

A BIG THANK YOU FOR HAVING YOUR SAY!

BIGGEST EVER RESPONSE TO OUR ANNUAL RENT CONSULTATION

WE would like to offer a big thank you to our tenant customers after we recorded our biggest ever response to the annual rent consultation.

We were delighted and impressed that you took the time to respond in such large numbers – **134 people gave us their views.**

Our Board met recently and, after listening to the responses, set this year's rent increase at your preferred option of **3.3 per cent.** The rent increase will come in from April and accepts the view given by almost half of those who responded that this is their preferred choice.

This rise compares favourably with other housing providers and is needed so we can carry on delivering the high level of services you expect from us.

We have many things to weigh up when the Board makes the decision on rent. But we are always mindful of the need to make savings where possible **AND** deliver on our promise of value for money.



It is also worth remembering that not one penny of our regeneration work – helping our various communities from things like getting back into work or accessing free help with computers and going online - comes from the rent you pay.

We fund this by applying for funding from various sources.

**FULL STORY ON HOW WE SOUGHT
YOUR VIEWS – SEE PAGE 6**

INTRODUCING OUR COMMUNITY BURSARIES

We are proud to be announcing details of our Community Bursaries – set up to mark our 40th birthday.

A Community Bursary is aimed at helping YOU in keeping with our proud track record of assisting our communities.

We have THREE bursaries to offer as follows:

- Up to £1,000 for Higher Education/ Further Education course(s)
- up to £750 for skills - specific training and,
- up to £500 for purchase of equipment, books and/ or materials



Applications open on Monday 8th April 2019 and close on Friday 10th May 2019 at 4pm.

**READ MORE ABOUT OUR BURSARIES INSIDE ON
PAGE 10**

VOLUNTEERING - WHAT



VOLUNTEERS who serve our communities have received some well-deserved praise.

We held a “celebration event” to record our appreciation for the work individuals have done through our highly-successful volunteering programme.

We launched this programme some time ago to assist communities and provide purpose and personal fulfilment for those taking part.

Volunteers have contributed in a variety of ways including:

- Working with a drama group
- Gardening at a community garden to ensure it is used more fully by local residents
- Taking part in creative writing workshops with the volunteers’ work being showcased at Glasgow’s Tron Theatre
- Working closely with Glasgow’s Women’s Library based in Bridgeton in the city’s east end
- Undertaking litter picks in the local communities to keep communities looking clean and tidy

Led by our former Volunteering Co-ordinator Margaret-Anne Gachagan it has delivered real change to communities and empowerment to the individuals doing the volunteering.



Ruth Adam our Community Regeneration manager at Thenue, said: “We recognise the importance of volunteering and the impact it has on people’s lives. We are delighted to be celebrating this.”

At the event held at the Calton Heritage and Learning Centre, and to mark Thenue’s 40th anniversary this year, the Association asked those attending to give 40 ideas or comments on why they feel volunteering has been worthwhile.

A highlight was the performance by the drama group with their sharp and witty – and always funny – observations on Glasgow life.

Margaret Anne said: “We wanted to celebrate the volunteers’ achievements and give them a voice to tell us what types of projects are needed to engage more local people. Thank you to everyone.”

A DIFFERENCE IT MAKES

We asked our volunteers to provide 40 reasons why volunteering is important to them.

Here are some of those comments which will help inform our community regeneration work and develop projects which make a difference to people's lives.

Without volunteering I would be lost. So thankful to Marg Anne

Makes me feel useful and happy

I have met real friends who don't judge

VOLUNTEERING
GIVES ME A PURPOSE IN LIFE, IT HELPS WITH MY DEPRESSION AND SOMETHING TO GET OUT TO DO.

Thank you kindly for this chance

Volunteering is important for me to help make a difference in my community

Gave me more confidence performing

I HAD MY EYES OPENED AND VOLUNTEERING GAVE ME THE OPPORTUNITY TO OPEN OTHER PEOPLE'S EYES AND BENEFIT AS MUCH AS ME

it has been a positive impact on my life a life I think I am so grateful for

Confidence Building

A FEELING THAT YOU MAKE A DIFFERENCE

I like to do things to help my community and being a volunteer gives me the chance to tidy my surroundings

I had my eyes opened and volunteering gave me the opportunity to open other people's eyes and benefit as much as me

GETS ME UP IN THE MORNING TO DO SOMETHING WORTH WHILE

Margaret Anne You're my angel superstar

Creating Commitment

Volunteering means the world to me. As a disabled person people can be very cruel Volunteering at the drama groups and the womens' library is the total opposite. Everyone is so kind and disability doesn't make any difference. I am treated with dignity and respect. Being a volunteer gives me a sense of purpose and I feel like I am giving back to the community Love it

PROTECTING YOUR INFORMATION

Did you know with new Data Protection Guidelines we are unable to discuss any outstanding repairs with anyone apart from the tenant or a registered household member?



If you need a family member or carer to call us to discuss a repair then you need to sign a mandate giving us authorisation to speak to them. If this affects you please contact us and we can provide the necessary form.

CLOSE CLEANING

All closes included within the contract are cleaned on a weekly basis by CAS Contract Cleaners. The stairwells are swept and then washed down. (should temperatures drop close to freezing the closes will not be washed but will still be brushed down).

Where there is a lift on the premises this will also be cleaned weekly.

Walls, ceilings, doors, handrails and windows are cleaned monthly.

GAS SERVICING

Help us to keep you safe. Every year by law the Association has to check and service your gas appliances to ensure that they are in safe working order. You will receive a letter from our contractor City Technical Services (CTS) in advance advising you of the date they will come to carry out the service. If this is not convenient please call them as soon as possible and they will arrange another appointment to suit you: **0333 202 0708** or Contact us on 0141 550 9547.

DEVELOPMENT UPDATE



Work is progressing well our restoration of the former Monteith Hotel and new build properties at London Road.

Our picture shows Thenue Chair Derek Quinn and Raymond McCafferty of builders Cruden at a signing ceremony formalising the link-up for this development between the Association and the construction company.

The mix of 49 flats will be ready in autumn this year.



APPLICATIONS FOR REHOUSING

For anyone looking for housing from the Association, we currently offer two ways of making an application to us. It can be done either by completing a paper application form or by using our online form which is available on our website.

More and more applicants are now using our website to complete their application and, having recently reviewed the processes, we are planning to move to an online only form later this year.

Staff are working on updating our current online form and we hope that moving it exclusively online will make it easier for most applicants and make the process more efficient. For anyone unable to complete the form online, staff will be available to assist with submitting it either in the office or in the applicant's home.

More information will be provided in our summer Newsletter but in the meantime if you wish to apply for rehousing, you can do so by clicking on Homeseekers on our website – www.thenuehousing.co.uk

WE DID WHAT YOU ASKED US TO DO ON RENT

Earlier this year we asked you to give us your views on various options on your rent from this April.



The Rent Consultation process, as it is known, is vitally important because it allows our Board which makes the decision on what you pay in rent to understand your views.

During December and January we consulted with tenants over Thenue's 2019/20 Annual Rent Review.

This included:

We issued a newsletter setting out our options for the 2019/20 rent increase sent to all tenants in late 2018 offering a number of ways you could respond with your views.

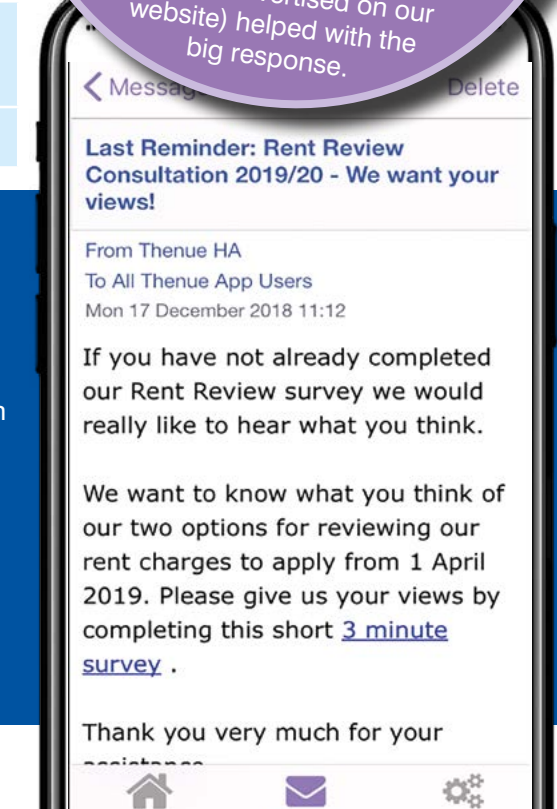
We held consultations with tenants groups including members of our Tenant Scrutiny Panel and Cranhill, Bridgeton & Dalmarnock, Netherholm Area Associations at a joint meeting in December 2018.



134 RESPONSES

This year we have had, by some distance, the **HIGHEST EVER** response to a rent consultation - **134 in total!**

The ability to send out messages to all our Thenue App users to ask them to complete a short online survey (this was also advertised on our website) helped with the big response.



The table below summarise the responses to the consultation:

Rent Option	Numbers	% in favour
3.3%	66	49%
3.8% (extra 0.5% to cover cost of rolling out of a gardening project to all our communities)	25	19%
Neither option	43	32%

SO WHAT DID WE DO?

The majority of respondents (49%) favoured a rent increase of 3.3%. Only 19% were in favour of funding the gardening volunteer project currently operating in Calton - through an increase in rents. That option would have meant it would be rolled out across all our communities

Therefore our Board, after taking on board the responses to

the Rent Review Consultation, approved an increase of 3.3% from 1 April 2019 at its meeting on 29th January. Our increase was in line with the average increase applied by other social landlords.

Thank you once again to everyone who participated. We greatly value your willingness to help.

ACCESS THENUE'S SERVICES 24/7 – NO NEED TO WAIT FOR THE OFFICE TO OPEN!!

We reached our target of one third of our tenants using our Self Service App or Web Tenant Portal in December 2018! Our new Target is to achieve 50% of tenants registered by January 2020.

96% of users that responded to a survey give self service a positive rating (55% gave it a very positive rating).

Are you online and not yet using the 24/7 convenience of either our Tenant App or Tenant Portal on our website? Experience the benefits and great service that over 1000 of our tenants currently do by downloading our app or registering with our tenant portal on our website (Note – you can register for both the App or the Tenant Portal using the same log in details).



Option 1: Download our tenant app

If you are a Thenue tenant you can download our App by using a QR reader on your device (see QR code below) or searching for Thenue on the Apple App Store or Google Play store to download our app for smartphones and tablets.



ANDROID APP ON

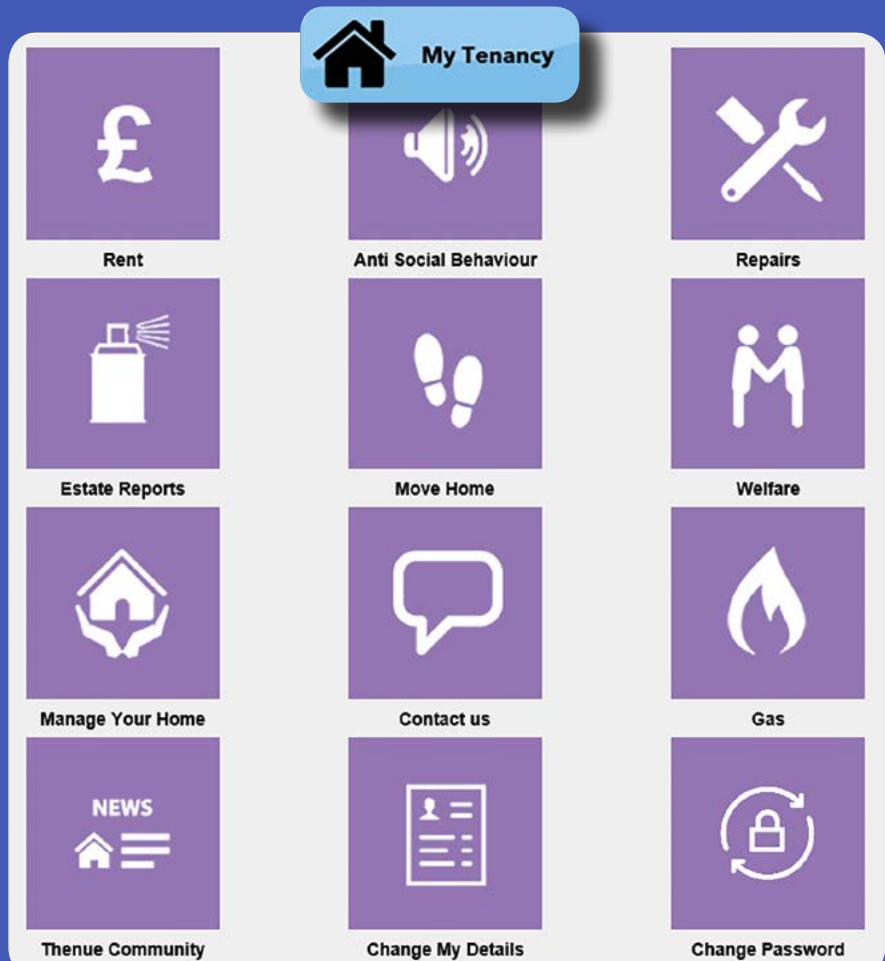


Google play



Download on the
App Store

Option 2: Register with our Tenant Portal on our website by clicking the My Tenancy button on the Home Page of our website:



GOING FOR GOLD!

ROSS BOUND FOR ABU DHABI AND HIS OLYMPIC DREAM

Footballer Ross Sinclair is about to set off on an Olympic adventure far from his Dalmarnock home.

Talented player Ross (20) has been picked for the Great Britain and Northern Ireland squad in the Special Olympics World Games.

Our tenant Ross won a keenly-contested place and will fly out early next month with his team mates as they battle for medals in the Games which will be held from March 14.

This week Ross spoke of his excitement as he prepares to leave and how he is flying the flag.

Ross – who works at West of Scotland Housing Association – already has two bronze medals won at two regional Special Olympics events held in Sheffield and Stirling.

Now he hopes to upgrade his medal haul with perhaps a silver or even a gold!

Ross said: “I’m looking forward to it very much. It will be great fun and I’m delighted to have been picked for the Great Britain squad. We hope to do well but know we need to work hard and play well to be successful.”

Members of Ross’s family will also be going to the United Arab Emirates

Olympic dream.....
Ross with his existing bronze medals pictured at home in Dalmarnock



As your newsletter was about to be published news came through that Ross had won gold after the football final in which the GB team beat Australia 3-1

including his Mum Isabel who will be cheering her son on.

Isabel said: “Ross has worked very hard to get where he is today. He is training a lot and we are very proud of him. It will be a great experience to play in the Special Olympics World Games.”

We are thrilled that a young eastender like Ross is flying the flag for his community and his country.



SPECIAL OLYMPICS | الأولمبياد الخاص
WORLD | الألعاب
GAMES | العالمية
ABU DHABI 2019 | أبوظبي 2019

AND WE'RE GIVING HIM A HELPING HAND!

To help Ross, the Trustees of Thenu Trust have awarded him a donation to assist with the cost of the trip.

The Thenu Trust was established in February 2002. It provides grant support for individuals living within the communities where we operate to further their

personal achievement or personal development.

The Trustees said: “Ross is a credit to his family and his hard work and commitment to football has clearly paid off. We are sure he will be a vital member of the Great Britain team and wish him every success. The Thenu Trust



is delighted to offer help in his exciting endeavour.”

TRADE APPRENTICESHIP OPPORTUNITIES

COMING SOON

**Are you looking to take your first steps as a Trade Apprentice?
With fantastic training and support then this is the job for you!**

Within this role, you will work under the direction, guidance and supervision of an experienced mentor to support the delivery of excellent refurbishment, repairs and maintenance service, whilst working to achieve a number of skills and qualifications.

Mears housing teams provide rapid response and planned maintenance services for local authorities and registered providers and deliver in excess of 5,000 repairs every day to a growing portfolio of around 1,000,000 homes across the UK. We also provide a range of services to cover all areas of the housing sector, including regeneration, contact centre solutions, housing management, home improvement, facilities management, estate services, grounds maintenance, student accommodation and new build.

You will have the following attributes and key skills:

- ✓ Functional skills in both Maths and English
- ✓ The ability to learn and develop a thorough knowledge of the skills, technology and safety procedures required to carry out the full range of tasks
- ✓ Strong communication skills
- ✓ The ability to understand and interpret work instructions
- ✓ Be able to establish and maintain good customer/client relationships

Apprenticeship wages are in line with sponsoring body (e.g. Scottish Building Apprenticeship and Training Council). Working hours will be 40 hours per week.



If this job appeals to you, we would love to hear from you! Contact Julie Ahearne at Julie.ahearne@mearsgroup.co.uk

Mears Group PLC and its subsidiaries are Equal Opportunities Employers.

ADMINISTRATION APPRENTICESHIP

Are you aged 16-19 years?

Thenue Housing works in partnership with Mears to improve and maintain our properties in our local communities. Mears has exciting job opportunities that will help get your career off to a flying start.

Modern Apprenticeship in Administration

Job: Admin Apprentice

Salary: In line with Glasgow Living Wage

Working Hours: 8.30am - 5pm (30 minutes lunch which is unpaid)

Location: Coatbridge

Please submit a short CV or paragraph confirming why you are looking for an apprenticeship and what you hope to achieve in the future. Please outline any relevant qualifications you possess (e.g. Nationals 5s etc.) to Julie.Ahearne@mearsgroup.co.uk

Deadline for CVs to be submitted is 21 April 2019



Mears Group PLC and its subsidiaries are Equal Opportunities Employers

COMMUNITY BURSARIES – YOUR QUESTIONS ANSWERED

Helpful information about the Community Bursary

Why is there a Thenue Housing community bursary? We have developed a community bursary as part of our 40th Anniversary celebrations. This bursary will directly invest in local people to support them to achieve your educational aspirations. In order to do so, we will offer up to £1,000 for Higher Education/Further Education course(s), up to £750 for skills specific training and up to £500 for purchase of equipment, books and/or materials.

What is a bursary? This bursary is a one off sum that you are not expected to pay back. In return we do ask that the successful applicant meets with a staff member of Thenue Housing to hear about the range of ways to get involved in the Association.

What can the bursary be used for? We expect the bursary to be used to support you to complete an educational course. Examples include: a laptop, textbooks.

Stationery, bus pass, course resources, childcare etc.

Will the bursary affect applications for SAAS or benefit payments?

Receiving a Thenue Housing bursary should not affect a student's entitlement to SAAS funding or benefit payments as it is a charitable donation. If you have queries regarding this we advise you to speak to the relevant agencies.

Who can apply for the Community Bursary?

To be eligible for the community bursary you must meet all of the following criteria:

- You must not have received a bursary from Thenue Housing in the past
- You must be a current tenant of Thenue (or living with one of our tenants) or a factored owner of Thenue and have been accepted in to higher or further education - for example college or university degree course
- You must be aged 16 or over
- You must not be an immediate relative of anyone who is

employed by Thenue Housing (or its subsidiaries), by immediate relative we mean parent, spouse, child or sibling.

- You must have an account under your own name suitable for the funds to be paid in to (e.g. bank, building society, credit union)

You must be able to provide the following to support your application:

- A copy of your acceptance letter from the college or university
- Evidence of your current residency

A reference from someone telling us why you should receive this bursary. This cannot be a family

member, friend, or anyone employed by Thenue Housing (or our subsidiaries). You could use, for example, a previous teacher, your GP, an organisation you volunteer with, a religious leader, a youth or community worker. This reference must contain full name, address and contact details.

What to do now: applications open on Monday 8 April 2019 and close on Friday 10 May 2019 at 4pm. Go to our website news page to download the application and email the completed form to lynne.mckenzie-juetten@thenuehousing.co.uk

WANT TO HAVE YOUR SAY ON THENUE'S PRIORITIES AND POLICY AT OUR COMMUNITY CONFERENCE?

We will be holding a Community Conference for our residents on Wednesday 15th May 2019 at Calton Heritage & Learning Centre (next door to our office at 423 London Road). The start and finish times have still to be agreed but are likely to be 9:30am to 2:30pm, with a break for lunch.

The event will cover two main topics:

- We are reviewing our Allocation Policy. This sets out how we let

our homes and we want to gather tenant and applicant views on any changes we should make to this policy.

- Our Community Regeneration Strategy. This document is due for review and we want to consult with our local communities on what our priorities should be for projects and services that improve both the lives of our tenants and anyone living in our communities and the local environment.

More details about the event will be available on our website in due course but if you are interested in attending this event, please contact our Community Engagement Officer, Dawn McManus on 0141 550 9576 or email Dawn at dawn.mcmanus@thenuehousing.co.uk.

All those that register an interest in attending will be sent a detailed Community Conference Programme nearer the date of the conference.

YOU'RE INVITED!

On 21st-23rd June 2019, communities up and down the country will be getting together to celebrate kindness, respect and all we have in common.

The Great Get Together is inspired by MP Jo Cox, who was killed on 16 June 2016.

In June 2017, to mark the first anniversary of Jo's death, her family and friends urged people to take part in a weekend of events to celebrate her life and held under the banner of "The Great Get Together". Events included picnics, street parties and concerts.

2019 will see the third anniversary and we believe there is a groundswell of people who reject divisive politics and simply want to bring our communities together and celebrate all that unites us.



All three of our Area Associations are planning something. They are:-

Who	What	Where	When
Bridgeton & Dalrnock Area Association 	Kids fun festival A kids event packed full of fun activities with music, bouncy castles, food and lots more. 1 – 3.30pm The Great Night In A fabulous evening for anyone over 18 to come together and meet your neighbours and friends over some great food and music. 7.30pm - midnight	Bridgeton Community Learning Campus, 68 Dale Street, Bridgeton, Glasgow, G40 4TL (both events)	Saturday 22nd June Kids Fun Festival 1pm – 3.30pm Saturday 22nd June The Great Night In 7.30pm – 12am
Cranhill Area Association 	Community Fun Lunch Chance to get together with your neighbours over some lunch and get involved in fun activities.	Cranhill Development Trust, 109 Bellrock street, Cranhill, Glasgow, G33 3HE	Saturday 22nd June from 12pm
Netherholm Area Association 	Family fun day Come together with all of your neighbours and friends to celebrate your fabulous community. Food, music, bouncy castles, discos and lots more will keep you all entertained.	Netherholm Community Hall, 4 Holmyre Terrace, Castlemilk, Glasgow, G45 9PY	Saturday 22nd June (time to be confirmed)

Fancy organising something different in a different community?

Just visit www.greatgettogether.org/ for ideas, and if you have an idea to bring your community together over that weekend in June, then just let us know. Contact Dawn McManus at Dawn.McManus@thenuehousing.co.uk, phone 0141 550 9576. Chat it through and we might even be able to offer you some financial assistance to make the weekend extra special!

A BRIGHT FUTURE BUILT SPOTLIGHT ON



John pictured in Dalmarnock

Dalmarnock has been a shining example of community regeneration in recent years thanks in part to the legacy of the Commonwealth Games.

Homes in the former Games Village are now occupied by our tenants creating a whole new community within Dalmarnock.

The creation of so many homes undoubtedly injected new life into the community and brought families to Dalmarnock.

We asked someone who has lived his whole life in the east end. just

why it is such a great place in which to live.

Like so many Dalmarnock residents John McGregor has been a hardworking community activist – always keen to put the area first and fight for better facilities over many decades.

He is a former member of our Management Committee (now known as the Board of Management), a grandfather of five and one of the people who helped create the original Dalmarnock Centre which opened in 1984.

Now demolished having been crucial to bringing the community together for so many years, it was replaced by the Legacy Hub in Springfield Road.

John who worked at Ravenscraig steelworks for 20 years prior to its closure said of his community: “Dalmarnock has seen more change in the last five years than it has over the decades. And while we always like to look back at how far we have come as a community, there is always further to go.

“It is nice to reminisce, but the focus must be on sustaining Dalmarnock

LT ON A PROUD PAST: DALMARNOCK

for the younger generation and that's why the Games Village homes are so essential. Then there are the plans which Thenue have for 68 flats and houses at Dalmarnock Road and Springfield Road . That's more good news."

Like anyone who has lived so long in one area, John – now 63 - has a wealth of Dalmarnock memories gathered over the decades.

He added: "Just because something is no longer physically there doesn't mean it vanishes from your memory. There was the Kit Kat Café, the shop known as Five Star and the much-loved Mario's fish and chip shop in Sunnybank Street.

John served on the original Dalmarnock Centre Management Group for 20 years.

He added: "That was a great step forward at the time. Getting a community centre made bringing the community together much easier in the same way the Calton Heritage and Learning Centre has done in

Calton. And it wasn't just me. There are many people who can take credit for the original Centre - their hard work finally paid off when it opened in 1984."

The Centre was held in such affection by the community that when it closed, a "final act of worship" was held there on Sunday 27 January 2013.

Dalmarnock, of course, had the benefit of another Centre – The Springfield Centre which opened prior to the Dalmarnock Centre – and it too fulfilled an important community role and was hugely popular with local people.

The former Bridgeton and Dalmarnock Housing Association also deserves credit for the work it did in the community.

And he is also full of praise for the Bridgeton and Dalmarnock Credit Union which fulfils an important role in the community when it comes to finance.

Meanwhile, Clyde Gateway continues to deliver on its huge regeneration remit which has drawn praise from John and others in the community.

Clyde Gateway is Scotland's biggest and most ambitious regeneration programme. It is a partnership between Glasgow City Council, South Lanarkshire Council and Scottish Enterprise, backed by funding and direct support from the Scottish Government.

Commenting on the work done nowadays by Clyde Gateway John said: "Clyde Gateway are doing a magnificent job. The area it covers is large but the progress is good."

Asked to sum up Dalmarnock today, John said: "When you get to my age you tend to think increasingly of the past. I prefer to think of the future – new homes, new families, new beginnings and a bright future for the Dalmarnock community."

OUR PLANS FOR NEW DALMARNOCK HOUSING

Thank you to everyone who came along to our special event which explained our plans for new Dalmarnock housing.

It was held at the Legacy Hub in Springfield Road and allowed us to share with the community what we are proposing.

We were able to answer many questions and hope those who attended found it worthwhile.



Explaining what's happening.....
our proposals for new housing at
Dalmarnock Road/Springfield Road.



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:

De-stressing sessions
Motivational Workshops
Health and Wellbeing
Personal Development
IT for beginners
Recognised SQA and College Certificates

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

**Next Course starting:
30th April 2019 in Calton.**

**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.

Choices for Change is our new, lottery-funded personal development course which helps local people to improve confidence and self-esteem and learn new skills.

The course is delivered locally in community venues and runs 3 days per week for 10 weeks. Attendance will not affect participants' benefits and we have limited childcare places available for participants with young children. Participants will be supported to achieve their own goals, whether that is to volunteer, find work, get more involved in their community, or make better health choices.

Course content includes computer skills, personal development and REHIS certificates through Glasgow Kelvin College as well as fun, informal activities to promote general health and wellbeing, such as energy advice, stress management and visits to local places of interest.



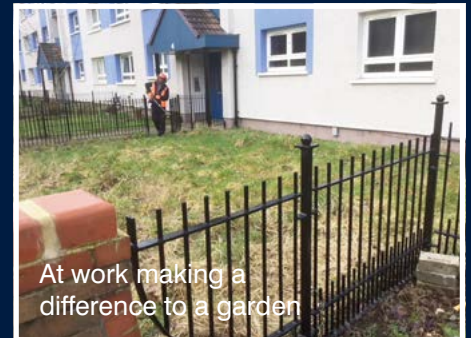
Staff from Glasgow Kelvin College, Thenue and participants in the first course.

BREAKING NEWS

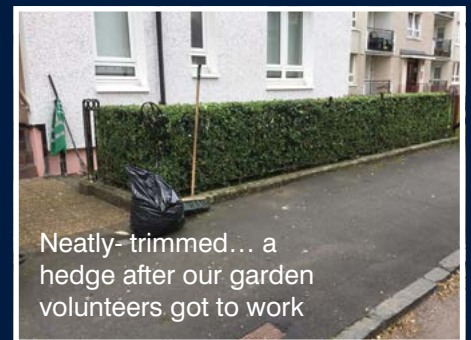
£100,000 GARDEN BOOST FROM NATIONAL LOTTERY!



Some of the gardening work being done



At work making a difference to a garden



Neatly-trimmed... a hedge after our garden volunteers got to work

Great news emerged in mid February when we were told our highly-successful gardening project has been awarded a massive £100,000.

The garden volunteer project has been a great success in Calton and is being extended into Bridgeton as a result of winning this money from The National Lottery Community Fund.

Needless to say we are delighted and it means we can carry on supporting people who need gardening help

The Project has resulted in a dramatic reclaiming of the local neighbourhood by residents.

It has led to significant improvement in the physical appearance of the local area. The project employs a community gardener to work directly on increasing the ability of residents to take responsibility for their environment.

The “pilot project” was developed in response to local feedback at several community consultations. The feedback told us that local people had real concerns about the state of local gardens, untidy/overgrown streets and green spaces, communal areas and derelict land.

Working with volunteers, we have carried out extensive environmental work in Calton - all with the support and help of groups and residents.

Residents report that they feel the streets are safer and public spaces are better used. The volunteers who work alongside the gardener feel less isolated, better connected and more confident about themselves and their newly learned skills. Organisations such as the police have commented on how they feel more connected to and supported by the local community.

Meanwhile, in a further important development, similar gardening work has been carried out in Netherholm thanks again to our volunteers - ably supported by the Netherholm Area Association with generous support from landscape maintenance contractor idverde. This three month one-off project work began in January and will finish at the end of March.

The National Lottery Community Fund Scotland Chair Maureen McGinn said: “I am delighted the garden initiative has been successful in securing a grant from The National Lottery Community Fund. The award will make a big difference where it is needed most and I wish the garden volunteers every success as it goes on to develop and expand its project for the benefit of their local community.”

CALTON AREA ASSOCIATION

Calton Area Association created a new project called “**Calton 4 Life**” which began last year.

Since then the group has had an afternoon strawberry tea in Elcho Gardens. Elcho Gardens currently offers a “cargo container” offering courses. These have been on crafts, gardening and baking. This project will also include trips, fish supper nights, tea dances and seasonal craft making for Xmas etc

In a new development, Calton 4 Life is also undertaking a project asking people to suggest a “bucket list” of things to do for the over 50s. For more information you can call into the community flat at 231 Stevenson Street which is open on a Wednesday afternoon. The Association is keen to hear your ideas for this “bucket list” which might include things like learning to swim. It may be possible for the Association to fund some of these suggestions.

Leading up to Xmas as usual the

area association had its Christmas Tree in Bain Square and another one installed in Abercrombie Street. They had their Xmas lights switch on event at St Lukes on 9th December and this included a community choir (children

from St Anne’s and St Dennis’ Primary schools). Over 100 people attended to enjoy the festivities. The area association also had great help from the Police Cadets who helped out at the Xmas event at Bain Square.

Meanwhile the area association is pleased to announce the winners of our Xmas window and Garden competitions.

The Best Garden: First Place was 1 Claythorn Court who won £30

Second place was 23 Chalmers Street who won £20

The Best Window: First place went to 12 Chalmers Street who won £30. Second place went to 147 Stevenston Street who won £20.

This work forms part of the Calton 4 Life project which it is hoped to extend throughout 2019. Calton 4 Life aims to improve health and well-being for local people over the age of 50 years. By providing a range of activities throughout the year the area association hopes to reduce social isolation and loneliness and bring the community together.



**RIGHT
FIRST
TIME!**

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

LANDSCAPE & BACKCOURT MAINTENANCE

“idverde” continues to carry out the works to our common landscape areas and backcourts. Here’s what they do:

- Grass in the growing season cut approximately every fortnight
- Shrubs pruned at the start of growing season March/ April and at end in October/ November – this may vary due to weather.
- Litter is collected fortnightly and hard areas brushed
- Weed kill applied monthly April-September provided weather is dry
- Backcourts are visited weekly following the refuse collection by the council. Any excess rubbish is removed and backcourts cleared of litter and hard areas swept.
- Bulk items are removed to the agreed collection point on the allocated day for bulk uplift.

FEEDING PIGEONS

Did you know a single pigeon can produce up to 12kg of droppings in a year?

Large numbers of pigeons and seagulls are causing a nuisance to residents and we are asking you to help tackle this problem by not feeding the pigeons.

Pigeons and their droppings can:

- Carry diseases which are harmful to humans
- Cause damage to buildings
- Cause accidents when pavements become slippery and dangerous.



- In addition scraps of food waste can attract rats and mice.

Please help by not leaving food in the common areas or throw food out the windows.

HELP KEEP THE CLOSE CLEAR & AVOID A FIRE

Keep it clear:

Unwanted furniture or bags of rubbish left in the common stair can be a fire risk and source of smoke that could fill the stairway.

Take it out:

Ensure you use the appropriate refuse and bulk collection areas for your home.

Get it collected:

Contact Glasgow City Council to arrange a bulk uplift on 0141 287 9700. Alternatively a number of local charities will come and collect any old furniture if you contact them.



SUBLETTING

We have recently been made aware that some tenants have been subletting their properties without obtaining our written permission to do so. To make sure tenants are aware of what subletting entails we have prepared a short list of frequently asked questions below.

What is subletting?

Subletting happens when an existing tenant lets all or part of their home to someone else. This person then becomes a subtenant. There will normally be a formal financial arrangement between the tenant and the subtenant.

Does it matter how long I sublet for?

Regardless of whether you charge someone to stay for one night or a longer term period of months you are considered to have sublet your property.

Can I legally sublet my property?

You are able to request permission but this **MUST** be in writing. It is our responsibility to ensure that properties are not used as a commercial venture or that the subletting process is not used as a means to bypass the normal allocations procedure. In all cases it must be your intention to return to your tenancy.

What action can Thenu take because of illegal subletting?

We can end a tenancy which is illegally sublet without our permission.

What should I do if I suspect my neighbour is illegally subletting?

Please contact us if you suspect that someone is illegally subletting. We will treat it confidentially and will investigate the matter fully.

PENSIONERS - PENSION CREDIT AND UNIVERSAL CREDIT

CURRENTLY, with mixed age couples it is the age of the oldest person which determines if you receive Pension Credit and Retirement Pension.

Pension Credit for a couple is presently £249 per week. This is made up of any State Pension, any works pension and any Pension Credit top up.

We have been advised that from 15 May this year, there will be a major change. But please remember this date has now been confirmed.

This change means that a mixed age couple where one of them reaches Pension Credit age, then they would require a claim for Universal Credit as it is the age of the YOUNGEST person that now counts.

The monthly rate for a couple on Universal Credit is £499.00 per month.

That is roughly £500 per month LESS than if receiving Pension Credit.

You will also have the housing element paid to you, which

means you will have to make arrangements to pay your rent.

In addition to this the youngest person will be expected to look for work.

If you currently receive Pension Credit and you are a mixed age couple, you will continue to receive Pension Credit and Housing Benefit.

Eventually Pension Credit will be rolled into Universal Credit. However this is not expected to happen until 2023 at the earliest.

INCREASE IN STATE PENSION AGE FROM 66 TO 67

Once state pension age for men and women has reached 66 in October 2020 there will then be further increases. Pension age is set to increase from 66 to 67 between 2026 and 2028.

You can check your pension age by going to www.gov.uk/statepension-age

PENSION AGE CHANGES

The State Pension age for women moved to age 65 in November 2018. There will then be a further increase to reach age 66 by October 2020. This increase beyond 65 affects both men and women and is included in the pension age calculator.

The time scale for the increase in men's and women's state pension age is as follows:

- People born 06/12/53 – 05/01/54 can claim from 06/03/2019
- People born 06/01/54 – 05/02/54 can claim from 06/05/2019
- People born 06/02/54 – 05/03/54 can claim from 06/07/2019
- People born 06/03/54 – 05/04/54 can claim from 06/09/2019
- People born 06/04/54 – 05/05/54 can claim from 06/11/2019
- People born 06/05/54 – 05/06/54 can claim from 06/01/2020
- People born 06/06/54 – 05/07/54 can claim from 06/03/2020
- People born 06/07/54 – 05/08/54 can claim from 06/05/2020
- People born 06/08/54 – 05/09/54 can claim from 06/07/2020
- People born 06/09/54 – 05/10/54 can claim from 06/09/2020
- People born 06/10/54 – 05/04/60 can claim from their 66th birthday.

DWP CONFIRMS THAT POST OFFICE CARD ACCOUNT CONTRACT TO END IN NOVEMBER 2021

The Department for Work and Pensions has confirmed that its contract with the Post Office for the provision of Post Office Card Accounts will end in November 2021.

Parliamentary Under Secretary of State for Pensions and Financial Inclusion Guy Opperman said -

'The government's contract for the Post Office card account comes to an end on 30 November 2021. For those claimants and pensioners who are unable to open a mainstream account

ahead of this date, the DWP will implement an alternative payment service that allows users to obtain cash payments in their local area (including suburban and rural locations) before the end of the contract. When commissioning this alternative payment service, it will be our priority to ensure that elderly vulnerable people are protected and catered for.

Our communications with Post Office card account users will highlight that 99 per cent of a banks' personal customers, are able to withdraw cash, deposit

cash and cheques, and make balance enquiries at a Post Office counter via its network of 11,600 branches. Therefore, those receiving benefit and pension payments into a bank account can continue to collect their money from the Post Office so there should be minimal effect on elderly people in rural areas. We have already introduced a phased conversion process ahead of 2021 and we will be writing to all Post Office card account users to ensure they are provided with an alternative payment service.'



SCOTTISH SOCIAL SECURITY UPDATE

A number of new initiatives are being introduced with the aim of providing additional financial support to families with children, for funeral costs and financial help for 16 – 24 year olds with children starting work.

FROM SUMMER 2019

As well as the Pregnancy and Baby Payment, by Summer 2019 you'll also be able to apply for:

- the Early Learning Payment
- the School Age Payment
- Best Start Food
- New Funeral Expenses Payment
- Early Learning Payment

The Early Learning Payment will be a payment of £250 per child. You'll be able to apply between your child's second birthday and six months after their third birthday. You only need to be on a qualifying means tested benefit. If you receive Universal Credit you would need to have two consecutive payments of greater than £0.00 to qualify.

School Age Payment

The School Age Payment will also be a payment of £250 per child, paid in the year your child normally starts school. The School Age Payment launches on 3rd June 2019. If your child starts school in August you can qualify for this payment and can claim at anytime between June and February.

BEST START FOOD

All pregnant women under the age of 18 and pregnant women and families who receive the following benefits will be eligible for the new Best Start Foods payment of £4.25 per week, per child, up to when that child turns three:

- Income support
- Income-based Job seekers allowance
- Income-related Employment and support allowance
- Child tax credit up to a maximum income of £16,190 per annum
- Universal credit with an income limit of £610/month

In addition, the Scottish Government will also include those receiving:

- Both maximum Child Tax Credit and maximum Working Tax Credit and income under £6,420, or the 4 week run on
- Pension credit
- Housing Benefit – for those on a maximum income of £16,190 per annum

Entitlement will start from confirmation of the pregnancy instead of from 10 weeks of the pregnancy. They will continue to provide two vouchers for babies under one worth £8.50 per week.



NEW FUNERAL EXPENSES PAYMENT ELIGIBILITY

You'll be eligible for funeral expense assistance if it's reasonable for you to accept responsibility for the funeral, and you or your partner get any of the following benefits:

- Universal credit
- Income support
- Income-based jobseeker's allowance
- Income-related employment and support allowance
- Pension credit
- Housing benefit
- Child tax credit
- Working tax credit with a disability or severe disability element

Funeral expense assistance will cover the burial or cremation costs, necessary documents, transport within limits and a payment of £700 for other expenses.

JOB GRANTS FOR 16-24 YEAR OLDS

The proposed Job Grant consists of a one-off cash payment of £250, or £400 for a young person with children, which will be available to those between 16-24 who were out of paid work for six months prior to finding employment.

The grant will assist towards travel costs or could be used for clothing, lunches and other expenses that need to be met by someone entering work after a lengthy period of unemployment and ahead of their first salary.

SEVERE DISABILITY PREMIUM CHANGE

From 16th January 2019, if you are already receiving legacy benefits which include entitlement to the Severe Disability Premium (SDP) you will no longer be able to make a new claim for Universal Credit.

If you are receiving the SDP and have a change in circumstances that would have previously prompted a new claim to Universal Credit, you will now remain on legacy benefits (including Housing Benefit).

If you were receiving the SDP in a legacy benefit but have already moved over to Universal Credit you will remain on UC but at some point you will receive an additional amount to compensate for the financial loss experienced when you moved to UC and lost your SDP.

THE THREE CHILDREN RULE CHANGE

From 1st of February 2019, the rule that if you had three or more children you were exempt from claiming Universal Credit has ended.

This means that if you have a change in your circumstances you may need to claim Universal Credit. There are certain exemptions to this.

If you are a Tenure tenant who has three or more children and would like some advice on this, please do not hesitate to contact us.

You can contact us through the Tenue App,

By Emailing:
Financial.Inclusion@thenuehousing.co.uk

By telephone:
0141-550-9553



ARE YOU LOOKING AFTER SOMEONE?

If so, you could be a Carer. A Carer is someone who looks after a partner, a relative or a friend who cannot manage without help because of an illness (including mental illness), addiction, frailty or disability. You may or may not live with the person you look after.

You Are Not Alone

Caring for family and friends is a natural part of all our lives and it can be a very rewarding experience. However, we understand that the pressure of looking after someone can be emotionally and physically demanding. There is help and support available for you and the person you look after.

What is Available to Help?

- Information and Advice
- Training that will support you as a carer
- A full check on benefit entitlement, help with completing forms for grants or allowances
- Information about how to access short breaks from providing care
- "Having A Voice": Advocacy to assist you in speaking out about your needs
- Emotional Support: One to one contact or by helping you access support groups.

In addition, all carers are entitled to an individual Health Review carried out by a Health Care Assistant in your own home.

Who to Contact for Help and Support

Call The Carers Information Line on 0141 353 6504
 Speak to your GP: your GP can refer you or give you a self-referral form and a "Are you Looking After Someone" booklet.

Email info@glasgowcarersinformation.org.uk

Please don't wait until you are in crisis before asking for support.



HANDYPERSON SERVICE – DON'T MISS OUT!

The FREE Handyman Service is available to any tenant over 65 years old or, irrespective of age, anyone who has a disability or long-term health condition.

The types of jobs which can be carried out include fitting shelves, blinds, hanging mirrors, moving/dismantling wardrobes, fitting curtain poles, fitting light bulbs, plugs, hanging curtains, fitting key safes etc. The labour is FREE with tenants paying only for any materials.

We have leaflets available on our website and in our offices which provide full details. The contact details for the Service are: Tel 0141 433 2749 or email careandrepair@southside-ha.co.uk.

You, or someone on your behalf can contact them to request the service and they will be happy to answer any queries or questions.



THE FUTURE IS NOW!

Students from Glasgow School of Art's Design Department came along to talk to some of our tenants who have experience of using the community alarm system. The Art School has been asked by Glasgow City Council to suggest some ideas for the future design of emergency alarm equipment to help older or vulnerable people live safely at home. The students got to hear first hand what sorts of things they would like to see being developed. Watch this space to see if any of our ideas produce what could be designs for the future! Thanks to all the tenants who gave up their time to come along.



FIRE SAFETY - HOME VISIT REMINDER

Strathclyde Fire and Rescue can provide a FREE and comprehensive Home Fire Safety Visit. It will provide advice and information and includes a general review of your home, make suggestions if there are any obvious risks or hazards. To arrange this, either contact our Retirement Housing Assistants on 550 3581 or use the following contacts:

- call **0800 0731 999**
- text "**FIRE**" to 80800 from your mobile phone
- complete our **online form**
- call your **local fire station**



RETIREMENT HOUSING – MAIN STREET

As part of our aim to focus on services to older tenants living in our communities, we have recently designated a block in Main St as retirement housing. This means that some existing and all new tenants moving in will become part of our Retirement Housing Service and will receive the additional benefits that our service offers.

If this is something you would be interested in and would like more information about, contact Paola Doyle, Housing Support Manager – paola.doyle@thenuehousing.co.uk or tel 550 9548.

NEW HEALTH AND SOCIAL CARE HUB FOR THE EAST END

Recently, the North East Health and Social Care Partnership have agreed the site for the new Health and Social Care Hub which will be at the Parkhead Hospital/Mental Health Resource Centre/Parkhead Health Centre. This new expanded Health and Care Centre Hub will give local people access to state-of-the-art health and care services in

a facility fit for the 21st century and all under one roof. Planning for the £45 million project is scheduled to begin this year with the building completed by 2023. The Hub will be a focal point for a wide range of health and care services for the east end and the wider north east and will include a range of services such as Older Persons' Mental Health

Glasgow City
HSCP
Health and Social Care Partnership

Services; Health Improvement Services; GP surgeries and a Pharmacy.

THANK YOU TO OUR SUPPORTERS!

We would like to say a big thank you to our suppliers and contractors for supporting us over the years. Their contributions to our 40th anniversary celebrations are gratefully received and much valued by the Association. Thank you once again!

