

# thenue newsletter

SPRING 2020



The newsletter of Thenue Housing Association

[www.thenuehousing.co.uk](http://www.thenuehousing.co.uk)

## YET MORE NEW HOMES ON THE WAY

PICTURED: Thenue's Vice Chair Pauline Casey (second right) and Chief Executive Charles Turner (second left) got the work under way assisted by John Callander, CBC's Business Development Manager (far right) and Karen Finlayson, Thenue's Property Services Manager (Development).

## JUST A FEW MONTHS AFTER OUR LATEST HOUSING WAS UNVEILED, WORK BEGINS ON EVEN MORE

**WE have begun work on more homes delivering on our promise to keep on building.**

At the turn of the year, two new developments got under way – one at **Landressy Place, Bridgeton** and a second at **Abercromby Street** near our London Road offices.

Both represent our desire to carry on delivering new homes as we know that

is what YOU – our tenants want.

Pauline Casey, one of our two Vice Chairs said: "We are delighted to get this work under way to deliver new homes which will be greatly welcomed by the community."

The latest two developments follow the completion of the former Monteith Hotel, an iconic east end landmark that is now part of a stylish development -

also consisting of new build properties.

Our Chief Executive Charles Turner added: "This is another important development for us as we deliver on our commitment to create excellent housing in the communities we serve. It was the perfect way to bring the curtain down on our 40th anniversary year as we start a new decade."

**FULL STORY – PAGE 3**



Cranhill celebrates **P7**



Conversation Café **P11**



Meet Your Teams **P20-21**



# YOUR RENT FROM APRIL 2020

With UK Retail Price Index inflation currently at 2.7% and following on from the six week rent consultation, all assured tenancy rents will have now increased by less than inflation at 2.6%. All of our tenants will have received specific notification of this. The increase is part of our new business plan going forward and underpins our key priorities and objectives. Those priorities fall generally into three main areas:-

## Universal Credit

- Full migration for all tenants of working age from summer 2020.
- Helping all our tenants with the transition.
- Helping all our tenants to maximise their income at all times.
- Assisting tenants with any financial or debt issues.

## Protecting tenants safety, confidentiality & resilience

- Managing any asbestos, electrical, fire and health & safety concerns.
- Ensuring tenants' confidential data is stored securely.
- Helping communities become stronger through our Community Regeneration programmes.

## Using technology to be more efficient

- Assisting more tenants to get the most out of our mobile app.
- Equipping our staff with technology so that you don't need to come to us; we'll come to you in your own home.
- Becoming more efficient so that the staff resources we have are used better.

The projected finances for the whole organisation going forward are:-

Budget for the year to 31 March 2021	£ million
Income	£17.672
Expenditure	£13.610
Operating surplus	£4.062
Less non-operating costs, (net interest, goodwill)	£1.983
Projected surplus for the year*	£2.079

\*which we use for planned repair and replacement work. In 2020/21 we plan to spend £2.894 million meaning we do not need to pay loan interest to pay for it.

Our values, as always 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*

**And our vision remains: Working together we create better homes and stronger communities...making people happy. Visit us at [thenuehousing.co.uk](http://thenuehousing.co.uk) for a fuller version of our business plan.**

# BUILDING FOR THE FUTURE

## CONTINUED FROM FRONT COVER.....

THE building of over 100 homes is now under way.

Twenty seven flats are being built at **Landressy Place, Bridgeton** on the site of a former care home.

The £4.18 million development is due for completion towards the end of this year and will be for tenants requiring our retirement housing service.

The work is being carried out by contractor CBC and funding for both ongoing housing developments has been generously supported by the Scottish Government and Glasgow City Council.

Seventy seven properties are being built in **Abercromby Street, Calton**.

The £13.9 million project consisting of flats and houses is being built by Cruden Building and is due for completion in August 2021.

The site was acquired from the regeneration agency Clyde Gateway.

Eleanor Derbyshire, our Head of Property Services, said: "These new properties across two sites will undoubtedly be welcomed in the east end of Glasgow. We readily acknowledge the vital part played by the Scottish Government and Glasgow City Council in making this happen with their financial support.

"Over 100 new homes for the east end of Glasgow is great news and complements our recently-finished former Monteith Hotel development overlooking Glasgow Green which created a further 49 new homes."



Pictured: A celebration of new homes ..... (left to right) Charles Turner, Allan Callaghan of developers Cruden and Eleanor Derbyshire at Abercromby Street.

# DOING A GREAT JOB – OUR AREA ASSOCIATIONS

We hosted a "Development Day" for our 3 hard-working Area Associations (Bridgeton & Dalmarnock, Cranhill and Netherholm) who met up in January.

It was an informative day which saw the Area Association members learn from each other, share best practice, discuss new ideas and plans for the future.

An Area Association is a constituted group, made up of local people who are unpaid volunteers. Each was established to help improve our local communities and meet on a regular basis to discuss projects, events, funding, new initiatives and to raise any concerns and look at ways of resolving these.

They are a much-valued and vital part of the work we do as a housing association.



On the day, the Area Association members all received individual "Certificates of Appreciation" to reflect our appreciation for all that

they do. Here they are pictured with our Chief Executive Charles Turner (third right).

# WELCOME TO GARY NAYLOR

**We are saying hello to a new senior member of staff who joined us this month.**

Gary Naylor is our new Head of Community Housing Services.

Commenting on his appointment, Gary said: "I'm delighted to be joining Thenue and look forward to working with colleagues and partners in the near future. I'm excited to be part of the future at Thenue."

Our Chief Executive Charles Turner added: "It's clear Gary has an exceptional amount of experience and following a rigorous recruitment process we are excited to have made this appointment.

"His enthusiasm, experience and understanding of the future direction in which Thenue wants to go to enhance our customer services and make us even more effective made Gary a standout candidate for this role."

We caught up with Gary prior to starting work with us to ask him a few questions to help you get to know him:

**Why did you choose a career in the housing sector?**

I didn't set out to work in housing in particular but knew I wanted to do something that made a difference to people's lives.

**What do you see as the current challenges within housing in Scotland?**

Universal credit and the political environment. Both impact on tenants. It's important that we understand how best to support our customers and work with partners to learn from each others' experiences.

**What are the opportunities for housing associations such as Thenue?**

I see the technology side of this as being the biggest opportunity for organisations and their customers. In a digital age it is key that we make accessibility to our services easy. There are also huge opportunities in terms of technology within the home, and understanding how our tenants use their heating for example to aid in the property being efficient and affordable.

**What would you like to see change within housing associations?**

I think for me it would be more joined up approaches and funding in relation to mental health in particular. I see it being a big issue that can affect individuals and their ability to sustain tenancies and independence in some cases.

**Looking at your organisation, what current work are you most excited about?**

Digital inclusion and making a difference to people's lives. It's important to understand the needs of the communities we work in and I'm excited about helping to meet those needs.

**What do you like most about your job?**

For me, the ability to help develop staff around me is particularly enjoyable. I also really enjoy being able to make a difference to customers, particularly when it involves working in partnership with others.

**What keeps you awake at night?**

Next door's new dog! I'm moving house soon (not because of the dog) so hopefully my sleep pattern will improve!

**How would you spend your ideal weekend?**

Spending time in the great outdoors with my wife and two young children. That along with watching Bolton Wanderers with my son or playing golf by the coast.

**What is your favourite album?**

"Definitely Maybe" by Oasis



# STAFF UPDATE

We have welcomed some new members of staff while saying goodbye to others.

Hollie McGowan has joined the Housing Support Team as a Housing Needs Assistant. Hollie has taken over from Carly McFadyen who has moved to the Area Services Team as an Area Services Assistant following the retirement of Catherine McDowall. Catherine worked with the Association for nearly 25 years.

In the Property Services Team, Lisa Reynolds is the new Property Services Manager replacing Eleanor Derbyshire who, as reported in the last newsletter, has become Head of Property Services.

Lesley Gilhooly has joined the team as a Project Assistant, replacing Margaret McLean who retired after 19 years' service with the Association.

Both Catherine and Margaret were valued members of the Thenue family and we wish them a long and happy retirement.

# INTERESTED IN HELPING RUN THINGS AT THENUE?



**Based at 423 London Road, we serve over 3,500 households in various communities in Glasgow, (Bridgeton, Dalmarnock, Calton, Cranhill, Castlemilk, Blackhill, and Scotstoun). We also own and manage two community centres, (Calton Heritage & Learning Centre and Netherholm Community Hall).**

All Thenue people are positive, ready to lead on new ideas and solutions, see the workplace as somewhere to value and stay focused on our vision of working together, creating better homes and stronger communities which all adds up to making people happy.

We now want to further enhance the strength and diversity of our two Boards and are looking for enthusiastic, community-minded people from all walks of life. While we don't need previous experience of being on a Board, we do require people who can support our team in delivering our ambitions.

The role of a Thenue Trustee - also known as a Board member - is unpaid and is highly rewarding. Our Trustees benefit from support, development and a sense of real pride and satisfaction from providing quality homes for people who need them. And while we don't offer remuneration, we pay reasonable out-of-pocket expenses and training and mentoring will be provided.

## Interested? Want to know more?

**Option 1:** Pop in for a chat and a coffee on Wednesday 18th March to our Conversation Café, (see the advert on page 11 for full details)

**Option 2:** E-mail us at [Charles.turner@thenuehousing.co.uk](mailto:Charles.turner@thenuehousing.co.uk) or text us on 07919 304124, and we'll arrange to meet you for a no obligation chat.



# BLAELOCH COMMUNITY LAND

**Blaeloch Community Land Ltd is the first community body in Glasgow to successfully register an interest in land using the Scottish Government "Community Right to Buy" legislation. A new company called Blaeloch Community Land Ltd, consisting of local residents and interested individuals, has been setup to look at using this legislation with regard to a**

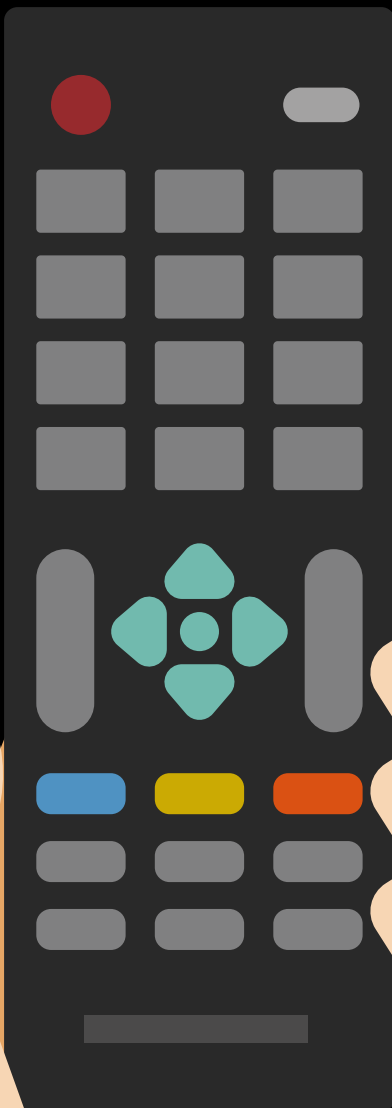
**derelict piece of land opposite Netherholm Community Hall, Holmyre Terrace, Netherholm, Castlemilk.**

An application was submitted to the Scottish Government to register an interest in the land and the opportunity to buy the land for the benefit of the local community should it become available to purchase.

Scottish Ministers reviewed Blaeloch Community Land Ltd's application and approved their interest in the land In Dec 2019. What this means is that if the current owners decide to sell the land then Blaeloch Community Land has first option to buy the registered land and develop it for community use.

# BBC TO CUT FREE TV LICENCES FOR TWO-THIRDS OF OVER-75S!

The cost of the annual television licence fee will increase by £3, from £154.50 to £157.50, from 1 April 2020. In 2016, the UK Government said the fee would rise in line with inflation every year for five years from 1 April 2017. The latest increase comes amid debate around the future of the licence fee, after the Prime Minister said in December that it needs “looking at”.



Only those pensioners claiming pension credit will be eligible for a free TV licence from 1 June 2020. Around 4½ million UK households at present receive free TV licences but from June, when the BBC takes over responsibility for the scheme, the offer will be scaled back to the households in which at least one person receives pension credit. The BBC estimates 900,000 households receive the benefit and that a further 600,000 are eligible for it but do not claim it. Are you one of them?

**Pension Credit** is a benefit for people over State Pension age. It tops up your income if you're struggling to make ends meet. It comes in 2 parts:

- **Guarantee Credit** tops up your weekly income to a guaranteed minimum level: £167.25 if you're single or £255.25 if you're a couple.
- **Savings Credit** is extra money if you've got some savings or your income is higher than the basic State Pension. It's only available to people who

reached State Pension age before 6 April 2016. You could get up to: £13.73 extra per week if you're single or £15.35 if you're a couple.

## So, how do I claim Pension Credit?

**Step 1:** It only takes one phone call and you won't have to fill in a form. Call the Pension Credit claim line on 0800 99 1234 (textphone: 0800 169 0133). They will fill in the application for you over the phone. It'll be quicker if you have the following details to hand:

- Your National Insurance number
- Bank account details
- Information about your income, savings and investments
- Information about your pension (if you have one)
- Details of any housing costs (rent including any service charges)
- Partner's details (if you have a partner)

**Step 2:** If you need help, speak to any of our Financial Inclusion Officers or Retirement Assistants. We're always here to help.

# MAKING THE RIGHT CHOICE IN CRANHILL

## CELEBRATION TIME FOR PARTICIPANTS IN OUR *CHOICES FOR CHANGE* PERSONAL DEVELOPMENT COURSE

**A trail-blazing personal development course delivered in Cranhill has been a huge success.**

Choices for Change delivers the opportunity to improve confidence and self esteem and learn new skills.

Previous Choices for Change courses have been offered in Bridgeton, Calton, Dennistoun and now for the first time it has been delivered in Cranhill

We are extremely grateful for the generous support of £227,000 from the National Lottery Community Fund to allow us to provide these courses.

Now the sixth group of 11 participants have completed their learning journey over 10 weeks with a celebration event.

Jointly delivered with Glasgow Kelvin College, it reinforces the strong working relationship we have with the College.

Ruth Adam, our Community Regeneration Manager said: "Choices for Change is yet another example of the work Thenue is doing to help our communities – delivering real benefits at grass roots level and improving people's lives. This is a first for Cranhill and we are delighted it has been so enthusiastically



Pictured: We did it.....celebration time in Cranhill for the course participants pictured with some of our staff.

received by the Cranhill community."

Participants on Choices for Change are supported to achieve their own goals, whether that is to volunteer, find work, get more involved in their community, or make better health choices.

Course content includes computer skills, personal development, community achievement as well as fun, informal activities to promote

both physical and mental health and wellbeing such as energy advice, stress management and visits to local places of interest.

Here are some of the comments our participants made about the course: "I am now a Book Bug volunteer"; "I now see things differently"; "I now know about the support out there"; "I'm doing something for me."

## IS YOUR HOME TOO BIG FOR YOU?

If the answer to that is yes, we might be able to help! If your home has 4 or more bedrooms and you don't need as many bedrooms any longer, we can help you find a more suitably sized home. You may also be eligible for help with your removal, decoration or carpets if you move to a smaller Thenue home. Contact your Area Services Officer to find out more.

# IS YOUR WASHING MACHINE STILL A FIRE RISK?



We can't emphasise enough to you issues with regards to fire safety. In our last newsletter we alerted

you to the risk of fire associated with Whirlpool tumble driers. Now we are urging owners of Hotpoint and Indesit washing machines to check again to see whether their model is on a recall list of fire-prone appliances. An extra three models have been added to the host of machines that may catch fire owing to an overheating door mechanism. It means that 5,000 more machines are being added to the 519,000 the company is trying to locate.

What is the problem? About 20% of the Hotpoint and Indesit washing machines sold since 2014 are affected by a safety fault and need to be recalled, a process that started in January 2020. The company says it has identified 165,000 of the problem appliances so far and 70,000 have already been replaced or repaired. It has received calls or had contact from two million people.

**79 fires are thought to have been caused by an overheating door locking system, a fault which develops over time, according to Whirlpool, which owns the brands.**

**Advice for owners:** Whirlpool has set up a model checker online. Owners of Hotpoint and Indesit washing machines bought since

October 2014 will need to enter the model and serial number of their appliance - found inside the door or on the back - to see if it is one of those affected.

Those who have previously checked, and been given the all clear, may need to check again. The company said it could contact 60% of those with the newly affected models, but customers should check. There is also a free helpline, open every day, available on 0800 316 1442.

The model numbers of the appliances have been added to the list, three weeks after the initial recall launch, owing to further analysis by the company. They are WMAQC641PUK, WMAQG741PUK, and WMFG741GUK. The company has already been dealing with the recall of more than five million tumble driers, sold over 11 years, which were found to be a fire danger.

**More details from this website:**  
[www.washingmachinerecall.whirlpool.co.uk](http://www.washingmachinerecall.whirlpool.co.uk)

# SAFE FIRE

## WATER SAFETY

**Legionnaires disease is a potentially fatal form of pneumonia which can affect anybody and the elderly or people with chest or lung problems are most at risk. You cannot get the disease through drinking a glass of water but it can be caused by inhaling the bacteria from water which causes the disease to develop in your lungs.**

All water systems are a potential source for the growth of the bacteria which can spread to shower outlets, taps and even dishwasher and washing machine pipes. On average there are around 500 reported cases

of the disease each year which is easily preventable with some simple control measures. Stagnant water between the temperatures of 20 degrees and 45 degrees and pipes with rust, sludge and scale are areas where the bacteria can develop and multiply.

Take the following simple precautions to keep you safe:

- Flush through all your taps and showers regularly even if they are not in use or you have been away from the property.
- Keep all your shower heads and taps clean and free of any build-

up of mould, dirt or algae growth

- Allow access for your annual gas safety check to ensure your boiler is working at the correct temperature
- Report any deposits such as rust flowing from your water outlets. Note: this may, on occasions, be due to works Scottish Water may be carrying out on your water system.

If you suspect that you or someone in your home has contracted the disease, seek medical assistance immediately.



# FIRE SAFETY IN YOUR HOME



SAFETY  
FIRST

The safety of our properties is a priority and at times we need tenants to allow access for essential works to help us keep residents safe from the risk of fire in their homes.

We are now in our second year of a five year programme to carry out electrical safety checks in all our tenanted properties. The checks are carried out to make sure there are no electrical faults which may cause a fire and risk the safety of residents. All tenants will receive a letter from our contractor Mears during the 5 year programme with an appointment to carry out checks on the electrical wiring in their property. This check is absolutely essential and can be re-arranged if the appointment does not suit for access. We

would ask all tenants who receive an appointment from Mears to ensure they allow access for this work to be carried out or to contact us immediately if access may be difficult to arrange.

## **SMOKE & HEAT**

**DETECTORS:** Meanwhile, in summer 2019 we rolled out a programme to upgrade the smoke and heat detectors in around 1450 of our tenanted properties to meet new legislation introduced following the tragedy at Grenfell Tower in London in 2017. If you have received a letter from our contractor Mears with an appointment to upgrade the smoke and heat alarms in your property we would ask you to ensure they get access or that you arrange an alternative date for the work.

**ANNUAL GAS SERVICE** visits to tenanted properties are carried out by City Technical which includes checking all smoke and heat detectors in tenanted properties. We would encourage you to also test the alarms in between visits and report any concerns to us. Please contact us if you have any concerns in relation to fire safety in your home.



# THE PARTY'S OVER AND DIDN'T IT GO WELL!



Most of you will know that we celebrated our 40th anniversary year in 2019.

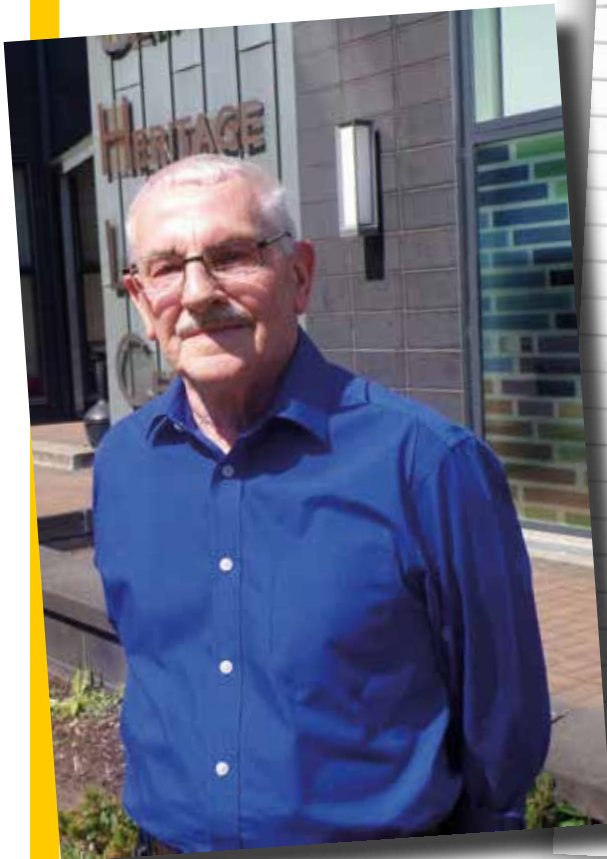
We had a great time and we hope you did too with many of you taking part in celebratory events throughout the year.

Our former Chair Owen Stewart – who remains on our Board – wrote another of his outstanding poems to mark such a successful year.

We like it so much we thought we'd share it with you. Thank you Owen once again for your literary excellence.

A photograph of a handwritten poem on lined paper. The paper is slightly tilted and has a red vertical margin line on the left. The text is written in black ink in all caps.

THE PARTY'S OVER OR SO THE CROONERS SING  
WE'VE HAD A BALL AND FLUNG OUR FLING  
WE'VE LET OUR HAIR DOWN AND HAD A BALL  
AND A SUPER TIME WAS HAD BY ONE AND ALL  
WITH TEA DANCING TO AN EASY BEAT  
WITH LOTS FOR EVERYONE TO DRINK AND EAT  
TO LOCAL GROUPS ALL PUSHING OUT THE BOATS  
WITH PARTY FUN FOR ALL AND ICE CREAM FLOATS  
THEN A FINAL GET TOGETHER AT THE WEST  
TO WISH THENUE HOUSING ALL THE VERY BEST.  
IT'S BACK TO BUSINESS NOW FOR REAL  
WITH ALL OUR SHOULDERS FIRMLY TO THE WHEEL  
ANOTHER FORTY YEARS LIE ON OUR WAY  
WITH PROBLEMS TO SOLVE EACH AND EVERY DAY  
UPON OUR LAURELS WE MUST NEVER REST  
WE'LL STRIVE AT ALL TIMES TO DO OUR VERY BEST  
SO WE'LL PUT AWAY THE PARTY HATS AND FAVOURS  
AND CONCENTRATE NOW ON OUR ENDEAVOURS



Get involved in our...

# Conversation Cafe

An invitation from REST (Resident Empowerment Scrutiny Team),  
in partnership with Thenue Housing Association.



**Wednesday 18th March 2020**

Drop in any time between 10:00am – 12:00pm

**Calton Heritage and Learning Centre**  
423 London Road, Glasgow, G40 1AG

The Resident Empowerment Scrutiny Team (REST) is a group of tenants and service users who work to independently review and improve Thenue Housing Association's housing services.

Meet fellow tenants who are keen to have their voices heard, and join us at our Conversation Café for the opportunity to:

- Find out more about the REST team;
- Talk to Thenue staff (Chief Executive Officer, Housing Officers, Property Services, Community Regeneration, Repairs, and Financial Inclusion teams);
- Give your views; and
- Discuss income maximisation.

**\*Every adult who attends will receive a £10 Love2Shop gift card.** However you must confirm your attendance no later than **Thursday 12th March 2020** to qualify.

Please email: [ray.macleod@thenuehousing.co.uk](mailto:ray.macleod@thenuehousing.co.uk)



Enjoy coffee,  
tea, and cakes  
on us!

Talk to staff

\*Receive a  
gift card!

Learn how you can  
get involved

**COMING SOON**

# A MURAL TO BE PROUD OF

**We have some exciting news! You may remember last year in one of our newsletters we told you of our plans to create a mural that reflects our strong bond with Glasgow.**

We are named after St Thenue – mother of Glasgow’s patron saint St Mungo and few housing associations can boast the historical connection to the city that we can.

That’s why we have commissioned renowned Glasgow artist Mark Worst to work with us in creating a mural on the tenement gable (pictured with Mark) that reflects the connection Thenue has with Glasgow.

It will be a striking new landmark and where better to do it than close to our London Road offices.

Mark has a strong track record working with housing associations. Recently, Paisley Housing Association commissioned him to create a striking work of art on a gable wall in the town.

Pictured here and named ‘The Young Poet’, it is a nod to one of Paisley’s best known sons - poet Robert Tannahill– and, appropriately, the gable overlooks his birthplace in 1774.

The work was done as part of a



large-scale environmental project by Paisley Housing Association which has been a great success.

Now in the coming months passers by on Abercromby Street will see our mural taking shape.

We are keeping the exact nature of what will be depicted a secret for now to preserve the impact when finished. But we are sure you won’t be disappointed!



## HELPING HOMELESS APPLICANTS FOR HOUSING

Glasgow City Council, along with all other local authorities in Scotland, has produced a “Rapid Rehousing Plan” which sets out how it plans to tackle the growing concerns around the number of homeless households in Scotland. As part of this, the Council has asked housing associations

to assist by increasing the number of homes we allocate to homeless households to 50 per cent of those we let. The Association plans to help with this and from April we will be aiming to increase the lets we make to homeless referrals each year with staff regularly monitoring progress.





# “MANAGED MIGRATION” TO UNIVERSAL CREDIT – WHAT DOES IT MEAN?

**You will have heard or you will hear about Managed Migration to Universal Credit.**

What this means is that any claimants who are receiving a “Legacy Benefit” included in the list below will be notified that they have to make a claim for Universal Credit.

- Income Based Jobseekers Allowance
- Income Based Employment and Support Allowance
- Housing Benefit
- Child Tax Credit
- Working Tax Credit

Prior to the Managed Migration, you will receive a letter from the Department for Work and Pensions informing you about Managed Migration and how to prepare for it.

Some time later you will receive a letter, called A Migration Notice, informing you of the date you must claim Universal Credit by. That is your claim deadline date. This deadline date should be at least three months after receiving the Migration Notice.

Your current benefits, other than housing benefit, will end on the day before your claim deadline. Housing Benefit continues for two weeks from the date you claim Universal Credit. If you are in temporary accommodation, your Housing Benefit will not stop even after migration.

Once the date for the Managed Migration is announced, Thenue intends to hold a number of events leading up to this change for tenants in each of our areas. This will include information on:

- How to make an online claim for Universal Credit.
- Budgeting changes as you move to monthly payments.
- Managing your rent payments.

Keep a look out for any announcements on our website and Facebook page when these events will take place.

However, you do not need to wait to get help with making a Universal Credit online claim, we can assist you now.

You can contact the Financial Inclusion service

- Through the Thenue App
- Emailing Financial. Inclusion@thenuehousing.co.uk
- By telephone on 0141-550-9553











# FACTORING MONTEITH ROW/ LONDON ROAD

We are delighted to announce that we will be taking on the factoring of the Monteith Row/London Road/Binnie Place development (pictured) opposite our offices from 1st April.

We have worked closely with Glasgow City Council to assist with major refurbishment works including external cladding, replacement glass panelling, the installation of door entry systems and extensive landscaping works.

The development has been transformed as a result of these works and we hope to build upon these improvements when we take on the maintenance of the communal landscaped areas and 13 of the flatted blocks.

We look forward to working with the 173 owners within this development when our factoring services commence in April.



**Did you know you can pay your factoring invoice online?**

All you need to do is use the 19 digit Payment Reference Number on your allpay payment card to set up an account at [www.allpayments.net](http://www.allpayments.net) and you can make an online card payments towards your factoring balance.

If you would like to use this service but do not have an allpay card, please contact your Factoring Officer, Nicola Rankine, on 0141 550 9534 or at [nicola.rankine@thenuehousing.co.uk](mailto:nicola.rankine@thenuehousing.co.uk) to request one.



# MEET YOUR AREA SERVICES AND INCOME MAXIMISATION TEAMS

Our staff working in Area Services and Income Maximisation handle different areas of the communities we serve.

On these two pages you can see who does what - which will help you when it comes to knowing who to contact.

Street/Area	Area Services Officer	Area Services Assistant
All Calton Properties	<b>Carolyn McGowan</b> 0141 550 9520 Carolyn.mcgowan@thenuehousing.co.uk	<b>Isabel Walker</b> 0141 550 9522 Isabel.walker@thenuehousing.co.uk
All Saltmarket Properties	<b>Stacey Dineen</b> 0141 550 9527 Stacey.dineen@thenuehousing.co.uk	<b>Paula Phinn</b> 0141 550 9560 Paula.phinn@thenuehousing.co.uk
All Castlemilk Properties	<b>Laura Beaton/Claire McClymont</b> 0141 550 9529 Laura.beaton@thenuehousing.co.uk Claire.mcclymont@thenuehousing.co.uk	<b>Kevin Dunsmuir</b> 0141 550 9521 Kevin.dunsmuir@thenuehousing.co.uk
All Dalmarnock Properties	<b>Stacey Dineen</b> 0141 550 9527 Stacey.dineen@thenuehousing.co.uk	<b>Paula Phinn</b> 0141 550 9560 Paula.phinn@thenuehousing.co.uk
All Cranhill, Blackhill, Baillieston and Scotstoun Properties	<b>Helen McPhail</b> 0141 550 9524 Helen.mcphail@thenuehousing.co.uk	<b>Mary Reilly</b> 0141 550 9525 Mary.reilly@thenuehousing.co.uk
Bridgeton (Acorn Court, Colbert Street, Dale Path, Dale Street, Dunn Street, Finnart Street, Franklin Street, MacKeith Street, Madras place, Madras Street, Main Street, Megan Street, Mill Crescent, Mill Street, Muslin Street, Old Dalmarnock Road, Reid Place, Reid Street, Rumford Street, Savoy Street)	<b>Isabel Marshall</b> 0141 550 9528 Isabel.marshall@thenuehousing.co.uk	<b>Carly McFadyen</b> 0141 550 9523 Carly.mcfadyen@thenuehousing.co.uk
Bridgeton (Abercromby Street, Bridgeton Cross, James Street, Kerr Drive, Kerr Street, Landressey Street, London Road)	<b>Laura Beaton/Claire McClymont</b> 0141 550 9529 Laura.beaton@thenuehousing.co.uk Claire.mcclymont@thenuehousing.co.uk	<b>Kevin Dunsmuir</b> 0141 550 9521 Kevin.dunsmuir@thenuehousing.co.uk
Bridgeton (Albany Street, Baltic Street, Dalmarnock Road, 300 Dunn Street, Fairbairn Path, Queen Mary Street, Ruby Street)	<b>Stacey Dineen</b> 0141 550 9527 Stacey.dineen@thenuehousing.co.uk	<b>Paula Phinn</b> 0141 550 9560 Paula.phinn@thenuehousing.co.uk

# INCOME MAXIMISATION CONTACTS

**SOPHIE NETHERWAY – 0141 550 9513**  
[Sophie.netherway@thenuehousing.co.uk](mailto:Sophie.netherway@thenuehousing.co.uk)

- |                        |  |
|------------------------|--|
| <b>All Baillieston</b> | <b>Part of Bridgeton</b>   |
| <b>All Blackhill</b>   | <ul style="list-style-type: none"> <li>• 3-129 Reid Street (All Odd's)</li> <li>• Reid Place</li> <li>• Finnart Street</li> <li>• Fairbairn Path</li> <li>• 56, 60 &amp; 64 Muslin Street</li> </ul> |
| <b>All Cranhill</b>    |  |

**FIONA GRAY - 0141 550 9562**  
[Fiona.gray@thenuehousing.co.uk](mailto:Fiona.gray@thenuehousing.co.uk)

- Bridgeton**
- 43-48 Dale Street
  - Dale Path
  - Colbert Street
  - Savoy Street
  - Franklin Street
  - ALL of Main Street (Even's & Odd's)
  - Tullis Street
  - 2-120 Reid Street (All Even's)
  - Kerr Drive & Kerr Street
  - MacKeith Street
  - Landressy Street & Landressy Place
  - Anson Street
  - Mill Street & Mill Crescent
  - Rumford Street
  - 2-30 Dunn Street
  - Muslin Street (all EXCEPT 56.60 & 64)
  - Acorn Court & Acorn Street
  - Megan Street

**Iain Thomson – 0141 550 9563**  
[Iain.thomson@thenuehousing.co.uk](mailto:Iain.thomson@thenuehousing.co.uk)

- |  |  |
|--|--|
| <b>Parts of Dalmarnock/<br/>Bridgeton/Calton:-</b>   | <b>Calton:-</b>  |
| <b>Dalmarnock:-</b>  | <ul style="list-style-type: none"> <li>• Abercromby Street</li> <li>• Crownpoint Road</li> <li>• Tobago Street</li> <li>• Millroad Street</li> </ul> |
| <ul style="list-style-type: none"> <li>• Allan Street</li> <li>• Baltic Street</li> <li>• Birkwood Street</li> <li>• Summerfield Street</li> <li>• Woddrop Street</li> <li>• Bogside Street</li> <li>• Gear Terrace</li> <li>• Irvine Court</li> <li>• Irvine Street</li> <li>• ALL Dalmarnock Road</li> </ul>                       |  |
| <b>Bridgeton:-</b>   |  |
| <ul style="list-style-type: none"> <li>• Greenhead Street</li> <li>• Greenlodge Terrace</li> <li>• 300 Dunn Street</li> <li>• Bridgeton Cross</li> <li>• Albany Street</li> <li>• Ruby Street</li> <li>• Queen Mary Street</li> <li>• James Street</li> <li>• Madras Street &amp; Madras Place</li> <li>• Dalmarnock Road</li> </ul> |  |

**MICHELLE MCDONALD – 0141 550 9568**  
[Michelle.mcdonald@thenuehousing.co.uk](mailto:Michelle.mcdonald@thenuehousing.co.uk)

- |                       |   |
|-----------------------|---|
| <b>All Castlemilk</b> | <b>Dalmarnock</b>   |
|                       | <ul style="list-style-type: none"> <li>• All Village</li> <li>• Kinnear Road</li> </ul> |

**NICKY BALLANTYNE – 0141 550 9511**  
[Nicky.ballantyne@thenuehousing.co.uk](mailto:Nicky.ballantyne@thenuehousing.co.uk)

- |  |  |
|--|--|
| <b>Calton</b>  | <b>Saltmarket</b>  |
| <ul style="list-style-type: none"> <li>• Bain Street</li> <li>• Chalmers Gate</li> <li>• Chalmers Court</li> <li>• Chalmers Street</li> <li>• Chalmers Place</li> <li>• Claythorn Avenue</li> <li>• Claythorn Circus</li> <li>• Claythorn Court</li> <li>• Claythorn Terrace</li> <li>• Gallowgate</li> <li>• Green Close</li> <li>• Green Street</li> <li>• Green Wynd</li> <li>• Millroad Drive</li> <li>• Millroad Gardens</li> <li>• Millroad Street (ONLY 5A &amp; 5B)</li> <li>• Stevenson Street</li> <li>• Tobago Place</li> </ul> | <ul style="list-style-type: none"> <li>• Lanark Street</li> <li>• London Road - Nos 78-86</li> <li>• Monteith Row</li> <li>• Steel Street</li> </ul> |

**Kevin MacGregor – 0141 550 9515**  
[Kevin.macgregor@thenuehousing.co.uk](mailto:Kevin.macgregor@thenuehousing.co.uk)

- |  |  |
|--|--|
| <b>Calton:-</b>  | <b>Bridgeton:-</b>   |
| <ul style="list-style-type: none"> <li>• Moncur Street</li> <li>• 278-304 London Road</li> <li>• 499-527 London Road</li> <li>• Abercromby Square</li> </ul> | <ul style="list-style-type: none"> <li>• Old Dalmarnock Road</li> <li>• 103-110 Dale Street</li> </ul> |



## A HUGE THANKS TO CALTON RETIREMENT HOUSING COMMITTEE!

Following their fund raising event at the end of last year, the Committee have donated a massive £1,000 to two important charities. £500 was donated to the British Heart Foundation and £500 to

Alzheimer Scotland. What a fantastic achievement. Congratulations to all who helped with the event and we hope that the donations will help both organisations with their important work.

## GLASGOW MUSEUMS RESOURCE CENTRE – MONTHLY CAFÉ

Glasgow Museums are **FREE** to visit. There are a vast range of amazing collections with ever-changing displays, events and workshops. The museums warmly welcome all ages and have age-friendly programmes to meet all needs.

The range of activities on offer includes:

- object handling – a chance to touch real museum objects
- curators' talks on a variety of objects or themes
- daily organ recitals at Kelvingrove Art Gallery
- art workshops
- guided tours
- dementia friendly tours
- meet and greet for groups
- behind the scenes tours of museum stores

Also offered in partnership with Alzheimer Scotland, is a monthly "Coffee & Culture" café at Kelvingrove Art Gallery to look at some museum objects followed by tea, coffee and a chat. Sessions are held monthly.

More information is available from [www.glasgowlife.org.uk/museums](http://www.glasgowlife.org.uk/museums)

Our Retirement Housing Assistants in Bridgeton and Calton will be looking into what might suit our older tenants.

If you are interested in any of the above, please contact either Dot (Bridgeton) – 0778 631 2143, Linda (Calton) – tel 0796 937 4811 or Fiona – tel 0779 523 7299

# CASTLEMILK – JOIN US FOR TEA, CAKE AND A NATTER

Our Retirement Housing staff will be at the Netherholm Community Centre on Monday 6 April between 11:00am and 1:00pm. If you are an older tenant (60 years plus) living in Castlemilk, we would love to see you there. We'd like to hear what you think about older people's issues in your area and what groups or activities we could consider holding in the Community Centre.

If you're free, please do come along for a chat and a cup of tea. If you would like to hear more about it, contact Paola Doyle on 550 9548.



## NEW RETIREMENT HOUSING



Two of our tenants Mr and Mrs Jennings enjoying their new home

Following the completion of our new housing development at Monteith Court, twelve tenants have moved into their new homes and joined our Retirement Housing Service. We are delighted that they have settled into their new home and are already benefitting from the services of our Retirement Housing Assistants. Some tenants are already coming along to some of our activities at Tureen Street. We hope they enjoy their new home.

## WEEKLY TWO COURSE LUNCH IN BRIDGETON COMMON ROOM



**Did you know that we have a 2 course lunch every Wednesday at 12:00 noon?**

A hot meal and good conversation can set you up for the day! The lunch, in the common room at 71 Main St is only £3.50. You don't have to be a retirement housing tenant to join in, just come along and enjoy some lunch!

# DEMENTIA FRIENDLY CONCERTS

Did you know that Glasgow Royal Concert Hall in partnership with Live Music Now, run concerts for people living with dementia, their carers, family and friends?

For dementia sufferers, music has proved to be very helpful in reducing stress, anxiety and depression and can help maintain speech and language.

Here are some forthcoming events:



OKAP DUO  
FRI 13 MARCH



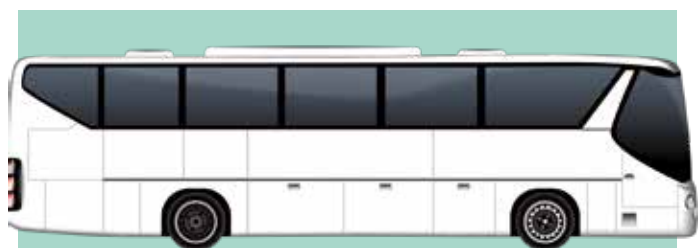
BARLANARK  
COMMUNITY CENTRE  
MUSIC AND SONG  
WED 25 MARCH



MOTEH PARROTT  
TUE 31 MARCH

It is free to attend but you need to have a ticket. Tickets can be ordered from the Royal Concert Hall, tel 0141 353 8000 or online at [concerthalls.com](http://concerthalls.com).

Tickets for Barlanark Community Centre can be collected from the Concert Hall or from the Community Centre itself.



## ON THE ROAD AGAIN

Our annual bus trip for Calton and Bridgeton older tenants is heading to Ayr again this year in August. If you're interested in a good day out, contact Dot Murray 0778 631 2143 (Bridgeton) or Linda (Calton) 0796 937 4811 for more information.

## ANNUAL TIMETABLE OF ACTIVITIES FOR OLDER PEOPLE

Our timetable of events in Bridgeton and Calton is available on our website found under section marked Homeseekers then click on Retirement Housing. There are a range of activities available including - for example, Chair Aerobics, Arts and Crafts and our Coffee Morning. All are welcome. For more information on any of the activities, contact our Retirement Housing Team.





# ENERGY ADVICE, INFORMATION AND ADVOCACY SERVICE

## A FREE IMPARTIAL ENERGY ADVICE FROM THE CLIC TEAM

### We can help you...

- Understand your fuel bills
- Deal with fuel debt
- Prepayment meters
- How To Use Your Smart Meter
- Change your fuel supplier
- Use your heating system effectively
- Provide top tips on how to save energy
- Liaise with your fuel supplier (e.g. complaints)
- Information on grants, hardship funds & energy top ups

Please call **0141 550 3581** (switchboard) and ask for the CLIC team or phone direct line **0141 550 9558**.

Or e-mail [clickreferral@thenuehousing.co.uk](mailto:clickreferral@thenuehousing.co.uk)

Website: [www.thenuehousing.co.uk](http://www.thenuehousing.co.uk)

Facebook <https://www.facebook.com/ThenueHousing/>

Twitter: [@ThenueHousing](https://twitter.com/ThenueHousing)



**BANK OF SCOTLAND  
Foundation**

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# OUR REPAIRS SERVICE

WE operate a tried and tested system for the processing of internal house and common repairs. All repairs will be accurately recorded, acknowledged, and checked all within the approved timescales.

All internal non emergency house repairs, where the work will be carried out by Mears, will be by an appointment based system. Repairs by Appointment are those internal non emergency repairs which would normally fall into the category of urgent or routine but where an appointment of a specific date and time slot to suit the convenience of the tenant is offered.

There are a **very limited** number of Tuesday night and Saturday morning appointments but these have to be agreed with approx. **5 working days notice** in order that the contractor can ensure the trades required to carry out the work will be available on that day.

All other non-emergency internal repairs will be carried out by contractors who do not operate this appointment system but, after discussion on the tenant's availability etc a date and approximate time for attendance will be agreed.

## Repairs Categories

All internal house and common area repairs will be categorised using the following groups:

- **Emergency Repairs:** are those where there is a risk to safety, danger to health and to prevent serious damage to the building or where there is a total loss of services to the property.
- **Non Emergency Repairs:** are those where there is a partial loss of a service to the tenant that affects your comfort or convenience or where not carrying out the repair will result in further damage to the property.

## Response Targets

We do, with the assistance of our contractors, aim to meet the following targets for the completion of repairs.

- **Emergency Repairs:** Our contractor will attend and make safe (or aim to restore services) within 2.5 hours. (A follow up Non-Emergency job line may be created to fully complete the repair with access being agreed with the tenant.) Current average response is 1.4 hours with 97% within the 2.5 hours.
- **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 hour time slot. Currently completing 97% of these repairs within 5.5 days.
- **External Repairs:** External Repairs will be completed within 10 working days. The nature of these repairs means that normally there will be no requirement for the tenant to be at home but in some instances we will ask for your availability and advise the contractor of this in case they require access to your home. This may be necessary to see the source of a reported repair or turn off/on a power source or water supply.

## Right to Repair

We operate within the Scottish Secure Tenants (Right to Repair) Regulation 2002, which provides a statutory scheme covering 'All Tenants' and recognises the circumstances where tenants should be compensated when qualifying repairs are not completed within a set period. It also allows tenants to use another contractor if the originally designated contractor fails to respond within the set period relating to the repair (as noted above under Response Targets). Our Tenants Right to Repair Policy sets out our approach in more detail, which you can find on the repairs page of our website ([thenuhousing.co.uk](http://thenuhousing.co.uk))

# DID YOU KNOW?

## BOGUS CALLERS

There have been some reports recently about bogus callers visiting flats and houses with the person saying they need to come in to "check the water."

Our tradesmen will not normally turn up at your property unannounced. From time to time, if there is an emergency at or near your property and they require immediate access to locate the source of a problem then this can happen and the tradesmen may even say it is to turn off/on the power or

water supply. But please be aware that all our contractors wear their company uniforms and have photographic identity cards that you can easily check.

If you are in any doubt and cannot immediately see the ID then ask to see it before allowing them in. If you are still concerned, leave the tradesmen at the outside door and contact our office and we will confirm if it is a valid request.

**If in doubt, keep them out!  
Don't answer the door!**



## SMELL OF GAS

If you smell gas in your home you should:-

1. Open all the windows
2. Do not switch on or off any electrical appliances or use your door entry system, mobile or cordless type house phone.
3. Use a corded house phone or go outside and use your mobile phone to call Scottish Gas on 0800 111 999

## MEDICAL EQUIPMENT

If you use electric powered medical equipment, like a dialysis machine, oxygen cylinder or mobility bed, you should let Scottish Power know so that if there is a power failure in your area they will contact you to try to let you know when it will be restored and provide any further assistance required.

## REPRESENTATION MANDATE

If you would like a friend or relative to be able to call us on your behalf - for example to report or get an update on a repair you have already reported, we need to have your permission first.

It's easy for you to do this. You just complete the mandate form on the back page of this newsletter, tear it off and return it to our main office at 423 London

Road or hand it in to our service centres at Netherholm or Cranhill.

This will help us to speedily speak with someone who is then authorised to speak to us on your behalf. But we can't do that without the completed mandate.

If you have any questions please call us on 0141 550 3581 or email [admin@thenuehousing.co.uk](mailto:admin@thenuehousing.co.uk)

Please see overleaf for the form

# REPRESENTATION MANDATE

This mandate will allow someone to act on your behalf.

By completing this mandate you are confirming that you are happy for Thenue Housing to **DISCUSS ALL ASPECTS OF YOUR TENANCY WITH THE NAMED INDIVIDUAL UNLESS YOU ADVISE US OTHERWISE.**

## 1. Details of the person *being* represented

Full Name	<input type="text"/>	Tel No	<input type="text"/>
Address	<input type="text"/>	Mobile No	<input type="text"/>
		Email	<input type="text"/>

## 2. Details of the person *acting* as representative

Full Name	<input type="text"/>	Tel No	<input type="text"/>
Address	<input type="text"/>	Mobile No	<input type="text"/>
		Email	<input type="text"/>

3. I also give permission for you to contact this person in the case of an emergency (for example a flood at my property) if I am unavailable?

Yes

No

## 4. Please confirm your Next of Kin details

Full Name	<input type="text"/>	Tel No	<input type="text"/>
Address	<input type="text"/>	Mobile No	<input type="text"/>
		Email	<input type="text"/>

## 5. Declaration to be completed by both parties.

We certify that the information given on this mandate is true. We understand that it is necessary for you to confirm our identities and that it may be necessary to contact us for further information to allow this mandate to be processed.

We understand that the information contained in this form may be used to update records held by Thenue Housing.

**Signature**  **Date**

*Party being represented*

**Signature**  **Date**

*Representative*

Please return the form to our office at 423 London Road or hand in to one of our Service Centres at Cranhill or Netherholm.

All information processed will be in accordance with the General Data Protection Regulation, you can find out more by reading the Privacy notice on our website ([thenuehousing.co.uk](http://thenuehousing.co.uk)), contacting us on **0141 550 3581** or emailing [admin@thenuehousing.co.uk](mailto:admin@thenuehousing.co.uk)