

DOUBLE HOUSING BOOST FOR OUR COMMUNITIES

New homes on their way for Bridgeton and Castlemilk in 2 major developments



A MULTI-MILLION deal to bring new homes to Bridgeton and Castlemilk has been unveiled by Thenue.

The major announcement means much-needed new homes for the two communities.

And it comes after generous funding from our partners Glasgow City Council and the Scottish Government which have provided £6.5 million of the money needed to build the homes.

In Bridgeton the 47 properties at Rumford Street will consist of two, three and four bedroom homes.

In Castlemilk, the 22 homes in the Netherholm district will consist of one, two, three and four bedroom properties.

The good news on housing comes just months after Thenue secured nearly £1 million from Big Lottery Scotland to build a new community centre for Netherholm which will be located next to the housing

Charles Turner, Chief Executive of Thenue said: "These new homes will be greatly welcomed by the communities of Bridgeton and Castlemilk."

FULL STORY INSIDE - SEE P4

HELP AS IT APP-ENS!

THENUE Housing has launched our new digital "App" which will provide a fresh way of engaging with the Association.

The totally free self-service App uses the latest software to offer a range of services previously unavailable on phones or tablets.

It is a "great digital advance" and is part of our Digital Strategy to ensure that people can contact the Association as easily as possible.

Brian Gannon, Thenue's Head of Housing and Community Regeneration, said: "Thenue has been developing our Digital Strategy which sets out in detail how we will maximise our residents' access to the internet by supporting and encouraging them to go online.

"We also want to operate as efficiently as we can in line with our ongoing desire to deliver value for money in everything we do. The App is a brilliant way of moving forward digitally.

"Thenue also believes that by providing our own online services for those customers who regularly use the internet, we will free up our staff resources to better assist those tenants who need one to one support from us."

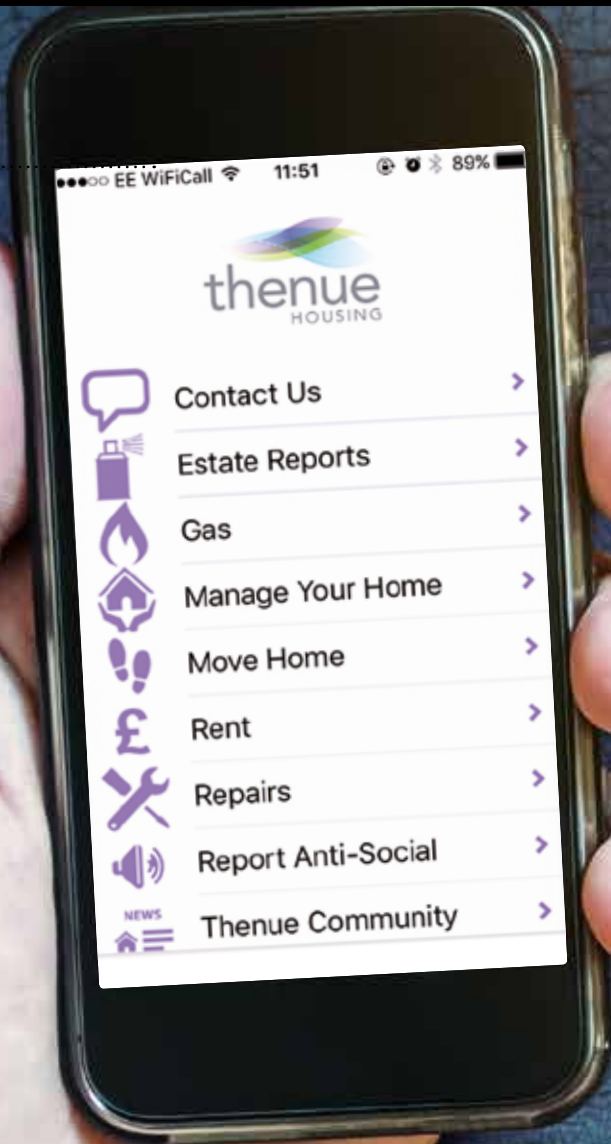


INSIDE: ALL YOU NEED TO KNOW ABOUT THE APP. SEE PAGES 2 & 3



SELF SERVICE APP

HAVE YOU TRIED IT YET? IN A SURVEY 95% OF NEW APP USERS RATED IT EXCELLENT OR GOOD.



You can now access many of our services from the comfort of your home or on the go with Thenue's NEW Tenant App.

- No need to phone or visit our office
- Access up to date data on your rent account, repairs history etc 24/7 365 days a year!
- See your recent transactions
- Report repairs or a neighbour complaint, day or night.
- Update your details

HELP TO KEEP THENUE RENTS LOWER BY USING THE APP WHICH WILL HELP REDUCE OUR COSTS

20x
cheaper
than phone

30x
cheaper
than postal

50x
cheaper
than face
to face

Thenue went live with a new free Self Service App for our Tenants to use on 14th February and we are already receiving very positive feedback from our tenants:

One tenant noted "How quickly and easily I was able to sign up and use the tenant app"

We know not everyone is familiar with Apps and how to download them however, so we have set out in detail information on the next page

which we hope will answer all the questions you have.

For further information on the App or if you need help contact Shay, Simon or Julie from our digital inclusion team on 0141 550 3581. Here's what some have been saying about it: "It's quicker and you can keep track on your own rather than making phone calls." And "It is easy to navigate and find what I'm looking for."

HOW TO DOWNLOAD AND REGISTER WITH OUR APP

- **How do I get Thenue's self service app?**

You will need a smartphone or tablet and an email address

- **How do I download the Tenant app on to my iPhone or iPad?**

Go to the Apple app store and search for Thenue.



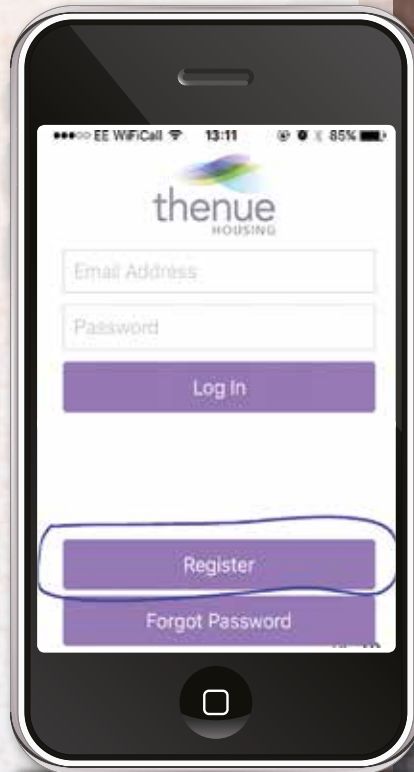
Choose Get or Install and the App will install on your iPhone or iPad (IOS6) and above).

- **How do I download the Tenant app on to my Android phone or tablet?**

Go to Google Playstore and search for Thenue.



Choose Get or Install and the App will install on your Phone (Android 2.33 or later) or Tablet (Android 3.0 or later).



- **How do I register my account on the App?**

Select Register. If you know your tenancy account number enter that. If not enter your postcode and then select your address. Then enter your details (including email address you will need this to log in in future,) and a password. You will then be registered with the App and can start to use it right away!

- **What if I need help to download the app or use it?**

Contact any member of staff on 0141 550 3581 and they will be happy to assist.

- **What if I have problems registering or forget my password?**

Please contact our Corporate Services Team on 0141 550 3581 and they will assist.

FREQUENTLY ASKED QUESTIONS

- **What if I lose my device?**

Again no one can access the app unless they know your password but if you are still worried about this, contact Thenue and we can disable your account. You will need to install and register again on your new device and choose a new password.

- **Why does the app need access to my camera, phone, location etc?**

This is to allow the app to function fully. For example, to upload photos of repairs the app needs access to your photos/camera and your location. To allow you to call a number directly from the app, it needs access to your phone.

- **How much space and data does the app use?**

It will use around 40MB on your device which is about the average for an app. It is less than most games, YouTube and Facebook. If not using with your own or public WiFi, it also uses very little mobile data to process any request.

- **How secure is my data on the App?**

The data stored on the device is encrypted using the same encryption standard used by governments and banks. This ensures that even if a device is stolen and the contents of its internal storage is made accessible to a hacker, the personal information processed by Self Service cannot be read.

The data in transit between the app and our systems is the same mechanism used to secure banking and shopping websites around the world.

You will be the only one able to access the app once you set up your password (keep a note of this somewhere safe in case you forget it). We offer additional protection on your app by ensuring that you have to enter your password to change your personal details.

HOUSING BOOST 1:

LORD PROVOST CUTS FIRST TURF MARKING START OF MULTI-MILLION POUND INVESTMENT IN CASTLEMILK

Glasgow's First Citizen has cut the first turf signalling the start of a £5 million investment in Castlemilk.

Lord Provost Sadie Docherty was invited by Thenue to a special ceremony to mark the start of work on new homes and a community centre.

Thenue is spending £4 million constructing 22 properties in Netherholm.

A community centre will also be created nearby following a tireless campaign by local residents for such a facility.

The £995,000 community centre is being funded by Big Lottery Scotland's "Growing Community Assets Fund"

It represents one of the largest lottery cash windfalls the Castlemilk community has ever experienced.

Prior to cutting the soil, The Lord Provost praised local people. She said: "Everyone has worked extremely hard to bring this investment to Castlemilk. New housing and a new community centre will make a huge difference."

She also paid tribute to the late Yvonne McShea, former Chair of Thenue Housing. Yvonne, who lived in Castlemilk, was a leading campaigner in the bid to bring a community centre to the Netherholm area.



Lord Provost Sadie Docherty cuts the first turf signalling the start of work. Looking on are members of the local community and others associated with the build.

Charles Turner, Chief Executive of Thenue added: "The Netherholm Area Association has shown that determination, effort and vision bring results. We congratulate them on such a tremendous result in delivering a new community centre for local people."

Work on the homes and the centre is expected to be completed in Spring 2018.

HOUSING BOOST 2:

£6.3M BRIDGETON HOMES BENEFIT FROM THENUE

In a further development more housing for Bridgeton has been unveiled by Thenue.

Kevin Stewart MSP, Minister for Local Government and Housing, cut the first soil to mark the start of building work in mid March.

The much-needed 45 new homes costing £6.3 million are being created in Rumford Street and Reid Street and will consist of two, three and four bedroom properties.

The grant funding received by Thenue was around £3.9 million and the properties will take around 15 months to build. The remainder of the £6.3 million is made up of borrowing by Thenue which is entirely normal when building new homes.

Charles Turner, Chief Executive of Thenue said: "These new homes are a great step forward for the Bridgeton community

"We recognise those whose support

has been crucial to creating new homes – notably the Scottish Government and Glasgow City Council. Without them this housing would not be possible either in Bridgeton or Castlemilk.

"We applaud their willingness to help us to create new homes and better communities."

The news has been welcomed by the Bridgeton and Dalmarnock Area Association.

Owen Stewart of the Area Association who is also Chair of Thenue Housing added: "Good housing is crucial to regenerating communities and there is a significant need of new housing in Bridgeton. We greatly welcome this significant development."

Kevin Stewart, Minister for Local Government and Housing said: "Ensuring everyone in Scotland has access to affordable, high quality homes is a key target for the Scottish Government. I am absolutely



GETTING STARTED.....(LEFT TO RIGHT) THENUE'S CHIEF EXECUTIVE CHARLES TURNER; KEVIN STEWART MSP, COUNCILOR GEORGE REDMOND, CONVENOR OF DEVELOPMENT AND REGENERATION SERVICES AT GLASGOW CITY COUNCIL AND OWEN STEWART, CHAIR OF THENUE HOUSING.

delighted that our £3.9m grant to Thenue Housing will be used to help provide much needed new social rented housing for the people of Bridgeton and look forward to seeing the new houses in the future".

AFTERNOON TEA WITH CGC- AND IT'S ALL THANKS TO THENUE



Thenue has received £200 in funding from a Scottish construction firm to host a future afternoon tea event.

CGC Construction based in Paisley recently ran an initiative to help housing providers arrange such events by giving them money in order to fight loneliness and isolation.

In fact CGC got the idea from Thenue after last year's hugely successful Afternoon Tea event held in Calton.

Thenue used the occasion to gain a deeper understanding of our senior tenants as we develop our older person's strategy and it was given an overwhelming thumbs up by those attending.

Paisley-based CGC is a large construction company which is well known in the industry for its social justice credentials.

It firmly believes profitable businesses like CGC must give something back to communities such as those served by Thenue to tackle poverty, unemployment and support regeneration activities.

Other housing associations across



Time for tea.....Kathleen Adams of CGC

Scotland were also successful in "Afternoon Tea with CGC."

Citygate Construction Managing Director Leo Reilly said: "We want to celebrate the contribution senior citizens make – and have made – to our communities. And what better way to do that than encourage housing providers operating at the heart of these communities to host afternoon teas.

"Traditional afternoon teas are great occasions for those in later life to get together for companionship and to fight isolation and loneliness. We are very grateful to Thenue for providing us with the idea following its successful event last year.

"We know very well of the inspiring and outstanding work Thenue does in its communities for people of all ages."

BE A THENUE SCRUTINEER

Could you help scrutinise the work of Thenue Housing.

Then you may like to consider joining a group called REST.

The Association set up the Resident Empowerment Scrutiny Team (REST) as part of our ongoing and deep-rooted commitment to transparency and to enable the team to look at our work in an impartial manner.

It is made up of tenants who, crucially, are NOT on the Board. REST has been described as a

"critical friend" who is unafraid to examine and comment on the work of the Association.

Scrutiny is understandably high on the agenda of tenants' organisations, the Scottish Housing Regulator and the Scottish Government and there is an increasing realisation among housing providers that this is a vital component of transparency.

Thenue Chief Executive Charles Turner has described Thenue's scrutineers as the "eyes and ears"

of the Association.

Charles added: "We regard REST as a critical friend - scrutinising our work and being unafraid to raise matters that are considered important to tenants. The creation of REST is a further example of Thenue's commitment to transparency."

If you would like to know more or want to join REST please email charles.turner@thenuehousing.co.uk or contact the Association by phone.

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

SOCIAL ACTIVITIES

We host regular events for older people in Bridgeton (71 Main St) and Calton (35 Tureen St) including a Lunch Club, Coffee Morning and Armchair Aerobics. Our Lunch Club meets in the common room at 71 Main St every Wednesday at 12.00 noon with a hearty meal provided for £3.00. We also hold a Games Club there every Friday morning between 11.00am - 1.00pm. If you are an older person and would like to attend, please just come along and join in the fun!

If you would be interested in establishing any regular events or groups in your own area, please let us know by contacting Paola Doyle - tel - 550 3581 or email paola.doyle@thenuehousing.co.uk



OLDER PERSONS ACTION PLAN - SEEKING VOLUNTEERS!

Thenue's Older Persons Strategy was approved by our Board in January and we are now working on our Action Plan. Part of the Action Plan is to aim to establish Focus Groups in our local communities.

We currently have a Retirement Housing Focus Group for Bridgeton and Calton and we are looking to establish more Focus Groups in our other areas. If

you are an older person living in Blackhill, Castlemilk, Cranhill or Dalmarnock we would like to hear from you. We are keen to know what types of activities or events you would like to see in your own area and what local issues are affecting older people. Please contact Paola Doyle - tel - 550 3581 or email paola.doyle@thenuehousing.co.uk

DEMENTIA RESOURCE CENTRE - BRIDGETON

In September 2016 Alzheimer Scotland opened their new Glasgow Dementia Resource Centre at Bridgeton Cross. The Resource Centre is for people affected by dementia and their carers, friends and family members to access information, support and advice, by providing regular drop-in sessions, carer information courses, information events and providing leaflets and written information. There are also opportunities for therapeutic and interest based supports and social activities such as sporting memories and drop-in cafes.

The Centre also holds a Day Centre for people with dementia who are over 65 and service for people under 65 with a diagnosis of dementia which includes one to one support and a day opportunities group.

If you would like further information on what is on at the Alzheimer Scotland Dementia Resource Centre or the



services provided then you can call the Centre on 0141 429 6428 or drop in at 11 Bridgeton Cross, G40 1BN

HELP AT HOME IN AN EMERGENCY

Did you know that if you are an older or vulnerable person or have a number of medical needs, Cordia can provide a community alarm and telecare service to you in your home. The service allows tenants to remain as independent as possible in their own homes and allows help to be summoned at the press of a button. An alarm call made to Cordia results in immediate voice contact being established and can mean staff attending in the case of an emergency,

or contacting a next of kin. Cordia may also be able to provide telecare equipment including sensors around the home to monitor risks such as flood, falls or seizures. If you think you would benefit from any of these or know someone who might, contact our Retirement Housing Assistants by calling the Association on 0141 550 3581 and we can carry out a visit and complete a referral form.

LIGHTBURN HOSPITAL PROPOSAL – REHABILITATION SERVICES – HAVE YOUR SAY!

The NHS in Glasgow and Greater Clyde is consulting on the proposed closure of Lightburn Hospital. Consultation will end in early May and if you would like to comment or hear more about it, contact them on: 0300 123 9987 (Freephone); email Public.

Involvement@ggc.scotl.nhs.uk or write to them at Patient Experience Public Involvement and Quality, 4th Floor, West Glasgow ACH, Dalnair Street, Glasgow, G3 8SJ.

OPEN MEETINGS – BRIDGETON AND CALTON RETIREMENT HOUSING



Some of our retirement housing

We recently held the first of our twice yearly Open Meetings for our Retirement Housing tenants. We had good attendances with Willie Sinclair, our Financial Inclusion Officer coming along to update everyone on benefits and welfare reform and a speaker from the Glasgow Disability Alliance. Our next meetings are due to take place in August.

HELPLINE FOR OLDER PEOPLE

- INFORMATION
- FRIENDSHIP
- ADVICE

Founded by Dame Esther Rantzen, the Silver Line Helpline is a national, free and confidential helpline for older people. It is open 24 hours a day, 7 days a week and offers information, advice and friendship through a helpline. They offer older people someone to talk to in confidence, just for a chat or to share any worries or concerns. Not just that, but they offer volunteering opportunities if you are interested in helping others.

Contact them on

- 📞 0800 4 70 80 90 (Freephone)
- 📘 facebook.com/thesilverlineuk
- 🐦 twitter@TheSilverLineUk

PROPOSED CHANGES TO OUR ALLOCATION POLICY

Our Board recently approved two draft changes to our Allocation Policy. The changes are summarised below:

1. To introduce a new category for young care leavers (16 – 25 years of age) which will see them awarded High Priority where they are being referred from the local authority for rehousing
2. Where an applicant is awarded Urgent Priority for severe harassment, domestic abuse, management transfers or special cases, it is proposed that if the applicant has not been rehoused within a 6 month period, we will review the application and may remove the award of Urgent Priority

If you have any comments or would like any further information on these two proposed changes, contact Paola Doyle – paola.doyle@thenuehousing.co.uk or tel 550 9548

DO YOU HAVE ONE OR MORE EXTRA BEDROOMS?

Sometimes as people's circumstances change, they may find that they have extra room, perhaps due to family having moved out. If this is you, we'd like to hear from you! Staff can help you look at your options including moving to a smaller home. If you would like to know more about this, contact your Area Services Officer on 0141 550 3581.



THENUE REPAIRS POLICY – IMPORTANT CHANGES TO REPAIR PRIORITIES

THENUE'S Board recently approved the following change to our Repairs Policy for consultation with tenants.

In keeping with our policy of tenant consultation and listening to what you have to say we are now asking you to give us your view on this matter.

We have always had three categories of repairs priorities; emergency, urgent and routine. They define how quickly we will respond to a repair request. We are changing our policy to have just two categories, (emergency and non-emergency), for the following reasons:

1. The Scottish Housing Regulator only monitors overall repairs

service performance of two categories; emergency and non-emergency. This allows a fair comparison between landlords with different response categories and targets.

2. We have an appointment system for all non-emergency repairs to tenants' homes. For this we agree a date for attending to the repair with the tenant, but we believe that having additional categories of urgent and routine repairs for an appointment can cause confusion for the tenant and staff. We believe the repairs service should be focused on available contractor appointment slots arranged at customer convenience.

Our Repairs Policy will now note: **Non Emergency Repairs:**

The Contractor will attend within the appointment (date and time) slot agreed with the tenant. Most repair appointments will be within a 2 hours time slot. External Repairs will be completed within 10 working days.

We believe that this change will not affect the service to you other than make it clearer for tenants and staff when ordering a repair.

Please contact Brian Gannon brian.gannon@thenuehousing.co.uk 0141 550 9509.

If you have any comments on this change please respond to this change by Friday May 5 2017.

AREA ASSOCIATIONS ROUND-UP

CRANHILL:



Cranhill Area Association meet every 6 weeks to discuss your concerns and develop local initiatives that meet the needs of people living in the area. The group engages with Thenu Housing to contribute to new initiatives and policies which affect your community. So if you have any suggestions or are interested in becoming a member you can contact the group through the Facebook page - Cranhill Area Association.

The group will be holding the AGM this year on Thursday 1st of June 2017 at the Veterans' Centre from 6.30pm. So, if you're a member look out for your info pack in the post. If you are not a member and would like to become one you can get more information by sending a message via Facebook.

CALTON:



Calton Area Association have been working together with the Tron Theatre to deliver "Tiny and Tall Tales" - a parent and toddler service for local people. The project has seen great success and provides FREE sensory, music and story telling for parents with young children who are looking to get more involved with community activity. Sessions are held in Calton Heritage and Learning Centre every Monday from 10am - 12pm, If you come along early you can get a bite to eat and a cuppa with the other parents. Spaces are limited and you are advised to contact 0141 552 4267 to book your space.

The group are also continuing to run the Monday night Bingo club from Calton Heritage and Learning Centre, every Monday from 7pm - 9pm. For more information on the group and above activities, you can contact them via their Facebook page - Calton Area Association.

BRIDGETON & DALMARNOCK AREA ASSOCIATION:



Bridgeton and Dalmarnock Area Association have been really busy organising and delivering a community consultation. The group gathered lots of information from local people on what you feel is important in your area and how the group could help contribute towards this. This information has helped inform the priorities for the area association and has influenced the groups action plan. More information on this will be included in the Area Associations Spring newsletter as well as lots of other exciting news.

The group meets every month to discuss local priorities and meet with stakeholders to help resolve local concerns and plan new activities. If you would like more information about the group or are interested in becoming a member you can contact the group through their Facebook page - Bridgeton & Dalmarnock Area Association.

NETHERHOLM:



This is an exciting time for Netherholm Area Association who have been working alongside Thenu Housing, on the developments for the New Community Centre in Netherholm. The group are continuing to work with local service providers and the local community to help inform the services that will be delivered. The group will be producing a spring newsletter which will have lots of information on the many activities going on in Netherholm and an update on the new housing and community centre.

The Area Association, with Glasgow Clyde College and Thenu Housing Association have recently delivered another successful Community Journalism Course which has helped local people increase confidence and learn new skills. Keep an eye out for another course running in the future. If you would like more information about the group or have a question you would like to ask, you can get in touch with the committee through their Facebook page - Netherholm Area Association.

CHANGES TO TAX CREDITS FROM APRIL 2017

If you receive Child Tax Credit your award contains an amount for every child you're responsible for. But from 6 April 2017, the law is changing.

If you already get Child Tax Credit for more than two children, don't worry. You'll carry on getting the same amount. The changes to tax credits only apply to people who have children born on or after 6 April 2017.

If you are getting Child Tax Credit for two children and you have a third child born on or after 6 April 2017,

you will not get any extra money for the third child. You'll still get tax credits for your first two children. And, if you stay on Child Tax Credit, once your oldest child no longer qualifies, you would still get Child Tax Credit for two children as you would then have only two children eligible for Child Tax Credit.

When the Tax Credit Office look at how many children you have, it means the number of children you are claiming for i.e. child benefit. It doesn't matter if some of those children may be your partner's children and not yours, or vice

versa. If you're responsible for three children as a couple, then you would only get Child Tax Credit for all 3 if they were all born before 6 April 2017.

Another change from April 2017 is that claims for Child Tax Credit won't include a family element unless the claim covers children born before 6 April 2017. The family element is an extra bit of Child Tax Credit, worth about £10.50 a week, which was previously included in all Child Tax Credit calculations.

BENEFIT CAP

The reduction in the Benefit Cap from £23,000.00 to £20,000.00 was introduced by the UK Government in November 2016. It was January 2017 before it was introduced in Glasgow.

We currently have 14 tenants who are affected by this Benefit Cap

- The average weekly change in Housing Benefit is a £42 per week reduction.

This can be a big financial strain on the family budget.

There are a number of exemptions that prevent you being affected by the benefit cap.

You can use the Thenue App to arrange for an appointment with our welfare benefits colleagues.

We can look at any additional benefits you may be entitled to which might include relieving the financial effects of this Cap.

Contact Thenue for further information on 0141 550 9554.





**WE MEAN
WHAT WE
SAY...**

Throughout this newsletter you will see special logos saying Value for Money.

It is just another way of us telling you how we endeavour to deliver value for money in everything we do.

The Association has a clear strategic direction underpinned by an unshakeable desire to improve people's lives and deliver the best we can in housing.

But in the true spirit of the housing association movement we believe in doing much, much more – and that means helping to regenerate our communities. It's something we will never turn away from.

We have over the years expanded our range of Community

Regeneration activities. We think this is an important aspect of our work and we know people like the idea of a housing association doing good work in these communities.

Importantly, not one penny of the rent you pay is used for any of these projects such as our award winning Learning Works back to work project and the digital inclusion drive known as Smart Communities. **YOU DON'T GET MUCH BETTER VALUE FOR MONEY THAN THAT.**

We source the income from grants and successful funding applications such as the Big Lottery money being used to create a new community centre in Netherholm.

NEW KITCHENS AND BOILERS FOR NETHERHOLM



Local resident Thomas John McDougall who is also a member of Netherholm Area Association

THENUE has just fitted new kitchens to some properties in Netherholm, including new boilers.

To help people operate their boiler properly Thenue is offering the chance to get a "QR sticker" on their boiler and help from our Smart Communities team to download a QR reader (if you have a Smartphone).

Your smartphone can then read the QR code and download a video from Youtube which shows you how to set their boiler

If you have a Smartphone or a tablet and would like to get free access to video instructions on how to set your boiler, please contact Julie on 0141 550 9576.

Scotcash
approachable finance



www.scotcash.net

**Your local,
affordable
lending
alternative**

It's that time of year again when you might be thinking of revamping the house or how to keep the kids entertained over the Easter holidays, or maybe start saving for a summer trip!

We can now process initial applications online and over the phone, call our friendly staff on **0141 276 0525** or visit our website, www.scotcash.net for more information.

£500 over 52 weeks	Scotcash	Provident
Loan	£500.00	£500.00
Admin Fee	£30.00	-
Weekly Repayment	£12.85	£18
Number of Repayments	52	52
Total Amount Repayable	£697.71	£936.00
APR	**108.2%	*299.3%
Total Saving	£238.29	-

* Loan featured on www.providentpersonalcredit.com at Jan 2017
** Rates may vary (All loans subject to status, terms and conditions apply.)
121.5% Scotcash Representative APR

What if I do not have a bank account?

We can usually help you to open one. Just explain that you don't have a bank account when you call and we will attend to this matter first with you.

Why are Scotcash loans affordable?

Our affordable credit is just that, affordable. The amount of interest you will pay compared to a home credit lender will be lower.

How flexible are you with repayments?

We collect payments direct from your bank account on a day of your choice. We can even let you take payment holidays, all we ask is that you let us know in advance.

Scotcash CIC is authorised and regulated by the Financial Conduct Authority. Our FCA register number is 672746.

COMPLAINTS & COMPLIMENTS –

MAKING A COMPLAINT

WHO CAN MAKE A COMPLAINT?

Anyone who is unhappy with our services can make a complaint to us. This can include someone acting on your behalf if you have agreed that they can do so.

HOW TO MAKE A COMPLAINT

You can make a complaint in person at our offices, by telephone, by e-mail, in writing or using our self-service App.

Since it is our aim to resolve your complaint quickly, it helps if you speak to the appropriate department or member of staff directly. This will allow them to try and resolve the complaint on the spot.

Please provide as much information as possible in relation to the complaint along with your full name, address and preferred means of communication.

TIMESCALES FOR MAKING A COMPLAINT

Any complaint must be made within twelve months of the event or incident happening.

WHAT IS/IS NOT A COMPLAINT?

What is a complaint?	What is not a complaint?
Delays in responding to your enquires and requests	A request for information or explanation
Failure to provide a service or the service provided is not of an acceptable standard	Policies or procedures that come under separate appeals procedures
Failure to carry out a repair within the designated timescale	Insurance claims
Refusal to give advice or answer a question	A complaint which the Ombudsman has already investigated and decided on
Treatment by or attitude of a staff member	A first request for a service
Our failure to follow proper procedure	Complaints that are already in court, have been heard in court or in a tribunal

WHAT HAPPENS ONCE A COMPLAINT IS MADE?

Your complaint is recorded along with any action taken. There is a two stage process and complaints can be dealt with in writing, by email, face to face, and by telephone. All complaints are reported annually to the Housing Regulator and form part of our reports for the Scottish Social Housing Charter. We will also publicise our complaints performance externally and advise customers of any changes/improvements to service delivery which results from complaints.

EVERYTHING YOU NEED TO KNOW

WHAT HAPPENS IF I AM DISSATISFIED WITH THE OUTCOME AFTER INVESTIGATION STAGE?

Complaints from tenants

If you are unhappy with the way your complaint has been dealt with or the outcome after our investigation, you can refer your complaint to the Scottish Public Sector Ombudsman.

The Scottish Public Services Ombudsman can be contacted as follows:

- In person: SPSO, 4 Melville Street, Edinburgh, EH3 7NS
- By post: SPSO, Freepost EH641, Edinburgh, EH3 0BR
- Freephone: 0800 377 7330
- Online contact:
www.spsso.org.uk/contact-us
Website: www.spsso.org.uk
Mobile site: www.m.spsso.org.uk

SIGNIFICANT PERFORMANCE FAILURES

A significant performance failure is defined by the Scottish Housing Regulator as “something that a landlord does or fails to do that puts the interests of its tenants at risk, and which the landlord has not resolved. This is something that is a systematic problem that does, or could, affect all of a landlord’s tenants”.

In instances where someone wishes to report a significant performance failure they should initially report it to the Association and if they are dissatisfied with the outcome they can approach the Scottish Housing Regulator.

A complaint between an individual tenant and the landlord is not a significant performance failure. For more information on significant performance failures please visit the Scottish Housing Regulator website at:

www.scottishhousingregulator.gov.uk or telephone: 0141 271 3810

COMPLAINTS ABOUT FACTORING

If you are not satisfied with our final response, you can approach the Scottish Government’s First-tier Tribunal for Scotland (Housing and Property Chamber). They will try to resolve complaints and disputes between homeowners and property factors.

You can contact the Scottish Government’s First-tier Tribunal for Scotland (Housing and Property Chamber) as follows:

By post: Housing and Property Chamber, First-tier Tribunal for Scotland, 4th Floor, 1 Atlantic Quay, 45 Robertson Street, GLASGOW, G2 8JB

By telephone: 0141 302 5900

By email:

HPCAdmin@scotcourtribunals.gov.uk

Website: <https://www.housingandpropertychamber.scot/>

CONTACT DETAILS

Website Address:

www.thenuehousing.co.uk

Email:

admin@thenuehousing.co.uk

Telephone:

0141 550 3581

Call into our office or write to us:

423 London Road, G40 1AG

Via our customer App

ANOTHER CELEBRATION FOR LEARNING WORKS

OUR highly successful initiative to help long-term unemployed people has marked another milestone.

The 18th Learning Works course in Glasgow's east end finished recently while the 19th has got under way.

The "Learning Works" initiative is a joint project between Thenue Housing and Glasgow Kelvin College.

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

To mark the completion of the course six people took part in the "Celebration of Learning" event held at Barrowfield Community Centre.

Thenue Housing Chief Executive Charles Turner who attended the occasion praised the commitment to learning of those taking part and

the "hugely successful" partnership between Thenue and Glasgow Kelvin College.

Curriculum Manager, Marie Woods, recognising the challenges which

many of the students face in coming onto the programme, congratulated them on their "remarkable achievement" in gaining their certificates.



Time to celebrate – those who took part in the course

We have courses starting on the following dates:

Tuesday 9th May 2017

Church House, 22 Queen Mary Street, Glasgow G40 3BB

Tuesday 29th August 2017

The Barrowfield Centre, 67 Yate Street, Glasgow G31 4AQ

Tuesday 9th January 2018

Lodging House Mission, 35 East Campbell Street, Glasgow G1 5DT

All our courses run for 10 weeks

- Lunch will be provided
- Help with Childcare if required
- One to one support from our Employability Support Worker to plan your next steps

On completion of the course, all students will receive a recognised qualification.

If you are interested please call Laura or Carol on 0141 550 9557

carol.lingard@thenuehousing.co.uk

laura.mcwilliams@thenuehousing.co.uk



LEARNING WORKS

A ten week course to help you learn new skills, get out of the house and meet new people.



WHAT'S HAPPENING AT THE CALTON HERITAGE AND LEARNING CENTRE?

YOUTH GROUP

Mon, Tue and Thursday evenings
6 - 9pm

Launching homework club for P1
- P3 kids with parents

Range of youth activities included
such as Duke of Edinburgh
Awards, Youth Committee, Youth
Magazine, Arts & Crafts

Contact is Michael Mooney -
Michael.Mooney@caltonhlc.co.uk
or 0141 550 9573 or just drop in
on any of the sessions to find out
more

Funded by Health Shine &
People's Health Lottery

money raised by
healthShine
through



ELCHO GARDENS

Recruiting volunteer community gardeners
for sessions every Thursday 11 - 2pm

Raising funds through crowdfunding
supported by My Park Scotland

Link to fundraising page is <https://www.mypark.scot/projects/elcho-gardens-growing-playing-project>



WOMENS' CONFIDENCE BUILDING COURSES

Recruiting participants for our 10 week Steps to Excellence Courses for women. Running on Monday and Wednesday evenings in the centre

Free for women - all materials supplied

Register interest by calling 0141 550 9573 or email Rosemary.
Robertson@caltonhlc.co.uk or just pop in

WELCOME JIM TO THE CHLC

Jim Coleman has joined the Board of the Calton Heritage and Learning Centre.

Jim brings a wealth of business experience to the role as Board Member with significant knowledge of housing associations and community regeneration.

Jim has served for nearly three years as a Board Member with Sanctuary Housing Association.

We are sure he will be a great asset to the CHLC and will find the role rewarding and worthwhile.



Pictured: Jim Coleman

DIGITAL WORK CLUB

Smart Communities have partnered with Glasgow Life to bring a Digital Work Club to Blackhill. The Work Club will start on Tuesday 25th April, and will run every Tuesday 10am-12pm. This is a great opportunity for local job seekers to come along and get support to find work from our friendly, helpful staff.

COMMUNITY ROUND UP



MOLENDINAR TOTS & TEENS CLUB

Smart Communities has been working with Molendinar Tots & Teens in Blackhill, to support the Tots & Teen club by providing digital activities and supervision in the Molendinar Community Centre's IT suite, adding to the club's regular schedule of activities such as sports, games and arts & crafts. Over 50 children, aged 3-11 have been involved in digital play at the club- they have created digital art, taken and edited photos, played games and even created

animations! Smart Communities held an Exhibition event in December 2016 to recognise the efforts of the young people involved, and to display their work to parents & guardians. 40 children attended, along with their parents/guardians, and every child received a Certificate of Participation as well as a children's book, while parents were given access to online safety information and tips & advice for accessing child-friendly apps and websites.



CODERDOJO

CoderDojo is a volunteer-led organisation that supports children and young people to learn computer coding (programming) in fun, friendly and FREE clubs. Smart Communities and CoderDojo Scotland have been working together for the last few years to establish CoderDojo clubs in some of our communities. Currently, clubs run in Castlemilk Youth Complex on the second Saturday of each month, and in Bridgeton Community Learning Campus on Wednesday evenings, on a fortnightly basis. The young people have been involved in creating robots, building websites, designing their own games, and just generally exploring technology and having fun with it, with the support of excellent CoderDojo volunteers who all have backgrounds in the tech industry. Since April last year, over 60 young people have attended our clubs, and between them have spent over 200 hours learning to code! If you or a young person you know is interested, get in touch with our Smart Communities team on 0141 550 9542!



VOLUNTEERS

Smart Communities' mission is to build confidence, capacity and resilience across our communities, using digital technology and we couldn't achieve this without the support from our Digital Champion volunteers. We rely on volunteers for a range of support from delivering leaflets, to helping run events and, of course, supporting other people in our drop-in sessions to learn digital skills. Scott, who has been volunteering with us for over a year, attends two drop-in sessions in Calton each week, and helps other people to go online, create CVs, find information and more. He is known for his calm approach and is great at helping others feel relaxed and confident around computers, and in recognition of his hard work and dedication, was recently awarded a Certificate in Digital Inclusion, in partnership with Glasgow Kelvin College - a great achievement! He is pictured receiving the Certificate from Lawrence McCabe, Community Regeneration Manager at Thenue.

