

thenue newsletter

AUTUMN 2019



The newsletter of Thenue Housing Association

www.thenuehousing.co.uk

WE'RE ON YOUR SIDE

MEMBERS HEARS RENEWED PLEDGE AS WE MARK 40 YEARS

WE are strongly committed to helping YOU - our tenants - withstand the turbulence of current economic and political events.

That was the message delivered at our AGM and we meant it when we say "nothing is more important" than supporting people in uncertain times.

Delivering his remarks to our 39th

AGM, Chief Executive Charles Turner said our stabilising role in our communities was in sharp contrast to current national upheaval.

Continuing uncertainty about Brexit and the ongoing difficulties for people associated with Universal Credit meant it was "even more vital" to support tenants while protecting Thenue's income.

Charles told Members at the AGM held in the Calton Heritage and Learning Centre: "We are here to help our people through the effects of UK government policy and the economic situation as best we can. Thenue's priority is to help tenants through adversity. Nothing is more important than this, as we all face difficult circumstances going forward."

HOUSING MINISTER OPENS NEW DEVELOPMENT

Minister for Local Government, Housing and Planning Kevin Stewart MSP made a welcome return to the east end when he opened our latest housing development on what was our 40th birthday – Friday 25th October.

The restoration of the iconic Monteith Hotel overlooking Glasgow Green and neighbouring new build development on London Road were officially opened by Mr Stewart.

It is the third time he has been with us in three years – having performed the site-start ceremony for our most recent housing in Bridgeton and then its official opening.

We are very grateful to the Minister for taking the time to visit us once more.

Mr Stewart said during his visit: "We want everyone to have access to a safe, warm place to live. That's why I'm pleased projects like these are keeping us on track to deliver our target of 50,000 affordable homes by 2021, backed by record investment of £3.3 billion."

He also wished us a very happy birthday!

FULL STORY AND MORE PICTURES ON PAGES 4 & 5



MORE HOMES ON THE WAY IN CALTON

P6



HAPPY ANNIVERSARY HOMES

P4&5



OUR SPECIAL CELEBRATION

P8,9 & 10

**Also inside:
Annual Return
on the Charter
2018-19
See centre
4 pages**

HOW WE LET OUR HOMES



Period is from 1st April – 30th September 2019

Re-lets by Priority Group		
Urgent	2	2%
High	24	24%
Medium	35	35%
Referrals	36	36%
Standard	3	3%
Total	100	

Re-lets by Area		
Baillieston	0	0%
Blackhill/Cranhill	10	10%
Calton/Glasgow Cross	35	35%
Castlemilk	8	8%
Bridgeton/Dalmarnock	47	47%
Total	100	

Re-lets by Property Size	
1 bedroom	51
2 bedroom	42
3 bedrooms	5
4 bedrooms	0
5 bedrooms	2
Total	100

EVERYONE'S CUP OF TEA!



Macmillan Cancer Support has received a boost after our staff staged a very special afternoon tea.

We used our usual staff gathering – held every two months – to bring everyone together with an important fundraising objective.

The occasion was brilliantly organised by staff members Linda McDowall and Ray Macleod complete with Macmillan-themed tablecovers and bunting. It raised £208.50!

Keen cyclist Linda is just back from a challenging cycle through the Pyrenees mountains on the French-Spanish border in a further effort to raise money for Macmillan.

Many Macmillan events such as coffee mornings and afternoon teas took place across the country in September and were billed as “The World’s Biggest Coffee Morning.”

Linda said: “Thank you to everyone for supporting our afternoon tea so

generously. The staff briefing was the ideal opportunity to support the incredible work which Macmillan Cancer Support does. Together we really can make a difference.”

**WE ARE
MACMILLAN.
CANCER SUPPORT**



AGM UPDATE

At the AGM, Chief Executive Charles Turner disclosed that feedback from last year's rent consultation resulted in a clear message from tenants that future rent increases should be kept to a minimum - a sentiment that reflected the tough times being endured by people.

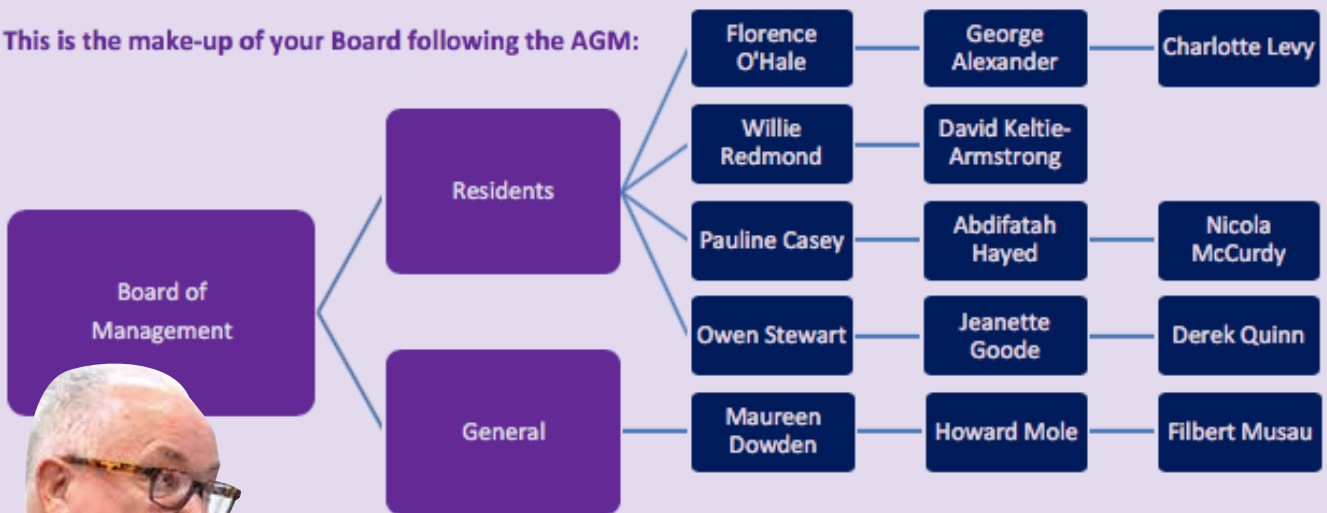
Charles said the year that had gone by had also been one of celebration defined by events across the communities where we have our homes. This ranged from a seniors' tea dance to a weekend of community fun in Bridgeton, Castlemilk and Cranhill timed to coincide with "The Great Get Together".

This was the nationwide coming together of people in memory of the late MP Jo Cox whose untimely death shocked the entire country.



Pictured: The busy AGM. Also shown (bottom left) Derek Quinn addressing the meeting.

This is the make-up of your Board following the AGM:



Meanwhile, Chair Derek Quinn in his first year in the role, paid tribute to former Chair Owen Stewart for his "exemplary leadership" at the helm of the association for the previous five years.

Derek reminded Members that when Thenue was founded in 1979 a week's rent was just £24 which "seemed a lifetime away."

Derek added: "Forty years on however, Thenue keeps striving forward. Using the foundation stone of previous years has allowed the Association to work together creating better homes and stronger communities and making people happy."



OUR HAPPY ANNIVERSARY HOMES!

£9.3M HOUSING BOOST FOR EAST END UNVEILED ON THE SAME DAY WE ARE 40 YEARS OLD

HOUSING Minister Kevin Stewart has officially opened our new development of 49 homes costing £9.3 million in the east end.



Kevin Stewart MSP

A centrepiece of the development has been the restoration of the “listed” and iconic former Monteith Hotel – once an impressive city mansion built in 1823.

The project was made possible with a £6.7 million grant from Glasgow City Council and the Scottish Government’s Affordable Housing Supply Programme, and more than £2.6 million from ourselves.

Mr Stewart said: “This fantastic new development will provide high quality, energy-efficient homes. It will also contribute to a diverse, vibrant and sustainable community in Glasgow’s east end.”

Our Chief Executive Charles Turner said: “What could be a better birthday present

that giving one of our communities new housing? It perfectly defines what we are all about – and that’s supporting our communities and delivering on our promise to build new homes.”

The former Monteith hotel forms a key part of the development and also involves a new, impressive building which transforms part of London Road.

Six of the new flats are in the restored Monteith building while 12 of the 49 properties are designed for the elderly. Tenants will start moving into their homes in November.

Charles added: “We are very pleased that something which has been in the pipeline for some time has now become a reality. We remain very grateful to the Scottish Government and Glasgow City Council for helping to fund this development - without whom it would not have been possible.”

Our Chair Derek Quinn, said: “Building homes for our communities is an essential part of our work. This latest development creates a totally new building and at the same time we have preserved part of Glasgow’s built heritage. It is wonderful that a building with such a rich historical connection to the city is being given a new lease of life.”



Charles Turner



Inside one of the homes



The Monteith development



Charles Turner, Derek Quinn, Kevin Stewart MSP and Councillor Kenny McLean of Glasgow City Council.

Allan Callaghan, Managing Director Cruden Building who carried out the work said: "As with all Cruden Building developments, we feel it important to support the local communities we work within. As part of this development, we donated £1,000 to the local Alzheimer Scotland's Bridgeton Dementia Resource Centre & Day Care Unit. Cruden also made a donation of £5,000 to our employability initiative to support people in communities to learn new skills and gain employment. Two additional apprenticeships were also created by Cruden Building as a result of the Monteith project."



The Minister presents flowers to Innes Smith whose family owned the Monteith for many years



As it Was before we started work

WORK GETTING UNDER WAY ON NEW HOMES AT ABERCROMBY STREET

We have appointed Cruden Building, part of the Cruden Group, to carry out our latest housing development at Abercromby Street near our offices.

The £12.7m contract will see 77 new affordable houses and flats being built in Calton with work expected to start in November.

The development, which is due to complete in Spring 2021, will contain a combination of modern and energy-efficient houses and flats - all designed to meet local housing needs.

Allan Callaghan, Managing Director for Cruden Building, said: "Over the past decade, we have completed several award-winning developments for Thenue Housing and we are delighted to continue our strong working relationship as we begin work on this exciting new development.

"Together with making a positive impact on the lives of Thenue's tenants, we will support the residents

of Calton and the surrounding communities by providing a range of community benefits including valuable jobs and training opportunities."



Sign here.....Gordon Lee of Cruden Building (left) with our Chair Derek Quinn signs the agreement to start work.

JUST THE JOB!

A JOBS and training fair held at the Calton Heritage and Learning Centre proved to be a fantastic success.

Billed as a "Jobs and Volunteering Fair with a Difference.", a key highlight was a "Jobs and Volunteering Board" with actual opportunities which people could apply for.

We have organised many jobs and volunteering fairs before but this was by far the largest in recent years.

It attracted a large crowd and we are hugely-grateful to everyone who came along and to our supporting employers.

A notable feature was an array of fantastic prizes won by those attending in our raffle.

As our pictures show it was a great day and we hope it was valuable to those who came along.



Thank you to Mears who supported the jobs fair



Our Chief Executive Charles Turner and Angie D'Andrea of TC Young with prizes of phones donated to the fair



Getting some advice.....a visitor to the fair



Prize guys....some of our raffle winners

JOB OPPORTUNITY - APPRENTICESHIP



We work in partnership with Mears to improve and maintain our properties in our local communities.

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

Mears has an exciting opportunity for an Adult Apprenticeship in Administration. The role combines workplace experience and a formal qualification.

We would particularly like to receive applications from local residents in the communities served by Thenue.

Adult Apprenticeship in Administration

Job: Admin Adult Apprentice
Salary: In line with Glasgow Living Wage (approx. £9 per hour)
Working Hours: 8.30am - 5pm (30 minutes lunch which is unpaid)
Location: Coatbridge

Please submit a short CV confirming why you are looking for an apprenticeship and what you hope to achieve in the future. Please outline any relevant qualifications you possess to Julie.ahearne@mearsgroup.co.uk

Deadline for CVs to be submitted is December 10.

Mears Group PLC and its subsidiaries are Equal Opportunities Employers

CALTON AREA ASSOCIATION NEWS

The Association has successfully run its "Calton for Life" programme for residents aged 50 and above. It was designed to tackle such issues as loneliness, inequality and also covered health and wellbeing.

There was also an emphasis on fun, social and leisure events with weekly craft classes now extended until Christmas.

There has also been a successful Cabaret Night and weekly bingo at the CHLC.

The Association will also be holding another "Gallus Ball" on November 11 to mark the Association's 10th anniversary

with the big band known as That Swing Sensation at the CHLC. We are hoping to have a red carpet – ideal for those wishing to feel like a celebrity.

Xmas Switch On: This is on Sunday 8 December at 5 pm at St Lukes in Bain Square with local schools' carol singers, Santa in his grotto, snow globe mascots, Christmas food and lots more.

Tickets for the Gallus Ball can be obtained by calling 07908 911257 or 07742 714472.

The Area Association is committed to making life better for local people and will continue this endeavour next year.



BIRD FEEDING

We would like to bring to your attention that food stuff thrown out to attract birds, may also attract other vermin. This practice can result in a build up of faeces which, as well as being unsightly, could also be a public health concern for you and your neighbours.

We would therefore ask all residents to stop feeding birds within the vicinity of your home and neighbourhood, which should also assist with pest management.

If you would like to discuss this further, then please contact your area services officer or assistant.

A VERY HAPPY

We celebrated our 40th anniversary with our Members on Friday, October 25 at West on the Green near our office in Calton.

As you can imagine it was a very special day filled with nostalgia and of course a great sense of history.

It was wonderful to see everyone who is part of the Thenue family.

Our Chief Executive Charles Turner in his address, spoke of the rich historical connection Thenue has to Glasgow and how we got our name.

This came from St Thenue – the mother of Glasgow’s patron saint St Mungo – whose history is a fascinating one.

St Thenue had a traumatic upbringing as the princess of a pagan king. As a young, pregnant and unmarried woman in the 6th or 7th century her father ordered her to be hurled from a hill in East Lothian known as ‘Traprain Law’.

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

Meanwhile, two special performances delighted the guests – one from Witserface, the fabulous Maureen Carr and Nae Drama and a second from the sensational performing arts group Visual Statement.

In his remarks, our Chair Derek Quinn thanked the many suppliers and contractors who contributed to the cost of running our many 40th anniversary events throughout the year. It’s worth remembering that none of these celebrations were paid for from tenants’ rents.

Special mention must go to law firm T C Young whose generous



— Sponsored by —



sponsorship of the 40th anniversary event on October 25 is appreciated by us all. Thanks in particular go to Managing Partner Andrew Cowan and Kirsty Nairn, Head of Business Development who were able to join us along with some of their colleagues.

Finally, a huge thanks to the team at West on the Green and their hardworking staff for looking after us so well.

Here’s to the next 40 years!



Former members of staff Beth Reilly (left) and Marian Jacobs cut the celebration cake

ANNIVERSARY!



"GRAND WEE DAY!"

To celebrate
"THENE'S HOUSING ASSOCIATION"
40th ANNIVERSARY,
A STREET PARTY
 Was held at the
 New Community Hall
 For all of the Family!

With refreshments,
 Cakes, ice-cream,
 And hot dogs
 And activities by the score,
 No one could
 Ask for anything more!

Thene put on a
 Fantastic show,
 With a terrific D.J.
WAY TO GO!!!

Thank you Thene,
 "The CRAC"
 Was good we all
HAD A BALL,
 And a great time
 Was had by all!

Keep up all of the great
 Work that you do,
 And to keep you on the hop,
 Here's hoping the
 Next venture you take
 Will be to get us,
A SHOP!!!

WRITTEN BY: FRONA L. PATTON, RESIDENT, 12/06/2018



Friona L. Patton



The team from TC Young

THREE PAGE PICTURE SPECIAL ON OUR 40TH CELEBRATION EVENT





Annual Return on the Charter 2018-19

Introduction

This is Thenue's sixth Charter Report. Each year we are required to complete an Annual Return on the Charter (ARC for short), and submit this to the Scottish Housing Regulator. As a result of that it becomes our obligation to produce this report to enable tenants and others to see how we are performing against the Charter. This report summarises all of the statistics that the Scottish Housing Regulator publishes, we are able to compare our own performance with the Scottish average and our performance last year. We hope that this information is useful for you to compare our performance to the Scottish average and also to benchmark our performance over time. We carried out a

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

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

To find out more about our past and ongoing achievements you can visit us at www.thenuehousing.co.uk to see not only our 2018/19 annual review, but also our variety of newsletters and information from the past year.

Thenue's four core values are

Passion:

We are committed, determined and motivated

Excellence:

We aim to be the best in everything we do

Respect:

We treat everyone with courtesy and dignity recognising diversity

Connection:

We listen, to engage with our customers and communities

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

Thenue's Profile

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

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

Area	Total Stock
Baillieston	19
Blackhill	123
Cranhill	302
Castlemilk	337
Bridgeton	1077
Glasgow Cross	54
Calton	655
Scotstoun	13
Dalmarnock	327
Supported Housing – Various Areas	15
Total	2922

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

GENERAL VIEWS ON SATISFACTION

Satisfaction with overall service



Satisfaction regarding being kept informed

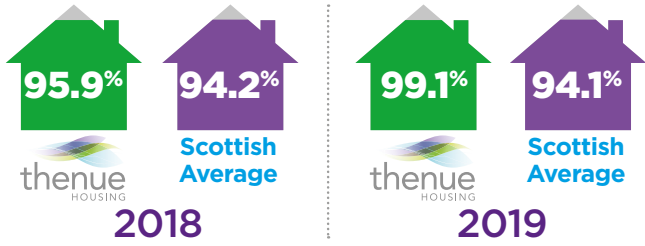


Satisfaction with opportunities to participate

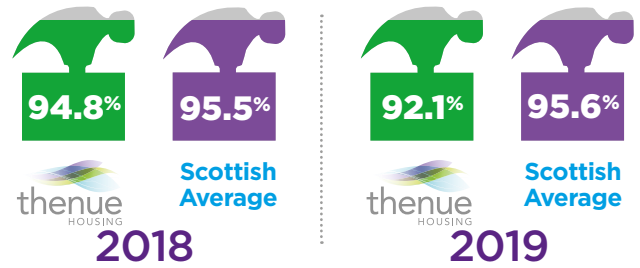


QUALITY & MAINTENANCE OF HOMES

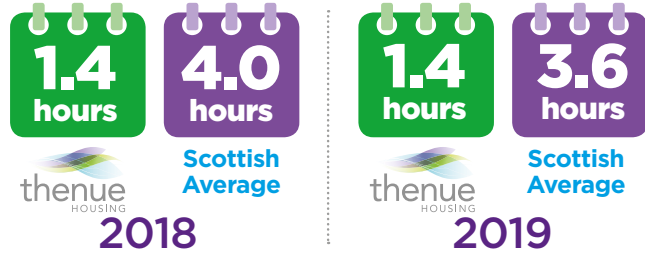
Homes meeting the Scottish Housing Quality Standard



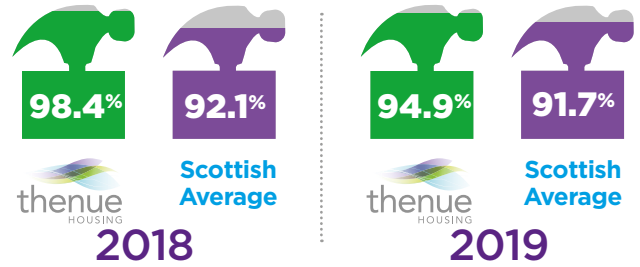
Repairs appointments kept



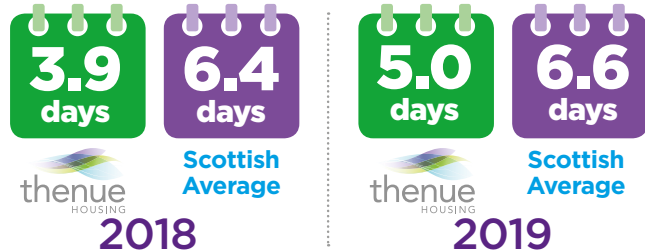
Time taken to complete emergency repairs



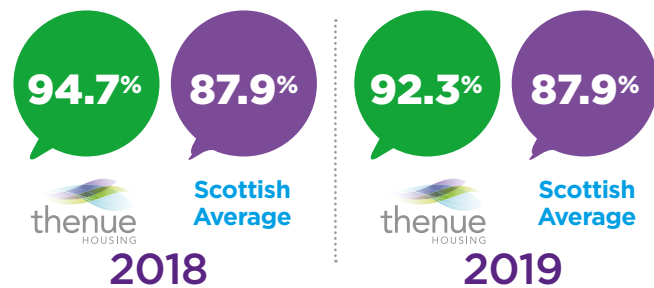
Overall repairs service satisfaction



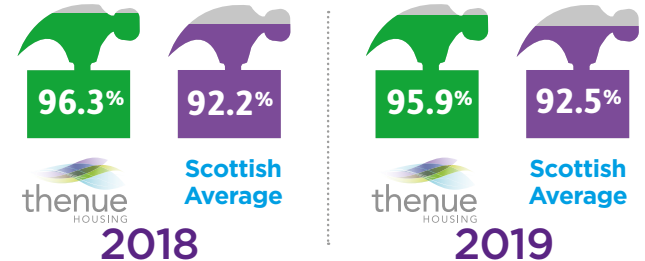
Time taken to complete non-emergency repairs



Anti Social Behaviour cases resolved within locally agreed targets



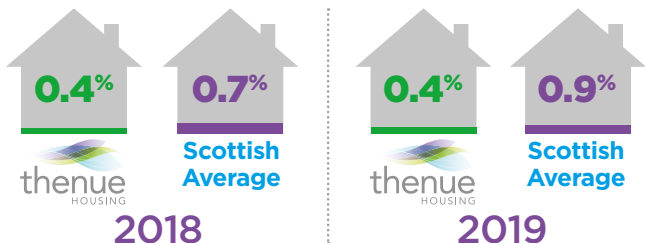
Reactive repairs completed 'right first time'



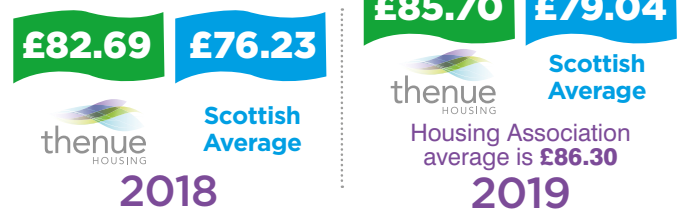
For every 100 of Thenue's homes **6.2 cases** of anti-social behaviour were reported in the last year

VALUE FOR MONEY

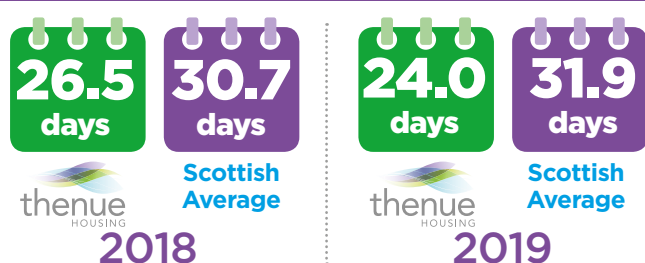
Rent not collected due to homes being empty



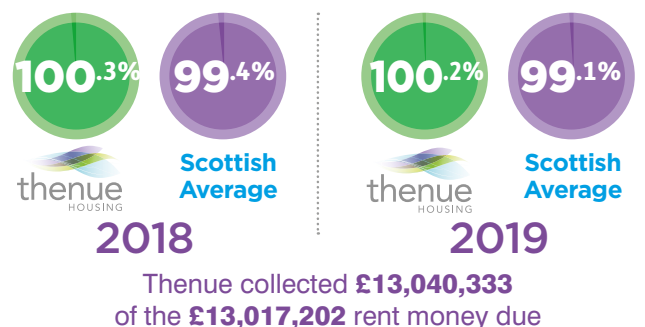
Average Weekly Rent



Average time to re-let homes



Proportion of total rent collected



AT A GLANCE

Below you can see, at a glance the areas where our performance is better than the Scottish average and those areas where it is worse than the Scottish average. It can be seen that Thenue has performed better than the Scottish average in 10 of the areas and performed on par with the Scottish average in 1 of the areas.

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

LEARNING FROM COMPLAINTS

We value all of the feedback and comments we receive, including complaints, as we use this information to improve our services. During the year we received 58 complaints in total and the analysis is shown below.

STAGE 1 (96% ON TIME)



STAGE 2 (86% ON TIME)



COMPLAINTS TO THE OMBUDSMAN



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



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

Authorised and Regulated by the Financial Conduct Authority
 Registered society under the Co-operative and Community Benefit Societies Act 2014 (No 1933R(S))
 Charity registered in Scotland (No SC032782). Property Factor Registered Number PF000268

SCOTTISH GOVERNMENT WELFARE REFORM FOR DISABILITY BENEFITS

From 2020 the payment of Disability Benefits in Scotland will be changing. The Scottish Government will take over responsibility for Disability Living Allowance for children, Personal Independence Payments and Attendance Allowance.

People who are already receiving these benefits will carry on getting them. However, new claims will be claims for the Scottish equivalent of these benefits.

The Scottish Government plans to make some changes to how decisions are made on these benefits – they want to reduce the number of assessments and make decisions on medical evidence where this can be done.

There will also be a name change for the disability benefits:

Disability Assistance for Children and Young People (DACYP)

- This replaces Disability Living Allowance for a child.
- This change will take place in the Summer of 2020.

Disability Assistance for Working-age People (DAWAP)

- This replaces Personal Independence Payment (PIP).
- This change will take place in early 2021

Disability Assistance for Older People (DAOP)

- This replaces Attendance Allowance.

- This change will take place in Autumn 2020.



Decisions about entitlement will be made using existing supporting information only and not through a medical assessment, unless no decision can be made on the supporting information.

Social Security Scotland will assume responsibility for gathering information from various sources suggested by the claimant. Consideration should be given to the supporting information that is most relevant in each individual case.

A GIFT FROM CRUDEN TO MARK 40 YEARS

We have received an engraved silver salver from Cruden Building to mark our 40th anniversary.

We are very grateful indeed for this kind and generous gesture from Cruden.

It was presented to our Chair Derek Quinn and Chief Executive Charles Turner by Cruden Building Director Gordon Lee.

It will now be proudly displayed in our Board room. Thank you once again to Cruden Building.



THANK YOU BETH

WE said a fond farewell to Beth Reilly and Brian Gannon just a few weeks ago.

As we told you in our summer newsletter, Beth has retired after 28 years having made a truly exceptional contribution not just to your housing association but to affordable housing in general. Beth was also shortlisted for the "CIH Scotland Excellence Awards" in the category of "Outstanding Contribution to Housing".

Beth – now enjoying her well-deserved retirement with husband Frank - is held in the highest regard by her peers across housing associations and housing co-operatives in Scotland.

We want to say once again how much we appreciate all that Beth has done for Thenue and our tenants and wish Beth a long and happy retirement.

We heard Beth is already busy with grandparenting duties now that she has so much free time!

There was one final surprise, however, on the day Beth left us. Susan Campbell from Employers in Voluntary Housing - which supports social housing employers on things like recruitment – came along to the farewell party to present Beth with a striking glass memento to mark her long service.



On receiving it, Beth said she was surprised and very touched by the gesture from EVH.

Meanwhile Brian Gannon our long-serving Head of Housing and Regeneration has joined West of Scotland Housing Association



as its new Chief Executive and, like Beth, left with the very best wishes of all staff.

Brian said: "Making the decision to leave Thenue was always going to be difficult but I'm looking forward to a new challenge at West of Scotland. Thenue has been the biggest part of my working life and during those 21 years I have seen very significant and positive changes in our communities and in the way we deliver services.

"I'm proud to have played a part in that and have every confidence that Thenue will continue to play a significant role in improving the lives of everyone who lives in all of our homes.

"I want to thank my colleagues who have given me such great support over the years, many of whom have become good friends and I also want to thank the local residents who have worked closely



with me and given up their own time to make a difference in their communities."

Brian was also given a second farewell party with a separate celebration at Netherholm in Castlemilk thanks to the Netherholm Area Association. A lunch event was organised and yet another cake handed over wishing Brian good luck.

AND BRIAN



A NEW ROLE FOR ELEANOR

Eleanor Derbyshire has been named as Beth's successor.

Eleanor joined Thenue earlier this year as Property Services Manager after a long period with Sanctuary Homes where she was Senior Development Manager. Prior to that, Eleanor was with Scottish Homes.

Eleanor said: "I'm delighted to be taking up this new role at an important time for Thenue as we continue to build much-needed homes for the people we serve.

"I also want to pay tribute to Beth whose invaluable contribution to Thenue over so many years cannot be underestimated. I look forward to taking up my new role at the beginning of September."

Chief Executive Charles Turner added: "We are delighted to welcome Eleanor to her new role at Thenue and look forward to her input to the work we do in our communities. We wish Eleanor well in her new role and also convey our best wishes for a long and happy retirement to Beth."



UNIVERSAL CREDIT UPDATE



A number of Thenue tenants are on Universal Credit and the table shows how many people are affected since the introduction of the "Full Service" in December 2018.

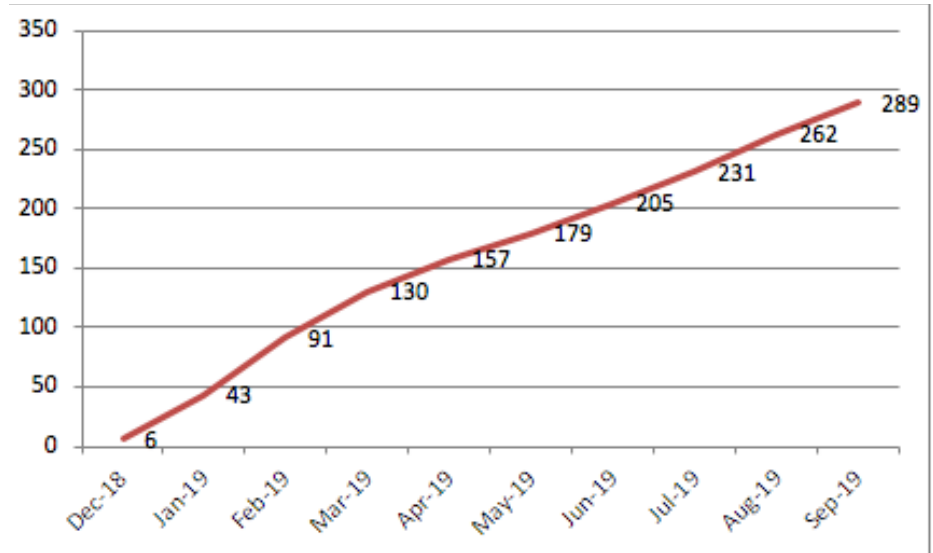
The initial spike in December 2018 to February 2019 was caused by those who were on the previous "Live Service" being transferred onto the "Full Service."

In total the number of new UC tenants since the introduction of the Full Service is 289.

Scottish Choices

After you receive your first UC monthly payment, you can opt for Scottish Choices.

What this means is that you can decide your Housing Element is to be paid direct to Thenue and receive your UC payment twice a month



instead of monthly.

If you request to be paid twice monthly, you need to be aware of the following:

- Let us assume you have a UC payment date of the first of the month.
- You receive your UC payment then ask for Scottish Choices to be paid twice a month.

- The payment you receive on the first of the next month will only be for half of your UC entitlement. You will then receive the remainder approximately two weeks later, then twice every month after that.

It is worth remembering, in the above scenario, that you could wait 5 weeks for your first payment then a further month to receive half of your entitlement. This could put you into serious financial difficulties.

MEET OUR NEW INCOME MAXIMISATION OFFICER

Nicky Ballantyne has joined the Income Maximisation Team this month. If you live in the Calton area and have any questions

regarding your rent account then you should contact Nicky using the details below.

Email: nicky.ballantyne@thenuehousing.co.uk
Direct Dial: 0141 550 9511
Mobile: 07919 304120



BEST START GRANT & BEST START FOODS

You can get Best Start Grant and Best Start Foods:

- if your child is the right age for a payment
- whether you're in work or not, as long as you're on certain payments or benefits
- as long as you're the parent of a child, or the main person looking after the child

Best Start Grant is 3 one-off cash payments.

Best Start Foods is a prepaid card that you can use to buy healthy foods for children under 3.

You can apply online for the Best Start Grant or Best Start Foods, or find out if you qualify by visiting this website:

<https://www.mygov.scot/best-start-grant-best-start-foods/>



FUNERAL SUPPORT PAYMENT

Find out who can apply for a Funeral Support Payment and how to apply, by visiting this website:

<https://www.mygov.scot/funeral-support-payment/>

HELP WITH MONEY FOR PARENTS

Find out what help you can get with money if you're pregnant or you have children, by visiting this website:

<https://www.mygov.scot/benefits/help-with-money-for-parents/>

CARERS' ALLOWANCE SUPPLEMENT

You can find information about Carers Allowance Supplement, who can apply, how much you will get and who qualifies, by visiting this website:

<https://www.mygov.scot/carers-allowance-supplement/>

SCOTTISH WELFARE FUND

The Scottish Welfare Fund helps families and people in Scotland who are on low incomes through Crisis Grants and Community Care Grants. You can check if you qualify and how to apply by using the link below.

<https://www.mygov.scot/scottish-welfare-fund/>

BURSARIES – HOW WE OFFERED A HELPING HAND

Helping people and doing the best job we can in our communities is central to what we do.

So what better way to mark 40 years of doing this than to offer a helping hand to those who want to achieve their goals.

In an earlier newsletter this year we told you of our plans to offer bursaries.

And we are delighted to tell you that these bursaries – also known

as grants - have now been made.

Nine have been awarded to people for a variety of reasons but all with one simple aim – to make a difference in their lives.

Money has been given for such things as further and higher education learning including cookery, translation studies, fine art, nursing and TV & photography.

This is going to be a lasting legacy of our 40th year as the people who have received this money will

undoubtedly use the money to pay for courses and gain qualifications.

One of them is John Swift. John said: “I was delighted to receive a bursary to undertake a Master of Science course in translation studies and professional practice. It is a great way of marking Theue’s 40th birthday and I’m very grateful to receive it.”

Thank you to everyone who applied for a bursary and good luck in the future!

COURTESY AND RESPECT

We value our staff and we expect our customers to value them too. Staff are here to carry out a job, which can be challenging at times, and to offer a service to all our customers and we expect them to be treated with courtesy and respect. This applies to our contract workers, trades people and anyone who is carrying out a service on behalf of Thenue.

We will take the strongest possible action against those who physically or verbally threaten or abuse our staff.

In return - you can also expect to be treated with courtesy and respect from all staff and Thenue contractors. If you feel you have been treated unfairly, then please contact us.



NEW ALERT OVER FAULTY TUMBLE DRYERS

You might remember back in summer 2018 we told you about the potential danger from some makes of tumble dryers.

65,000 fire-prone tumble dryers have been found during a recall campaign by manufacturer Whirlpool, but hundreds of thousands are believed to still remain in UK homes. Is one of them in your home?

The manufacturer extended its safety programme to offer free replacements this summer four years after the issue emerged. Potentially dangerous dryers under the Hotpoint, Indesit, Creda, Swan and Proline brands were sold in the UK for 11 years.

Faulty machines have been blamed for at least 750 fires over an 11-year period according to the UK Government.

The fires have burnt out homes and destroyed possessions of victims - some of whom had no insurance.

If it is on the recall list, you should stop using it and unplug it immediately.



You can then choose:

- A free replacement dryer with no extra charges for collection or disposal of the old machine
- A free, one-hour modification of the old machine
- A discounted upgrade to a higher specification model than the free replacement
- A partial refund of up to £150, with owners of older machines getting less than those with newer ones

Don't get caught out. Don't accidentally set your home on fire!

For anyone who still has an unmodified dryer, please call Whirlpool immediately on 0800 151 0905 or visit safety.hotpoint.eu/dryercheck.

GARDEN MAINTENANCE

If you have exclusive use of a garden attached to your home, you must take reasonable care to keep it from becoming overgrown, untidy or causing a nuisance.

All trees and shrubs must be maintained by the tenant and should be managed so they do not encroach into a neighbouring or public space.

You must not remove, chop down or destroy any bushes, hedges or trees without our written permission, unless you planted them.

Glasgow City Council may be able to assist the elderly or infirm with basic garden maintenance – you should contact them directly on 0141 2875064 to discuss.

Thenue also offers a garden maintenance scheme to tenants who meet certain criteria. There is currently a long waiting list for this service, but if you wish to apply, please contact your area services assistant or officer.

If you have a shared garden, each household who shares this space, has an equal responsibility for the upkeep of it.



LIVING WITH DEMENTIA

Anyone who has friends or family suffering from dementia know how challenging it can be. There is a lot of information available from a variety of agencies including Alzheimers Scotland and Age UK.

Some useful contact details are below:
www.ageuk.org.uk • www.alzscot.org
24 hour Freephone Dementia Helpline: 0808 808 3000

In addition, a free new app called Purple Alert has been designed by people living with dementia. Purple Alert is a community minded app that helps to find a person with dementia, if they go missing. More information is available from www.purplealert.org.uk or Alzheimers Scotland on the above Freephone number.

A BIG THANK YOU



Thanks to everyone who contributed to another successful fundraising event at Tureen St on 11 October – home baking was the order of the day! An amazing £1150 was raised which will be donated to Alzheimers Scotland and the British Heart Foundation to help in their valuable work.

POWER OF ATTORNEY – IT MAKES SENSE!

Glasgow City Health And Social Care Partnership is taking the lead on the new Health and Social Care Partnership (HSCP) Scotland Power of Attorney Campaign, which 29 HSCPs have signed up to.



Ann Cummings, Neighbourhood Service Manager, North West Locality and Chair of the Power of Attorney steering group said: "Every year thousands of people across Scotland lose their capacity – it could be an accident, a head injury, a stroke or an ongoing progressive illness. The only way you can plan for your future is to appoint someone with Power of Attorney. Power of Attorney is for when you are still here."

The campaign commenced in June 2019 with a social media launch and targeted TV ads on Sky television. For more information go to the Power of Attorney website at www.mypowerofattorney.org.uk/



YOUR SUPPORT YOUR WAY - WEBSITE IN MANY LANGUAGES

www.yoursupportyourway.org is an information, advice and signposting website set up the Health and Social Care Partnership.

It provides social care and health information and is available in a range of different languages. There is a lot of information for older people and their families and is an excellent starting point for anyone looking for information on a wide range of topics including equipment and adaptations, housing options and social activities. It lists activities across Glasgow and provides contact details for issues which may affect not just older people but all people living in Glasgow.

RETIREMENT HOUSING NEWS

Keep Out The Chill!

Get ready for the cold nights by keeping warm! Our Knitting Group at Tureen St is busy making beautiful woollen hats for winter. Bespoke orders can be made to your requirements and children's ones can also be made. If you are interested in purchasing any, contact Linda (tel 0796 937 4811) or Fiona (tel 0779 523 7299) for more information.



We would also welcome any donations of wool to allow the group to continue their good work. Again, contact Linda or Fiona and we will happily arrange to collect any spare wool you may have.

CHRISTMAS PARTIES

This year, our Calton Christmas Party is being held in the Calton Heritage and Learning Centre on 5 December and the Bridgeton one will be held on 12 December in the Windsor Bar

If you are interested in coming along, contact your Retirement Housing Assistant.

HANDYPERSON SERVICE – DON'T MISS OUT!

Our **FREE Handyperson Service** which is part of Glasgow's Care & Repair Service, is available to any tenant over 65 years old or, irrespective of age, anyone who has a disability or long term health condition.

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

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



THANK YOU TO OUR SUPPORTERS!

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

