road and planning permission is awaited. Elsewhere on this page you can read about our special information event for Dalmarnock residents about this.

## DALMARNOCK DATE FOR YOUR DIARY

We are keen to share with Dalmarnock residents our plans for new housing in your community.

We are hosting an information event at the Legacy Hub, Springfield Road from 3 to 7 pm on Thursday 29 November.

We can show you the plans for this new development and answer any questions you may have. Tea and coffee will be served. Please come along to learn more about what is happening.



The site at Dalmarnock Road/Springfield Road

## 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.

## CHRISTMAS EVENTS

Our Bridgeton Christmas Party will take place on 13 December at The Windsor Bar and the trip to the Pavilion Panto will take place in the middle of January. The Calton Party is on 11 December at the Calton Heritage and Learning Centre with their Panto in January – date to be confirmed. Spaces are going fast but if you would like to find out more, contact Dot Murray on 0778 631 2143 or Linda Malone on 0796 937 4811.



## 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 2019 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

# A BIG THANK YOU!

Calton Retirement tenants held a fund raising event at Tureen St on 28 September raising an absolutely fantastic £1000. The money raised will be split between MacMillan Cancer and funds for future Calton

Retirement Housing events. We know it's that time of year with Christmas just round the corner when every penny counts, so a huge thanks to everyone who gave generously to make the event such

a success. We will be arranging to present the cheque to MacMillan Cancer shortly. Below are photos of our knitting stall and two volunteers enjoying the day!



## TEA AND CAKES IN CRANHILL

We recently held an afternoon tea event in the Veterans Centre in Cranhill for our older tenants from Cranhill and Blackhill. We had a speaker from Glasgow Care and Repair telling us more about the Handyperson Service which we provide free to our older tenants or those with a long term medical condition. Tenants enjoyed tea and cakes and a general chat! If you are an older tenant living in Cranhill or Blackhill and would like to attend more of these events or join our Focus Group, contact Paola Doyle on 550 9548



## FLU JAG FOR THE HOUSEBOUND

Your local Health Services are currently arranging home visits for any resident who is housebound and who requires the flu jag. GPs will be contacting their housebound patients individually so if this is you or someone you know, do look out for your GP surgery making contact with you. If you haven't heard anything by the end of October, contact your own GP surgery.

# CHRISTMAS

## IS JUST AROUND THE CORNER

**Christmas will soon be here and as usual the Calton Area Association has something for everyone.**

It has unveiled its festive programme starting with a competition for residents in properties in several streets.

The Christmas Front Window Decoration Competition will be open to flats (and main door properties) in Tobago Street, Millroad Street, Green Street, Stevenston Street and Moncur Street.

All you need to do is decorate your front window to be in with winning

first prize or second prize.

The windows will be judged by an independent judge who will decide on the winner and runner up. Good luck to everyone who takes part – and lets see some sensational festive windows. Make sure your window or windows are decorated week commencing 19 November

Meanwhile a date for your diary will be 9 December and the time 5 to 7 pm.

That's when the Christmas light switch on will take place at St Luke's in Bain Square.

This occasion is often the highlight of the festive calendar in Calton and there will be carol singing from St Anne's and St Denis' primaries.

It will be a family focused event as usual with Santa in attendance to give out gifts to children who will also be invited to visit him in his grotto. There will be games, lots of fun, a magician and face painting along with mascots Spiderman and Poppy Troll.

Food will be available for youngsters including hot dogs and crisps along with Mrs Claus's "cough medicine" for adults! A big turnout is expected.

**COMING SOON**

**NEWS ABOUT**

**YOUR RENT FROM APRIL 2019**

Very soon we will be writing to you about next year's rent increase.

How much it is from April 2019 will be determined by our Board at its January meeting.

But before that happens we are undertaking our annual

consultation exercise on rent. The reason it is being done before the end of the year is to allow the Board to see what you are saying before it meets.

The rent consultation publication 'YOUR RENT: TIME TO HAVE YOUR SAY' will be on its way

to you shortly and we would encourage you to read it carefully.

After you have done so we would like to hear your views on rent. All the details of how to respond will be contained in the publication when it pops through your letterbox.

**Thenue Housing Association Ltd**

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