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The newsletter of Thenue Housing Association

www.thenuehousing.co.uk

A WARM WELCOME TO YOUR NEW HOME!

Milestone reached as tenant moves into our 3000th home

TENANT Laura Young has helped Thenue reach a landmark achievement in our 43 year history.

Laura has now settled into her new home which becomes our 3000th property.

The milestone comes as our large Abercromby Street development of new homes nears completion.

77 affordable flats and houses have been built in the multimillion pound development not far from our offices on London Road.

Now tenant Laura is enjoying her adapted home supported by her devoted family - particularly daughter Jan McGinn.

Jan said the property had delivered a "transformational effect" to her mother's wellbeing with its unique disabledfriendly features.

Laura has lived much of her later life in Calton in various addresses but described her new property as "a dream come true."



Laura with members of her family pictured inside.

One of the biggest fans of the new home for her great grandmother is regular visitor great granddaughter Rarrah aged 3!

Our Chief Executive Gary Naylor called round with Area Services Officer Carolyn McGowan with a bouquet of flowers to mark Laura moving in.



Remembering



achieved thanks to Thenue."

Welcome to your home.....Laura with Chief Executive Gary Naylor and Area

Gary said: "It is entirely fitting that our 3000th property

should be a home which makes a real difference to Laura's

Jan added: "It is impossible to describe the difference this

deeply appreciative of the smooth way moving in has been

new home has made to my mum's wellbeing. To say we are grateful for it is an understatement and my Mum is

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life. The features of the property, by Laura's family's own

Services Officer Carolyn McGowan outside her new home.

admission, have made a huge difference."

Cashpoint



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Performing



How we are

Rent Consultation

NEWS FROM OUR AGM

MEMBERS attending our AGM in September were told how Thenue is tackling the cost of living emergency, outlining the massive scope of our intervention.

Our Chief Executive Gary Naylor presented an assessment of the difficulties tenants everywhere were facing.

Soaring fuel bills and rising prices in shops had combined to put an unprecedented squeeze on household incomes.

Gary, however, said Thenue – in common with other housing providers – was "committed" to providing as much help as it could.

Gary listed examples of help being offered including:

- Thenue's Financial Inclusion team helped residents obtain just over £1 million in unclaimed entitlements in the last year
- Thenue's energy advisor obtained energy savings of around £40,000 for people
- · £6000 in fuel debt has been written off
- £58,000 of vouchers have been given to families and children

He also spoke of the drive to encourage digital skills not just in support but by offering devices to help people get online.

The AGM was told that performance by the Association had been good despite the backdrop of turmoil caused



by the lingering pandemic with notable highlights: 100% of eligible properties received gas servicing There was an 8.5 day reduction in re-let times during the year.

59 more properties were let in comparison to the previous year

Rent arrears targets were once again achieved.

Chair Pauline Casey, giving her inaugural address to Members said: "The environment which we work in continues to be a testing one and I want to thank staff and Board members for their continued dedication, enthusiasm and application in steering us through the pandemic and economic challenges. As the cost of living is proving to be a challenge for everyone, including Thenue, we continue to be committed to providing as much help and support for our communities during these difficult times."





Rent Consultation – What You Need to Know

Over the last couple of months you may have seen coverage in the press regarding a Rent Freeze for both private and social housing tenants. Legislation regarding this has now been passed in the Scottish Parliament and therefore the picture is a little clearer in terms of what this means for Thenue and for you, our tenants.

The Rent Freeze is in place until 31st March 2023, and means that both private and social housing landlords cannot increase rents during this period. At Thenue, our current rent period runs until 31st March 2023 so there would not have been any increase to your rent during this time anyway. However, we understand why the legislation is in place and it helps to protect tenants living in all housing sectors as the cost of living increases.

What happens now? The Government legislation makes provision for an extension of the rent freeze beyond the end of March next year. However, no decision has yet been made on this and will not likely be made until January 2023. As a result, we have been advised by the Scottish Housing Regulator to carry out a rent consultation so that we are in a position to implement a change to your rent from April 2023, should this be permitted.

We completely understand the situation everyone is facing with the cost of living as we as an organisation are also experiencing price increases across the board, from materials, to services, to tender costs.

Currently, we are assessing all scenarios and their implications to ensure that we are able to consult with you on a rent proposal/s which provide value for money in the current climate but also enables Thenue to continue to invest in your homes and provide you with quality services.

With inflation currently around 10%, we are committed to providing a proposal/s that falls well below this, and are working on efficiencies and innovative ways of working that will enable us to do this. At this point, we wanted to clarify the situation and make everyone aware that a rent consultation will go ahead this year, so that it does not come as a surprise. During the consultation we will provide a further update and will explain fully the reasoning behind our proposal/s.

We look forward to listening to your thoughts and opinions as part of the consultation period, starting later in the year.

AUTUMN 2022 NEWSLETTER



LOST LIVES

YOUR housing association was again privileged to be part of the annual Castlemilk "Flowers on the Railings" event in September.

This year it had added poignancy due to the passing of Queen Elizabeth and, as in previous years, was widely supported by the community.

The ceremony takes its names from the flowers sold on the day for £10 which are then tied to railings on Castlemilk Drive.

As in previous years it took place

beside the "Lost Lives" Memorial Garden which was created to remember Castlemilk's lost loved ones whether they died from natural causes or in tragic circumstances.

It is immaculately kept, is a place for reflection and remembrance in tranquil surroundings and is widely respected and valued by residents.

A Humanist celebrant led a brief service and an uplifting note was struck by popular choir "Soundsational". Balloons with a message of love on them were also released.

One of the organisers Maureen Cope MBE said: "This was a significant occasion which reflects the importance the Castlemilk community places on remembering lost loved ones. While there is understandable sorrow, the focus is on remembrance and appreciation for lives that have been well lived."

One of the floral tributes remembered the late Monarch and long-serving local councillor Malcolm Cunning who also died - both of which were tributes from Castlemilk Community Council.

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We're Looking for People to Join Our Board

Our Board of Management takes on the responsibility of running the Association's affairs, but also plays an important role in developing our various communities. It provides strategic leadership and monitors and evaluates the organisation's business to achieve continued improvements for customers.

We currently have the opportunity for a couple of tenants to join our Board of Management and would love to hear from those interested in helping us to ensure that tenants' voices are at the forefront of our approach and decision-making process.

The key things members of the Board of Management are expected to do are:

- Help us to lead and direct Thenue's work
- Promote and uphold Thenue's values (passion, excellence, respect and connection)
- Set and monitor standards for service delivery and performance
- Help us to control Thenue's affairs and ensure compliance

We understand that time is precious in everyone's busy lives and therefore we try to make the meetings as productive as possible and do not generally hold more than 10 meetings during the year.

In addition, each year we hold a Business Planning Session as we develop our Business Plan for the coming year. The table below shows the levels of participation required:

ACTIVITY	TIME
Attendance at up to 10 regular meetings of the Governing Body	Up to 2 hours per meeting
Reading and preparation for meetings of the governing Body	Up to 2 hours per meeting
Optional attendance: Sub-Committee structure with frequency of meetings between four times a year (Audit & Risk) and annually (Staffing). Board members are required to participate to ensure a meeting is quorate.	Up to 2 hours per meeting
Reading and preparation for meetings of a sub-committee	Up to 2 hours per meeting
Annual planning and review events (including individual review)	½ day to 1 day
Attendance at internal briefing and training events	When necessary
External training and conferences (may include overnight stay or weekend)	When necessary

Gary Naylor, our Chief Executive is really keen that we increase the number of tenants on the Board of Management and enable input into the big decisions we have to make in the current challenging environment. This will help us to strengthen our communities and services into the future.

If you are interested, Gary is available for a no obligation chat or if preferred you can email Gary on gary.naylor@thenuehousing.co.uk



Area Associations Round Up

Cranhill Area Association:

Let's talk menopause!!! For long enough this has been a mute topic, something we hide away from and yet, something that a lot of people will experience. Cranhill Area Association have decided to tackle this stigma head on by developing a project that will provide education and practical techniques to manage menopause.

The Area Association recognise that this life changing experience needs to be brought to the fore and discussed openly and honestly. With feedback from members in their community about the lack of resources and support available to people going through the menopause, the Area Association have decided to do something about it.

The group will be working with an established partner to deliver a series of menopause workshops that

will cover everything from "perimenopause" (perimenopause is the time



when your body makes the natural adjustment) to post menopause. The workshops will include health related matters, misdiagnoses, managing symptoms, breathing techniques, nutrition, and vitamins, to name a few. The group hopes that the workshops will equip people with the knowledge and information they need to own their menopause and make it a more positive experience that they can manage.

This forward-thinking idea will bring many from the community together for a common, educational purpose and will empower people to be more in control of their menopause and how they choose to manage it.

Netherholm Area Association:

STEAM - What does it mean?

Science Technology, Engineering, Arts and Maths, that's what! And Netherholm Area Association have 50 children and young people getting involved in their STEAM Club every 2nd Sunday. The group have developed and deliver the club with support from a science teacher and an early years tutor.

There are three elements to the club, crafting and modelling, science and engineering and 3D design and printing. Participants learn core skills of the STEAM subjects through fun and innovative experiments including bridge building and stress tests, making bath bombs and volcanoes. These experiments allow participants to explore the scientific principles of physics, engineering and technology. The crafting and modelling session's re-purpose household materials to make various items and currently the children are creating

a village that resembles Netherholm with the use of some 3D printed parts that the participants have designed on



the computer. The 3D design and printing sessions teach the children how to use advanced 3D design software. Participants are also taught how to operate and maintain the 3D printing machines, teaching engineering, technology and maths.

Some of the young people are learning the basics of coding, this is an area that the club would like to expand on. If you have knowledge and experience of coding and would like to give some of your time to supporting the next generation of STEAM experts, Netherholm Area Association would love to hear from you. You can make contact via the Facebook page @Netherholm Area or you can contact them by leaving a message with Eddie at Netherholm Community Hall on **0141 550 9573**.

Bridgeton and Dalmarnock Area Association:

Be Well Book Club.

Bridgeton and Dalmarnock Area Association were successful with a grant application to the Glasgow Mental Health and Wellbeing Fund to support a wellbeing project. The project, The Be Well Book Club, provides books to participants that promote wellbeing and inspires their readers. Additionally, participants have also taken part in mindfulness sessions.

The Club has been running since May 2022 and will come to an end in November 2022 with participants having read 6 incredible and inspiring books. The book club has created an environment where participants have been

encouraged to open up, share and write their own stories, with the support of Donna Campbell who is an esteemed and very motivating creative writer. We will celebrate the amazing achievements the participants have made at the end of the project with a printed book of their collective stories and poems.

The project has created a great feeling of community among the participants and become a safe place where trusting bonds and friendships have been born. The participants have informed us of the immense benefits they have gained from taking part, with increased confidence a factor in it all.

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Area Associations Round Up CALTON AREA ASSOCIATION NEWS

It has been a very busy time for the CAA with the "Golden Club" for those aged 55 and over going from strength to strength.

This is run on Wednesday afternoons in the CHLC and on Mondays in the 231 Stevenston Street community flat. New members are always welcome. Remember, too, that Bingo is in the Centre from 7 to 9 on Mondays.

There has been a varied programme of activities on Wednesdays including pottery classes, local history, a Jubilee Queens' Tea, bag making, crochet and knitting.

There have been successful trips to places like Summerlee Museum on Scottish Industrial Life in North Lanarkshire, Largs and Prestwick and to Loch Lomond. Despite torrential rain on this trip to Loch Lomond the sun eventually came out and there was a welcome trip to Arrochar Hotel for tea.

Film days have included the screening of the hit movie "Belfast" and for the entire month of November every Wednesday

afternoon from 1 to 3.30 in the CHLC, Jane the Gardener will be making Christmas themed products such as gifts or decorations. This follows a period during the summer in Elcho Gardens – again with Jane - when we undertook garden and craft related activities.

There's a great festive development with news that our "Christmas Extravaganza" returns this year - after the break caused by the pandemic - at St Lukes from 1 pm to

4.30 on Dec 4 with the Traditional Xmas Tree Switch On. Make a date in your diary now! Santa will be in his grotto and a festive fun occasion will be available for everyone.

Next year our plans include adding activities such as Chair Exercise, Aromatherapy, "Simple Climate Change Cooking", sketching and even more days out. During the winter months we hope to use our gatherings in the CHLC as "warm spaces" to ward off the cold.



2021-22 Annual Review

Our Annual Review was launched at our September AGM and has now been issued to Members. If you are not a Member of the Association and would like to read a copy you can download it from our website www.thenuehousing.co.uk

Annual Review 2021-22

Passion Excellence Respect Connection

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BARRY ALLAN APPOINTED DIRECTOR OF FINANCE

We are pleased to announce the appointment of our new Director of Finance, IT & Resources, Barry Allan.

In a career spanning more than 22 years in accounting, audit and housing, Barry brings a wealth of experience and knowledge to the role from within both the housing and private finance sectors.

Prior to joining us, Barry was the Finance & Corporate Services Manager at Edinburgh's Muirhouse Housing Association, spending 6 years with the organisation, including over 12 months as Interim Chief Executive.

Barry said: "I am excited to have joined the team at Thenue. I am looking forward to working together with the senior management team, all staff and the Board in building on the Association's successful record of creating new homes and improving tenants' lives.

"The cost-of-living crisis, and all the difficulties that this entails for both Thenue and our tenants, continues to create a time of great uncertainty for us all. We will be working hard to support tenants throughout this period and being part of a team which makes a difference and puts its tenants first is what motivates me."



Welcome.....Barry Allan

WISHING FIONA A HAPPY RETIREMENT

Fiona Gray began work with us in November 1995 as part of the Scottish Homes stock transfer where we became the new owner of their properties.

Fiona had worked with Scottish Homes since 1988 in various roles. At Thenue she was employed as Housing Assistant and then promoted to Housing Officer within the Bridgeton area in February 1999.

Fiona remained Housing Officer until July 2014 when she then took on the role of letting the 200 properties which the Association acquired

at the former Commonwealth Village.

Fiona returned to her role as Housing Officer in July 2015 and then in

September that year she transferred to the Income Maximisation Team where she is still currently working. Fiona's last day with Thenue will be Friday 9th December. All of us here at Thenue wish Fiona a long and happy retirement!

THANK YOU ANNE - WE'LL MISS YOU!

Anne Hogg, our Senior Repairs Assistant, retired in early October after working for Thenue for over 16 years.

Anne was a well respected member of our repairs team and we wish her a healthy, long and happy retirement

All the Best Anne!



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HARVEST TIME AT ELCHO GARDENS, CALTON

Elcho Gardens in Calton held a Harvest Festival in a link-up between Thenue Communities, "We Are With You" and the Elcho Gardens Steering Group.

The event was part funded by 'Dandelion' which is an ambitious creative programme demonstrating collective action through a major "grow your own" initiative.

Combining growing, science, art and musicm Dandelion is an invitation to the whole of Scotland to cultivate, create and share. Dandelion is not just about food, but about music, knowledge and community.

Dandelion is funded by EventScotland and The Scottish Government. The event was also funded by Clyde Gateway URC which allowed us to showcase the amazing physical transformation of the gardens thanks to community benefits work delivered by contractor R J McLeod.

Over 100 local people joined us to enjoy the gardens, celebrate food growing and there was even a mini zoo. There was also live music from the Happy Band, facepainting, free bike repairs by Urban Fox and a scrumptious lunch provided by the Halliday Foundation.

The housing association also provided much-needed energy advice and guidance to those most severely impacted by the current cost of living crisis with 10 people signing up for more in depth support.





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THE NEED TO BE KIND

These have been a difficult few years for all of us. We endured the pandemic and its devastating lockdowns only to then be confronted by the cost of living crisis with soaring energy bills and a real squeeze on so many household incomes.

While very different challenges, they cause understandable frustration and worry for so many of us.

Here at Thenue we are always on the side of our customers - always working to deliver affordable rents and helping so much at grass-roots level within our communities.

This wouldn't be possible without the dedication and professionalism of our brilliant staff who have consistently shown huge commitment during difficult days.

Being in housing is a bit like working in the health service, being a teacher or a social worker or working for the emergency services – it is a vocation underpinned by the desire to help others.

That's why we always ask you to be kind when dealing with us here at Thenue.

Staff have every right to be treated with respect when they come to their work

but unfortunately we have noticed on a few occasions instances of conduct from a very small number of tenants which is considered unacceptable.

It happens only occasionally and can take the form of aggressive behaviour. We understand the difficulties so many are facing right now but we always ask that you treat our team with courtesy and respect in the same way the vast majority of tenants do.

Respect is one of our values here at Thenue – the others being Passion Excellence and Connection. We like to think Respect from us to you - and from you to us - is so important.

Being kind is all that we ask.



Start Your Clutter Clearing Journey Today!

Are things just piling up and you have too much 'clutter'? Are you ready to address 'letting go' of belongings?

Clutter Chat is a friendly non judgemental support group in Glasgow whose aim is to support and help people declutter and regain ownership of their life and home. Online meetings are held weekly and some in person meetings are now being held. Find out more by visiting their website www.clutterchat.co.uk

You can also find out more by contacting our Tenancy Support Officer, Avril McLaughlin, tel -550-9550, email avril.mclaughlin@thenuehousing.co.uk



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Preparing for Winter

Flu

The 2022 seasonal flu vaccination programme is now underway. NHS Scotland recommends that eligible people protect themselves and others and get the free flu vaccination this year.

It is expected that over 700,000 people will be offered a flu vaccination across Greater Glasgow and Clyde, ranging from school aged children to people living in care homes for the elderly.

If you are eligible, it is likely that you will be offered the COVID vaccine at the same time as the flu vaccination.

To find out if you are eligible and for more information on a range of health services, please visit: https://www.nhsggc.org.uk/your-health/healthy-living/seasonal-flu/#.

If you think you or someone you know has a heath concern and for health information you can visit:

 NHS Inform for information on a variety of conditions https://www.nhsinform.scot/

Or, for advice when your GP surgery or dental practice is closed, phone NHS24 on 111.

For social care issues you can get in touch in the following ways:

- phone 0141 287 0555
- textphone 18001 0141 287 0555
- email Adults Team socialcaredirect@glasgow. gov.uk or
- email Children and Families Team scdchildrenandfamilies@glasgow.gov.uk

Our Handyperson Service – and it's

FREE

If you are over 65 years or have a disability, you are eligible for our free service. Tasks like moving furniture, putting up curtains, re-fixing loose hinges, replacing a washer on a dripping tap, fitting a toilet seat – are just a few examples of the tasks they can carry out. The labour is free – you just need to provide the materials.

Contact the service by:

- Emailing careandrepair@southside-ha.co.uk
- Tel: 0141 433 2749
- Website: Glasgow Care & Repair Southside Housing Association (southside-ha.org)



Looking Out For Your Neighbour

Do you have an elderly neighbour? Could they use a helping hand, particularly this year and 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. If you haven't seen an elderly neighbour for a while, a knock on their door to make sure they are all right could be lifesaving.



OLDER PERSONS

Our Common Rooms – always a warm and friendly welcome!

Our two common rooms at 71 Main St and 35 Tureen St are open and staff are based there at the following times (although they may be there at other times also):

Every Tuesday and Thursday between 10:30am – 12:30pm

They are open to all older tenants from all our communities. Please do pop in for a cup of tea and chat and make use of the warm, cosy surroundings.

Contact our Retirement Housing Assistants for further information:

Bridgeton: Dot McKinlay (Murray), tel: 550 9561 or 0778 631 2143

email: dorothy.mckinlay@thenuehousing.co.uk

Calton/Bridgeton/Monteith: Laura McWilliams,

tel: 550 9564 or 0779 523 7299

email: laura.mcwilliams@thenuehousing.co.uk

Calton: Linda Malone, tel: 550 9565 or 0796 937 4811

email: linda.malone@thenuehousing.co.uk

Netherholm and Cranhill

Our Netherholm Community Hall, 4 Holmbyre Terrace hosts events for older people which include:

- Conversation Café Tuesdays and Fridays, 12:00pm-2:00pm (FREE cuppa, snack and chat)
- Community Yoga Wednesdays, 6:00pm-7:30pm
- **Community Bingo** Thursdays, 1:00pm-2:30pm and Saturdays, 3:30pm-5:30pm
- Woodland Walks Thursdays, 10:00am-12:00pm
- Introduction to Computing Thursdays, 10:00am-12:00pm

By signing up to our Facebook page, you will receive notifications of various community courses. Contact Eddie Cusick for more information, tel **0752 393 9141**, **550 9556** or **eddie.cusick@thenuehousing.co.uk**

In Cranhill, we use the Veterans' Centre, 2 Bellrock Close – the café is unfortunately not up and running at present but there are many opportunities for participation and activities available at the Cranhill Development Trust, 109 Bellrock St. Full information on their programme of events is listed on their website – www.cranhilldt.org

We are looking to establish a group of older people both in Castlemilk and in Cranhill to discuss issues affecting older people in our communities. If you are interested please contact Paola Doyle tel **550 9548**, email **paola.doyle@thenuehousing.co.uk**

We are currently planning our Christmas Parties and Panto trip for our Retirement Housing tenants in Bridgeton and Calton – for more information on these, contact your Retirement Housing Assistant.

Health and Social Care Partnership (HSCP) – Changes Coming Glasgow City

The HSCP is shortly due to launch its new "Connect" service which will replace the current service known as Social Care Direct. It means that for anyone wishing to make a referral or enquiry about social work or health services, "Connect" will provide the first point of contact.

Advice, guidance, information and signposting will be part of this new service and will be provided by highly experienced teams. Operating alongside this will be the refreshed website www.yoursupportglasgow.org which lists a huge amount of information on health, social work and other services. More information on the new "Connect" service will be provided in a future newsletter.





Glasgowlife

Live Well

Glasgow Life's Live Well programme can support you to find and access activities which can improve your wellbeing.

Sometimes we need a bit of support to give us the confidence to join, even with things we know we're going to enjoy.

Our team of friendly wellbeing advisers are based locally and can support you in a range of ways.

We can help you if you want to:

- Get out and make new friends
- Be more involved in your local community

- Learn a new skill
- Feel more confident
- Get more active

If you're 18+, living in the Calton ward area, and think you would benefit from some wellbeing support, we'd love to hear from you.

Call for free: 0808 175 1956

Email: livewell@glasgowlife.org.uk Visit: glasgowlife.org.uk/livewell NEWS FOR OLDER PERSONS...NEWS FOR OLDER PERSONS

We're Relaunching Grants from the Thenue Trust Thenue Trust

The Thenue Trust was established in February of 2002 with the purpose of promoting, furthering, or supporting all or any activities deemed to be charitable.

Over the years Thenue Trust has supported a number of people from within our communities, to enable further personal development or achievement.

These grants are designed to provide financial assistance to support you in areas such as (but not limited to) education, employment, training, sport and the arts.

At Thenue, we're keen to relaunch the grant scheme given the current financial climate to support and help where we can.

Grants will be subject to meeting the criteria and availability of funds. Examples of activities which we can fund include contributions towards the cost of individual items of expenditure such as books, computer, sports equipment, travel costs associated with personal achievement or development where such objectives will benefit an individual and their community.

Chief Executive Gary Naylor said: "Thenue Trust is designed to help people from within our communities to develop and achieve. By relaunching Thenue Trust we want to raise the awareness that these grants are available

to cover items such as books or equipment at a time when money is an obvious concern. We really look forward to receiving application forms in the coming weeks and providing assistance where it is needed."

Applying for a charitable grant from Thenue Trust is really straightforward and an application form can be found on our website.

Go to "About Us" on the site
then click on "Our
Subsidiaries" where
the details of the
Thenue Trust
will appear
containing all
you need to
know.

Tenancy Support Service

Thenue provides help to any tenant who may be struggling to manage at home. If you find yourself in this position or know of anyone who may need our help, please contact our Tenancy Support Officer, Avril McLaughlin tel 550 9550 or email avril.mclaughlin@thenuehousing.co.uk





ENERGY UPDATE

By Gail Shearer

Welcome to the latest edition of Cashpoint.

Our goal is to help you make your cash go further at a time of unprecedented pressure on household incomes.

Just as we went to press, there was a significant change to the energy support scheme which the UK Government had previously announced.

You can read more on this inside but the thrust of it relates to changes arising from the so-called "mini budget" in early October which has attracted much negative publicity.

Many of its contents have been reversed after a political and public outcry relating particularly to plans to reduce income tax.

Now the existing scheme to cap all household energy bills for two years will be cut from April, the new Chancellor has said.

The Government now says the support - which limits a typical household bill to £2,500 - would be reviewed so it costs "significantly less than planned". Remember that what you pay will depend on actual usage.

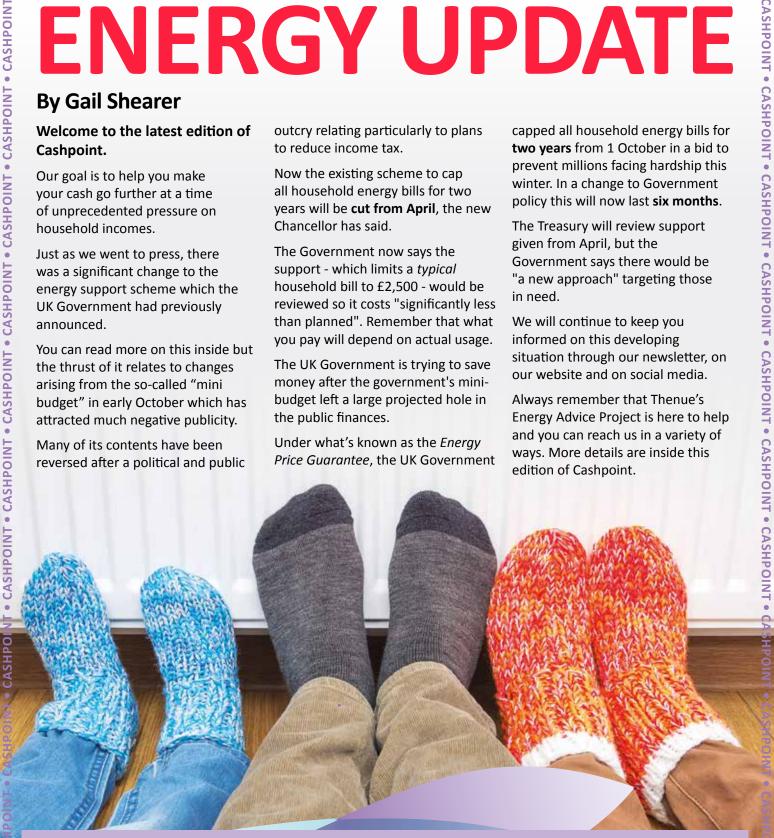
The UK Government is trying to save money after the government's minibudget left a large projected hole in the public finances.

Under what's known as the Energy Price Guarantee, the UK Government capped all household energy bills for two years from 1 October in a bid to prevent millions facing hardship this winter. In a change to Government policy this will now last six months.

The Treasury will review support given from April, but the Government says there would be "a new approach" targeting those in need.

We will continue to keep you informed on this developing situation through our newsletter, on our website and on social media.

Always remember that Thenue's Energy Advice Project is here to help and you can reach us in a variety of ways. More details are inside this edition of Cashpoint.



YOUR GUIDE TO SAVING MONEY AND TAKING CONTROL

thenue cash point CASHPOINT • CASHPOINT • CASHPOINT • CASHPOINT

Cost of living support

As the cost of living continues to affect households across the UK, the government has announced a package of payments to help most households claiming benefits.

If you're receiving means-tested benefits all households receiving one of the benefits below are entitled to a £650 'cost of living' payment:

- Universal Credit*
- Income-based Jobseekers Allowance**
- Income-related Employment and Support Allowance**
- **Income Support**
- Working Tax Credit***
- Child Tax Credit***
- **Pension Credit**

*You won't be eligible if you had a 'nil award', where your earnings reduced your Universal Credit to £0, during the relevant qualification date (26 April 2022 and 25 May 2022).

**This doesn't include contributionbased or new-style JSA or ESA, as these are based on your national insurance contributions and not your household income.

***Your annual award needed to be least £26.

How will the payments work?

The £650 has been split into two payments. The first payment of £326 was made between 14 and 31 July 2022 (or between 2 and 7 September 2022 for people receiving tax credits) and the second for £324 is due between 8th and 23rd November 2022.

The payments should be made directly into your bank account - you do not need to apply for them.

Whether you're single or a couple you will only get £650 as it's a payment for the household, not the individual.

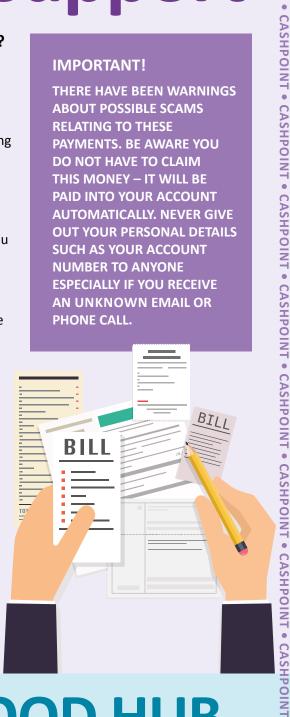
What if you have not received your payment?

If you think you should have had the £326 payment, but you cannot see it in your bank, building society or credit union account, you can report a missing Cost of Living Payment.

If you need to report a missing payment, please contact the office that pays your benefit or tax credits, or contact our Financial Inclusion Team if you require assistance with this process.

IMPORTANT!

THERE HAVE BEEN WARNINGS **ABOUT POSSIBLE SCAMS RELATING TO THESE PAYMENTS. BE AWARE YOU** DO NOT HAVE TO CLAIM THIS MONEY - IT WILL BE PAID INTO YOUR ACCOUNT **AUTOMATICALLY. NEVER GIVE OUT YOUR PERSONAL DETAILS SUCH AS YOUR ACCOUNT NUMBER TO ANYONE ESPECIALLY IF YOU RECEIVE** AN UNKNOWN EMAIL OR PHONE CALL.



BALTIC STREET FOOD HUB

We are keen to share information about a truly amazing local organisation which does so much for the community.

The Food Hub is based at 421 Baltic Street and helps people in need of food. You don't need a referral and it is non-means tested.

The team there are super friendly and happy to help people in need especially during these hard times.

The opening times are:

Thursday between 12-2:30 pm when the Food Hub welcomes senior citizens and people with mobility issues.

Friday between 1-4 pm when the Food Hub welcomes everyone.

Baltic Street Adventure Playground is also based there and is open to the public from Tuesday to Saturday.

The Baltic Street Adventure Playground offer a lovely environment for kids to play and eat lunch.

BANKS

We are aware that many households are now struggling financially due to the increased cost of living, and the decision of whether to heat your house or feed your family is a reality for many tenants.

Please do not suffer in silence as there are many ways we can provide support to ease the financial pressure.

Whether it is benefit advice to make sure you are

receiving all the help you are entitled to, or a referral to our Energy Advisor for fuel top ups and advice, we are here to help.

If you are struggling to provide meals for your family, please contact our Financial Inclusion Team to request a food bank voucher. This is a straightforward process where we would take your contact information and can then refer you to collect a food parcel at one of the food banks below:

Foodbank Centre	Day	Session Times	Location/Address
The Hub 07951749363 07951749373	Monday Wednesday Friday	1-3pm 10.30am-12.30 1-3pm	Calton Parkhead Parish Church, 142 Helenvale Street, G31 4NA
St Enochs Hogganfield 07521144968	Wednesday	1.30pm- 3.30pm	St Enoch's Hogganfield Parish Church, 860 Cumbernauld Road, G33 2QW
Bridgeton 0141 556 2830	Thursday	10.45am-12.45pm	St Francis in the East Church, 26 Queen Mary St, G40 3BB
Blairtummock Community Hall 07564 271093	Thursday	2-4pm	45 Boyndie Street, Glasgow, G34 9JL
Shettleston	Thursday	1.30 -3.30pm	20 South Vesalius Street, Shettleston, G32 7PX

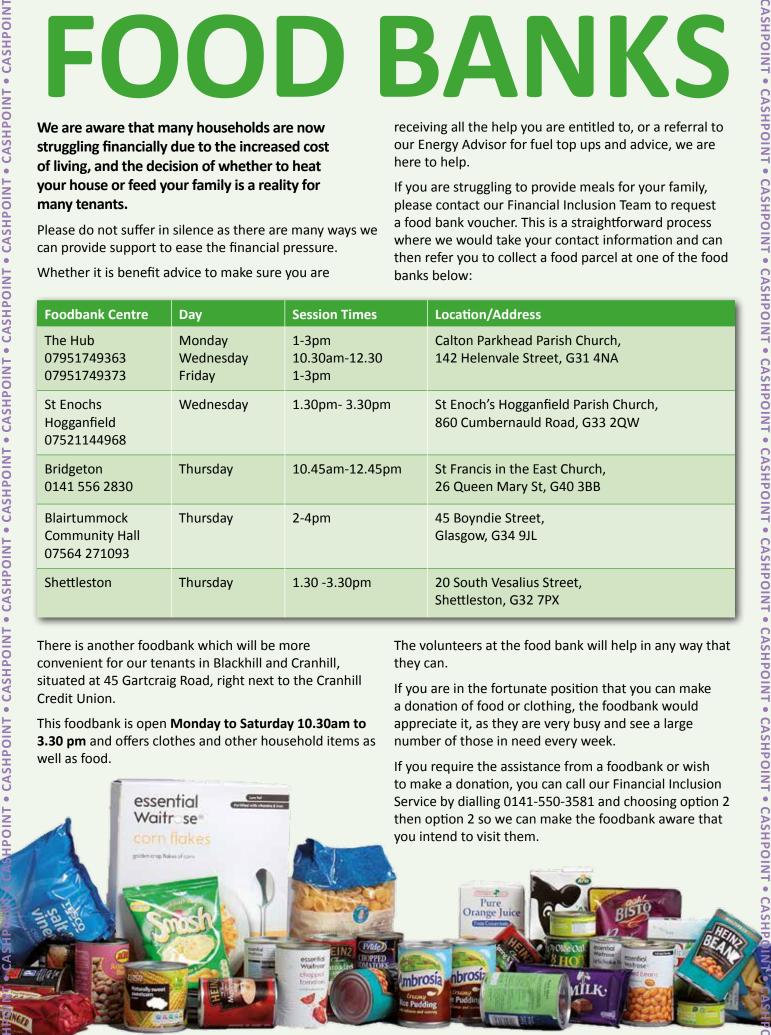
There is another foodbank which will be more convenient for our tenants in Blackhill and Cranhill, situated at 45 Gartcraig Road, right next to the Cranhill Credit Union.

This foodbank is open Monday to Saturday 10.30am to 3.30 pm and offers clothes and other household items as well as food.

The volunteers at the food bank will help in any way that they can.

If you are in the fortunate position that you can make a donation of food or clothing, the foodbank would appreciate it, as they are very busy and see a large number of those in need every week.

If you require the assistance from a foodbank or wish to make a donation, you can call our Financial Inclusion then option 2 so we can make the foodbank aware that you intend to visit them.



EAT WELL FOR LESS

By A SAVVY SHOPPER

With the recent cost of living crisis forced upon us I've decided to make some changes to my weekly shop & thought I would share this with you as I feel we could all benefit from it.

My weekly shop for a family of 3 would usually average from £70-£80 per week, sometimes more depending on what was needed that week.

Over the last 6 months I have noticed a big price increase in a lot of the items I would usually buy in the supermarket, so I decided to go for the cheaper option while still maintaining a good quality in taste.

I need to remember that the more expensive option doesn't necessarily mean better.

I went online and looked at supermarkets' own brand items and was pleasantly surprised at just how much of a saving I could make for my family. I honestly couldn't believe how much I was able to save. On average I am saving between £20-£30 for a family of 3 and this is including the delivery charge.

Eat well for less and remember to check out your local supermarkets' own brand products to make some savings on your shopping.

Thenue Energy Support Winter 2022-23

As the cost of energy is on the rise, Thenue is here to help. We were successful in securing funding from SFHA Social Housing Fuel Support Fund (funded by the Scottish Government) to support Thenue households most affected by the energy price increase.

We have a range of financial and practical support in place to help lessen the burden of energy costs over the coming winter. This support includes energy & debt hardship fund, thermal curtains (& poles if you need them)

energy & debt hardship furpoles if you need them), slow cookers, thermal fleecy fitted sheets complemented by energy advice and information to help you manage your energy consumption efficiently.

Ways to Get In Touch

Please contact Julie Broadley, Thenue's Energy Advisor

Telephone **0141 550 9558** Mobile **0797 426 8974**

Email energyadvice@thenuehousing.co.uk
Referral Form https://forms.microsoft.com/r/

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Please note that the service is very busy but we will respond to you as soon as possible.

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YOU'RE DOING A GREAT JOB!

We often get thank yous from the people we help which is wonderful. There have been a lot lately and we thought we'd share some with you now. Every single one is deeply appreciated.

"I just wanted to take a minute to thank you for all your help, guidance and advice this past year with my rent account." "You have been amazing with me and helped me a lot when I needed it. Your help has made a massive difference."

"I wanted to get in touch to let you know how fantastic a member of your staff is and how helpful he was." "Thank you so much for the kindness you have shown. My life has been a real struggle of late and you have enabled me to tackle my arrears".

"A very big thank you for assisting with my mobility allowance claim. I would like it to be recognised how helpful you have been."

"I have to say thank you so much for your support and helping me."

"I would like to you for helping me complete my PIP review form. You were able to get me enhanced rate on both daily living and mobility increasing my monthly payments. Once again the association is looking after its tenants."

"I have a client who has recently signed a tenancy with yourselves and is a young mum. I spoke with her yesterday and she advised me that she cannot thank Thenue Housing enough. She advised that you have covered everything to support her from assisting with the housing element, council tax and utilities and she could not speak more highly of your team."

HOW WE ARE HELPING – A GOOD NEWS STORY EVERYONE SHOULD READ

We like to share good news stories with you from time to time.

And let's face it...... with the cost of living squeeze we could all do with some information to lift our spirits.

The story concerns one of our tenants who was forced to sell her home in 2017 as her partner had sadly passed away.

When the tenant signed up for a Thenue property, we carried out a benefit check and advised her that she was not entitled to any Housing Benefit due to the small lump sum she received from the sale of their previous property.

The tenant had no option but to pay

nearly £400 rent per month from her basic state pension.

The tenant contacted us in July 2021 as she was in severe financial hardship with no savings in the bank and was struggling to pay her full rent/council tax along with other household bills with no help.

We completed a Housing Benefit and Council Tax reduction form online and asked for this to be backdated.

The Housing Benefit and Council Tax were backdated. The tenant received £2,199.03 from Housing Benefit and a credit was made to her relating to her council tax.

We then applied for Pension Credit and asked for this to be backdated.

After the tenant was awarded her Pension Credit, we applied for the tenant to be exempt from paying her television licence and this too was awarded.

We are now in the process of applying for Attendance Allowance as she has a range of health problems.

This tenant is so grateful for the help and support she received and said now she can pay her bills and not have the constant worry and stress that she previously endured.

The above story only goes to show how important it is to get in touch with our Financial Inclusion Service to check you are getting what you are entitled to. ${ t CASHPOINT ullet CASHPOINT ullet$

Gas and Electricity for your new home

It can be exciting moving into your new property, and we often think of how we are going to start to make it feel like home. It's easy to forget some of the practical things we need to do, here is some advice on setting up your information with your new gas and electricity supplier.

Thenue housing association has registered your details with British Gas, and they will be your energy supplier. You should receive a welcome pack in the next few days. Sometimes there can be delays, or its not been picked up by British Gas, so it's important that you check to see if you have received this paper work. If you would like to switch to a different supplier, you will have to do this when you move into your new property.







Its important to check your meters when you get your keys, there are a few things you need to check:

- Is it a dry meter?
- Is it a pre payment meter (pay at the shop with a key or card)?
- Is it a smart meter?
- Have you received a letter from British Gas with your new card and key?
- Do you have gas supply?
- Do you have electricity supply?
- Do you know if there is debt on the meter, and how to check this?
- What are you meter reads from the date you got your keys?

When you become a Thenue tenant, you are responsible for the gas and electricity supply at the address, if you are unsure of any of the above, you can contact British Gas directly either via phone, or use their online webchat system.

0800 072 8625

www.britishgas.co.uk/help-and-support/contact-us

They will ask you for your account number, but as you will not have that you can give them your name and address, they can also check your meter serial number.

If you are really struggling to resolve the issue, then you can contact our energy advisor who will be happy to support you.

energyadvice@thenuehousing.co.uk 0141 550 9558 Text orWhatsApp 07974268974







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Cold Weather Payments and Child Winter Heating Allowance

Winter Heating Payment previously named Low Income Winter Heating Assistance will replace Cold Weather Payment in Scotland from February 2023.

Winter Heating payment will be available to anyone currently eligible for Cold Weather Payment from the Department of Work and Pensions if their circumstances have not changed.

Unlike the UK Government's Cold Weather Payments, this benefit will not be dependent on cold weather in a specific area to trigger a payment.

People on qualifying low income benefits will automatically receive a guaranteed annual payment of £50, supporting some 400,000 Scottish recipients.

Receiving Winter Heating Payment will not affect the payment of any other benefits from DWP, including the Winter Fuel Payment, or Social Security Scotland.

Child Winter Heating Assistance is a benefit from the Scottish Government. It was first paid in 2020.

It's a payment to help disabled children and young people and their families with increased heating costs over winter.

It's paid once a year. The payment for winter 2022-2023 is £214.10.

Children and young people in Scotland can get the assistance if they're under 19 years old and get one of the following 'qualifying benefits':

- the highest rate of the care component of Child Disability Payment
- the highest rate of the care component of Disability Living Allowance for children
- the enhanced daily living component of Personal Independence Payment

 the enhanced rate of the daily living component of Adult Disability Payment

You must be getting this on at least one day in the third full week of September.

In 2022 this was Monday 19 September to Sunday 25 September.

If there is more than one child or young person who qualifies in the household, they each get a payment.

You do not need to show receipts or proof of how you spend the money.

If you require any assistance with this process, please contact our Financial Inclusion Team on 0141-550-3581 and take option 2 then option 2 and you will be connected to a member of the service.

You can also contact us through the Thenue App.

Glasgow City Council Fuel Support Project

The Glasgow City Council Fuel Support Project aims to help eligible citizens in Glasgow gain access to a £49 fuel top-up payment, as well as energy advice and assistance.

Families with children at home and receiving Council Tax Reduction are eligible for the support, and they should contact Glasgow Helps on 0141 276 1185 if they require a referral for a fuel top-up or energy advice.

The grant is part of a wider package of support offered to citizens through the Glasgow Helps team who will offer support with fuel needs as well as any other issues identified. Glasgow Helps staff will carry out an eligibility check, and a grant of £49 will be awarded via a fuel

voucher which will be administered on the families' behalf by HEAT (The Wise Group) directly with the energy provider.

This funding was allocated earlier this year and will now be distributed to some of the city's most financially challenged households following the appointment of a leading anti-poverty organisation - the Wise Group - as a partner in the scheme.

Grant applications opened on 3 October, and lines are open 9am-5pm Monday to Friday. Households can fill out the Glasgow Helps online referral form to request a call back from the team by visiting: https://www.glasgow.gov.uk/glasgowhelps

HELP TO SAVE ACCOUNT

Help to Save is a type of savings account which provides you with a bonus of 50p for every £1 you save over 4 years.

Help to Save is backed by the UK Government so all savings in the scheme are secure.

How payments work

You can save between £1 and £50 each calendar month. You do not have to pay money in every month.

You can pay money into your Help to Save account by debit card, standing order or bank transfer.

You can pay in as many times as you like, but the most you can pay in each calendar month is £50. For example, if you have saved £50 by 8 January, by way of example, you will not be able to pay in again until 1 February.

You can only withdraw money from your Help to Save account to your bank account.

Eligibility

You can open a Help to Save account if you're receiving:

- **Working Tax Credit**
- Child Tax Credit and you're entitled to Working Tax
- Universal Credit and you (with your partner if it's a joint claim) had take-home pay of £658.64 or more in your last monthly assessment period

Your take-home pay is your pay after deductions (such as tax and National Insurance).

> If you get payments as a couple, you and your partner can apply for your own Help to Save accounts. You need to apply separately.



How bonuses work

You get bonuses at the end of the second and fourth years. They're based on how much you've saved.

What happens after 4 years?

Your Help to Save account will close 4 years after you open it. You will not be able to reopen it or open another Help to Save account. You'll be able to keep the money from your account.

You can close your account at any time. If you close your account early you'll miss your next bonus and you will not be able to open another one.

How to apply

You will need a Government Gateway user ID and password to apply. If you do not have a user ID, you can create one when you apply.

You'll be asked to provide your UK bank details when you apply online. Search online for help to save

If you require any assistance with this process, please contact our Financial Inclusion Team on 0141-550-3581 and choose option 2 then option 2. You can also contact us through the Thenue App.



What does the energy price guarantee mean for you and your bills

Energy bills are capped at £2,500 a year for a typical household from 1 October 2022 for 6 months until the end of March 2023. A £400 energy rebate will also continue to be paid as planned from October 2022.

Millions of households in Britain will receive £400 this winter to help with rising energy bills as part of the Government's Energy Bills Support Scheme. Exactly how you'll be paid this money depends on your supplier and how you pay for your energy bills.

It's important to remember that the £2,500 is for a **typical household**.

There is no £2,500 cap on energy bills – it is a cap on the standing charges and the unit rates for gas and electricity. This means if you use more energy, you will also pay more.

Instead of focusing on this figure, there is a much easier way to work out how much you will be paying. The capped unit price and standing charge for Southern Scotland is:

	Standing Charge	Unit Rate
Gas	28.49p per day	10.29p per kWh
Electricity	50.66p per day	33.81 per kWh

Remember the standing charge means that you pay for having access to energy even if you don't use it. If you have both gas and electricity, the average direct debit standing charge is approx. £289 per year even if you use no energy!

There will be help available to all UK customers. If you pay for your energy via direct debit then you will receive 6 payments over 6 months. Some energy companies will credit your energy account and others energy companies will pay it directly into your bank account. Please check that you receive these payments.

WHEN WILL I GET THE £400 ENERGY BILL DISCOUNT?

<u> </u>	Month	Amount
octopus (19)	October 2022	£66
British Gas	November 2022	£66
energy	December 2022	£67
_ e.on	January 2023	£67
edf	February 2023	£67
utilitaû	March 2023	£67

Traditional prepayment meter customers will

be provided with Energy Bill discount vouchers from the first week of each month, issued via SMS text, email or post, using the customer's registered contact details. These customers will need to take action to redeem these at their usual top-up point, such as their nearest local PayPoint or Post Office branch.

If you are struggling with your energy bills and would like support please contact Thenue's Energy Advisor **Julie Broadley**

Email: energyadvice@thenuehousing.co.uk

Telephone: 0141 550 9559

Text or WhatsApp: 0797 426 8974



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Moving from Disability Living Allowance (DLA) to Adult Disability Payment

Your benefit will move from the Department for Work and Pensions (DWP) to Social Security Scotland if you:

- live in Scotland
- get Disability Living Allowance (DLA)
- were born on or after 8 April 1948

The process of moving some people on DLA started on 29 August 2022.

A new Scottish benefit called Adult Disability Payment is replacing DLA.

You'll keep getting your regular DLA payments until your benefit moves. There'll be no gaps in payment.

Whose DLA will move

If you were born on or after 8 April 1948, your DLA award will move to Social Security Scotland if:

- you report a change to your disability or health condition
- · you ask to move to Adult Disability Payment
- your DLA award is ending or renewing from summer 2022

After Social Security Scotland moves your benefit, you will be paid an interim Adult Disability Payment award.

This will be the same amount as your DLA. There will be no gaps in payment.

Social Security Scotland will not reassess or review your award during the move.

After the move, Social Security Scotland will begin to review your award based on your current circumstances. This may affect your payment.

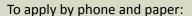
If you're thinking about asking to have your DLA moved to Adult Disability Payment, you should get advice.

If the circumstances above do not apply to you, or you were born before 8 April 1948, DWP will continue to pay you DLA. Your benefit will move at a later date.

Social Security Scotland will move your benefit, and you do not need to do anything.

This means that you do not have to end your DLA or apply for a new Social Security Scotland benefit.





- 1. phone Social Security Scotland free on 0800 182 2222 (8am to 6pm, Monday to Friday) to start an application
- 2. give your details so they can complete part 1 of the application for you over the phone
- 3. Social Security Scotland will send you a paper application form and a return envelope
- 4. complete and return the form within 8 weeks you can ask for more time if you need it

If you require any assistance with this process, please contact our Financial Inclusion Team on 0141-550-3581 and pick option 2 then option 2 and you will be connected to a member of the service.

You can also contact us through the Thenue App.











OUR PERFORMANCE AS A HOUSING ASSOCIATION

Introduction

This is Thenue's ninth 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 benchmark our performance over time. We carried out a tenant satisfaction survey during September and October 2020 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. 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 thenuehousing.co.uk

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 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 below.

Area	Total Stock
Baillieston	19
Blackhill	123
Cranhill	282
Castlemilk	338
Bridgeton	1078
Saltmarket	54
Calton	727
Scotstoun	13
Dalmarnock	327
Supported Housing – Various Areas	13
Total	2974

The information below shows how we compare to last year.

GENERAL VIEWS ON SATISFACTION

Satisfaction with overall service

●2021 ●2022

(C) (C) (C) (C) (C) (C) (C) (C) (Scottish Average 89.0%

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Satisfaction regarding being kept informed

● 2021 ● 2022

(:) (:) (:) (:) (:) (:) (:) 86.8% Scottish Average 91.7%

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Satisfaction with opportunities to participate

● 2021 ● 2022

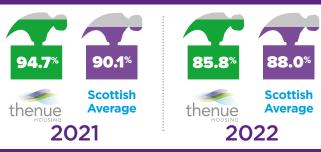
QUALITY & MAINTENANCE OF HOMES

Homes meeting the Scottish Housing Quality Standard

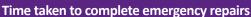




Overall repairs satisfaction



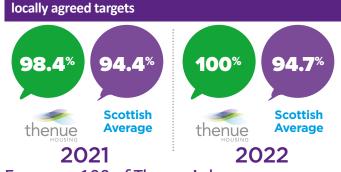
Anti Social Behaviour cases resolved within

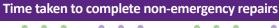






2022













Reactive repairs completed 'right first time'





Tenancy sustainment (the number of tenants who have kept their tenancy)



VALUE FOR MONEY

Rent not collected due to homes being empty



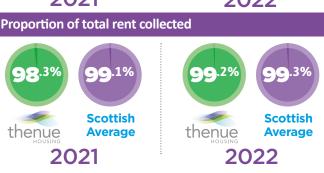




Average time to re-let homes







Thenue collected £14,019,766 of the £14,133,491 rent money due

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 complaints in total and the analysis is shown below.





The average time in working days for a full response at Stage 1 3.6 DAYS



COMPLAINTS TO THE OMBUDSMAN

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O upheld

The average time in working days for a full response at Stage 2

14.8 DAYS





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