

# thenue newsletter

SPRING 2021



The newsletter of Thenue Housing Association

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

## HELPING YOU THROUGH THE PANDEMIC

**It is tough living through a pandemic and living with lockdown restrictions. Financial hardship, increased fuel costs, stress and anxiety, feeling of loneliness and isolation is affecting many of us. At Thenue our priority is to alleviate the pressure and upheaval that this health emergency has caused.**

We have secured additional funding for the Scottish Government Community Recovery Fund to support our communities as they move towards recovery from lockdown restrictions and the pandemic.

We are working with a range of partner organisations to provide support, recovery and outreach service and have a wide range of support available.

Taking an assessment and care management approach, we are able to work with residents who come forward seeking support, to try to meet their short and longer term needs.

Throughout last year, we provided support and assistance to many households in our communities. Remember we are always here to help, if you are struggling, in hardship or in need of support please contact us by phone, email or via our app. Full details on our website.



Charles Turner, Chief Executive

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## YOUR RENT IN 2021-22

At the end of January we concluded our rent charge consultation, and as a result we have now agreed a rent rise of 1.1 per cent which takes effect from April 1.

This is lower than last year's and we have tried to do everything we can to keep the rise as low as possible.

It is also lower than many other housing associations are implementing and takes account of the difficulties many of you have faced with the effects of the pandemic.

It is also lower than the most recent figure of "Retail Price Index inflation" – known as RPI - which was 1.4 per cent in March.

As a community-based housing association – something we are immensely proud of being - we remain firmly connected to the communities we serve.

So we understand only too well the challenges the pandemic has created.

We always try our hardest to make the best possible use of your rent, and it's right that you should expect us to be as efficient as we can. Each year we look at the different challenges we need to meet, and then consult all our tenants on the options for reviewing the rent level.

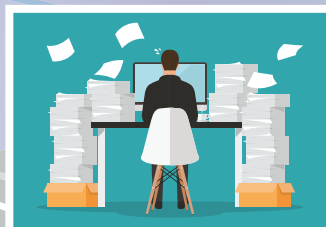
Thank you to everyone who responded to our consultation which we launched with our newsletter published in December.

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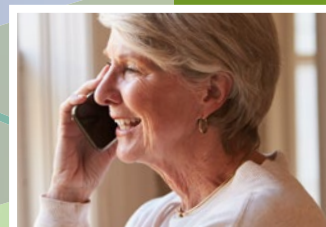
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# HELPING YOU THROUGH THE PANDEMIC

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Here is how we can help:-

**RELIEVING HARDSHIP** Making referrals to help our tenants who are experiencing hardship access food and essential supplies. This work was a key feature of our community support during the spring and summer of 2020 when the pandemic was at its height. We continue to work with a range of partners including the Halliday Foundation to try to meet our tenants' needs.

**ENERGY ADVICE** Our Energy Advisor can support you with energy advice, fuel debt, reducing your fuel costs, liaising with your energy supplier, providing energy saving tips and how to use your heating effectively.

Where tenants are eligible, we can also apply for energy top ups for those in "fuel crisis" or at risk of disconnection.

**DIGITAL SUPPORT** Working with our partner The Pavillion, we can now provide free help to help you acquire skills needed such as getting online, using the internet safely or if you generally need to get to grips with technology.

**COUNSELLING** We will offer counselling for people who are struggling with their mental health, anxiety or depression due to the pandemic. This will be provided by an organisation called Crisis Counselling.

**LEARNING OPPORTUNITIES** Working with our long-standing partner Glasgow Kelvin College we will provide free, online learning opportunities supported by college tutors. This learning will focus on wellbeing, basic online skills, community development and employability.

Since 2013 we have worked to lessen the digital gap and provide digital support to all of our tenants and residents. This funding has enabled us to prioritise digital inclusion by allowing us to establish a digital support service in partnership with the Pavillion Youth Café and Glasgow Kelvin College as mentioned above. So if you want to learn from scratch or you have something specific in mind such as contacting friends and family, we can help! All you have to do is call us on: 07598728156 or email [TDS@pavillion.org.uk](mailto:TDS@pavillion.org.uk)

## New Housing Development – Calton

**Our new build development is currently underway in Abercromby Street, Calton (pictured)**

This development will be due for allocation later in the year. The development consists of 77 properties and will be a mixture of flats and houses as follows:

### Flats

- 3apt flats – 40
- 2apt flats – 14
- 4apt flats – 12

### Houses

- 4apt houses – 7
- 5apt house – 2
- 6apt house – 1
- Bungalow

If you are interested in being considered for the Calton area and are not already on our transfer list, please contact [carolyn.mcgowan@thenueshousing.co.uk](mailto:carolyn.mcgowan@thenueshousing.co.uk)



# YOUR RENT IN 2021-22

In assessing the rent increase, we consulted with our Scrutiny Panel, (Resident Empowerment Scrutiny Team known as REST), and with our three Area Associations in Cranhill, Bridgeton/Dalmarnock and Castlemilk. This was done so we could have the fullest picture possible of what your views were.

Like all organisations, costs do rise each year and to ensure we can afford the excellent repairs service you expect from us and the need to keep on building much-needed new homes (which you can read about elsewhere in this newsletter), this increase is necessary.

The 1.1% increase applies to all other charges including the shared ownership management fee, shop leases, garage rents and the factoring management fee/administration fee for our factored owners.

Remember too that help is at hand if you need financial advice. It might be that you aren't claiming benefits to which you are entitled to. That's where our financial inclusion team comes in.

The team have been working very hard – in common with all our staff – to help you. Sometimes accessing benefits can be complicated but we can cut through the jargon and help you establish if you are entitled to help. You won't know this unless you ask AND it is totally free.

It is especially important to contact us if you are having difficulty paying your rent. Helping you to keep your tenancy is one of our key priorities and you should alert us sooner rather than later if you are struggling. You can contact this service in the following ways:



Phone us on 0141 550 9554/9553



Email us on  
[Financial.Inclusion@thenuehousing.co.uk](mailto:Financial.Inclusion@thenuehousing.co.uk)



Through our Mobile App

Here at Thenue we have a culture of delivering good value in everything we do and making savings where we can.

It is worth pointing out that one of the main contributory factors that has resulted in this increase, has been the decision by Glasgow City Council to cease their bulk uplift service. They have done this with no corresponding decrease in your Council Tax, and rather than allow items of bulk to be dumped, become unsightly and uncollected, we have had to procure that service ourselves.

Our Chief Executive Charles Turner said: ***“We have done everything we can to minimise the rent rise this year having taken account of the unprecedented health emergency.***

***“Most of this last year has been deeply challenging for all our tenants and all of us here at Thenue are acutely aware of the stresses brought on by the Covid-19 pandemic. We came into being because of the desire of local people to improve their communities and to make bad housing and poor services a thing of the past. And that continues to be our aim.***

***“While a rent increase is never welcome, we hope our tenants will understand it is needed to deliver on our many promises as a community-based housing association which always puts you first.”***

## IMPORTANT - Tenancy Rights

To ensure that your tenancy rights are protected, it is very important that **you as the tenant** advise us of any changes to your household. This includes letting us know about anyone who has already moved in or anyone who plans to move in with you in the future. We may not always be able to give permission for them to live in the property, for example if it will result in overcrowding but it means we will have a record on our files. This is important if later on you want that person to become a joint tenant **or** if you want to assign your tenancy over to

them **or** you want to sublet your tenancy to them **or** they want to succeed to the tenancy following your death. You should also let us know if anyone moves out of your property or of any other changes to your household.

You must tell us in **writing** of any changes – you can do this by writing to 423 London Road, Glasgow. G40 1AG by emailing your housing officer or [admin@thenuehousing.co.uk](mailto:admin@thenuehousing.co.uk) or by notifying us through the tenant App. If you would like more information on this, please contact your Area Services Officer or assistant.



# It's your Community – will you Play Your Part?



**We're recruiting new Scrutiny Panel Members  
which help to positively impact the services we provide.**

**We're really keen to hear from tenants who have something to say about our services and want to help us to make a positive change, while gaining valuable experience and enhancing your skills?**

**If this sounds of interest you might enjoy joining our Scrutiny Panel!**

## What is a Scrutiny Panel?

A scrutiny panel is an independent team of residents who work closely with our staff to review services and performance, and suggest ways in which we can do things better.

Scrutiny Panel members carry out a range of different activities such as looking at policies and performance information, speaking to other tenants and our staff members. At present, the work of the panel will be carried out virtually due to restrictions and don't worry if you only have basic IT skills as we can help you to develop these skills.

Our Panel is CALLED REST which stands for Resident Empowerment Scrutiny Team.

## Why join the Scrutiny Panel?

This is a great opportunity for you to make a real impact for all our tenants and meet interesting people. In addition, we will offer you free high quality training and help you to develop new skills.

## Who can join the Scrutiny Panel?

Any of our tenants can apply to join the scrutiny panel! You do not have to have any specific qualifications or have done anything like this before. However, we are looking for people who are:

- good at communicating
- have basic computer skills
- able to work as part of a team
- able to express their views and listen to others views
- interested in improving the service for all tenants.

We will provide full training and support.

## How to Apply

For more information contact Gary Naylor, email [gary.naylor@thenuehousing.co.uk](mailto:gary.naylor@thenuehousing.co.uk) or call Gary on 0141 550 9509

## We are also keen to hear from tenants who may be interested in becoming Board Members

We are also actively recruiting members for our Board of Management. We are committed to having tenants at the heart of the decisions we make. The Board is responsible for running the Association's affairs and plays an important role in developing our various communities. It provides strategic leadership, sets objectives, exercises scrutiny and monitors and evaluates the organisation's business in order to deliver continued improvements for our customers.

Are you looking to develop your experience in such a role? Would you like to know more and get involved with the Board that represents your organisation? Would you like to be part of the journey to deliver our Business Plan and objectives? Are you creative?

If so, this may well be the opportunity for you.

## Why become a Board member?

- You can boost your CV
- Help influence our important work
- Development of skills, full training and support will be given
- Previous Board experience isn't essential – just a willingness to get involved and make a difference

If you are interested or wish to know more, please contact our Chief Executive Charles Turner for a no obligation information chat by emailing [charles.turner@thenuehousing.co.uk](mailto:charles.turner@thenuehousing.co.uk) or by phone on 0141 550 9506

# ST MUNGO'S ACADEMY PUPILS FOCUS ON MENTAL HEALTH



**Over the past year a group of young people from St Mungo's Academy have been working on creating resources to support mental health and wellbeing during the pandemic and beyond.**

The original thought was in response to multiple bereavements within the school and the young people wanted to create something that would support the wellbeing of all pupils. They decided to start a project that looked at loss and bereavement which started with NHS Healthy Minds training.

Then March 2020 happened with a pandemic and the unknown began. The young people regrouped and decided that loss and bereavement was so much more imperative due to the global losses of routine, friendships and mass death toll. They decided they would focus

on creating a podcast to open up discussions about mental health, creating leaflets to promote support services and top tips to keep your mental health positive. They also created coping cards as a resource for training that would be delivered to young people, teachers and youth workers on wellbeing and how people could support young people when they are struggling.

The podcast started with young people writing their own stories and interviewing teachers and local community members on the pandemic and how this was affecting them but most importantly how they could support mental health. Throughout the pandemic the young people have adapted their conversations and created a "Rant" series to allow free flow conversation of the issues of today.

They have now shifted their focus to "Loneliness and isolation" due

to the current situation and are now undertaking a new project that looks at Mental Health and support services with the BAME community.

This new series focuses on loneliness and isolation with a particular emphasis on Mental Health with the BAME community. Due to this virus disproportionately affecting Black, Asian and Minority Ethnic community the young people are opening discussions on how we support mental health and how do we ensure mental health information is accessible.

This project is funded and hosted by Youth Link Scotland. If you would like more information head over to [youthlinkscotland.org](https://youthlinkscotland.org) and search for Heids Together: A wellbeing and youth work resource or if you would like to listen to the podcast please search for Pure Mental Health on Spotify.

# COVID UPDATE

By Gary Naylor,  
Head of Community  
Housing Services

**One year on from the first Covid -19 lockdown, who could have predicted how the last 12 months have played out? As you know our offices and community centres at present remain closed, but we do want to stress that we are still here for you. We have adapted how we work to continue to provide vital services whether that be emergency repairs, tenancy management, rent advice and support or health and safety compliance checks such as gas servicing and electrical tests.**

**26 April** is when we expect Scotland could move to Level 3, and when we can start to offer routine reactive repairs

- and start to make inroads into the outstanding backlog. It also means we can resume things like surveying and other non-essential work in tenants' homes. **17 May** is when we expect Scotland could move to Level 2. That will be the date when some of our smaller regular and affiliated groups can start to use our two Community Centres. We don't anticipate they will open to the public on that date, but we'll monitor that.

**Early June** is when we expect Scotland could move to Level 1 when we expect to re-open our office and offer appointments to anyone that wishes to visit it. All of this depends on what the Scottish Government will or will not allow. Keep up to date at [www.thenuehousing.co.uk](http://www.thenuehousing.co.uk)

## Thenue's responsibilities during the current Covid restrictions:

- To keep our customers safe and to keep their homes free from hazards.
- To carry out necessary repairs within the guidelines.
- To take a common-sense approach to non-urgent issues in your home.
- To carry out all scheduled compliance inspections and tests where they are needed.
- To deliver tenancy and rent services and support.

## We will:

- Always work in and around your home in a Covid-safe way, all onsite tasks by staff and our contractors have been suitably risk assessed and safe processes applied.
- Carry out emergency repairs in line with our service standards.
- Continue with gas and electrical checks as there is a Health & Safety requirement.
- Continue with inspections of common areas and neighbourhoods.
- Prioritise outside work wherever possible.
- Please note that we'll keep a record of any non-emergency work that comes in and these jobs will be assessed and planned for a later date.
- Continue to manage anti-social behaviour cases, and take action where appropriate.
- Continue assistance in this financially testing time through our Financial Inclusion Service.

## Tenants' responsibilities during the COVID-19 outbreak:

- To allow us - or our contractors - into your home to inspect or fix urgent health and safety issues and carry out routine servicing (e.g. gas service and electrical testing).
- To comply with the terms of your tenancy agreement wherever possible, including paying your rent.
- To follow the Government advice to help keep everyone safe.

We appreciate the difficulties that restrictions have brought and understand the situation can be stressful. This is why we will always try to listen and be respectful

in our communication. We ask that this is also considered when communicating with our staff also, particularly during this period when many of our staff are working from home. Please avoid raised voices or offensive language - we are here to help and deliver a service to the best of our abilities within the current restrictions.

Should a home visit or emergency repair be required, our staff will talk you through the steps to make this as safe as possible and ask you the relevant questions in relation to Covid-19. Thank you for your continued patience and adaptability throughout the pandemic.



# Close Cleaning Services

In order to achieve best value, we carried out a procurement exercise for the next contract to deliver Close Cleaning Services. New contractor CSM Facilities Management started to deliver this service in March. CSM currently provide these services to other housing associations and we look forward to working with them to provide an excellent level of close cleaning services.

Customers who receive the current close cleaning service should expect no change in the standard of service being delivered, or the frequency in which the cleaning is carried out. CSM will begin works on the 29<sup>th</sup> March, and will install a small fob device in the close area which the site supervisors will use to confirm they have checked the condition of



Some of the CSM team

the close areas when completed and are happy with the quality.

Property Services Staff who manage

the contract are available on Tel: 0141 550 3581/0141 550 9544 should you have any questions in relation to the service.

## DOG FOULING Clean it up



**We have recently noticed a deterioration in our areas with respect to dog fouling.**

During several Estate Management inspections it was found that the pavements and backcourt areas were covered in dog waste.

We cannot tolerate this behaviour. Please ensure you clean up after your pets.

**Please inform us of continued dog fouling in the back courts and we will take appropriate action against those responsible.**

How do I report it? You can report dog fouling [in a public place](#) using the Glasgow City Council online form. You can also report it through GCC My Glasgow app and this can be downloaded from your app store.

Also: you can report it via social media by contacting Environmental Task Force on Twitter

@the envtaskforce or Facebook Envtaskforce.

The contact Telephone number for reporting is 0141 287 1059.

Please also note under the Dog Fouling (Scotland) Act 2003 fines start at £80.

Instead of stamping it in, let's stamp it out!

# NEEDING ADVICE ON YOUR FINANCES?

**The Income Maximisation Team continues to work from home to provide a service to all our tenants.**

We are here to assist and give advice with any rent enquiries that you have, take payments and make referrals to our in-house Financial Inclusion Team who provide benefit and debt advice. Staff can be contacted by phone, text, email and virtual appointments which can be booked through our website. If you wish to speak to our team you can do so by phoning their direct dial or emailing them. Here is a reminder of all the teams direct numbers and email details. If you are unsure who to contact you can phone Lorraine Morgan on 0141 550 9554 who can redirect your call or alternatively you can email [incomemaximisation@thenuehousing.co.uk](mailto:incomemaximisation@thenuehousing.co.uk) and your email will be forwarded to the relevant staff member.

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## A BUSY COUPLE OF MONTHS

The beginning of the year were very busy months for the Financial Inclusion Service

**In the past two months alone we handled over 100 new cases and assisted new tenants with Universal Credit or Housing Benefit changes. A number of Scottish Welfare applications were also made.**

During this period a number of tenants saw their household income reduce due to their hours reducing or stopping altogether due to them losing their employment. We assisted with a number of new claims for Universal Credit for these tenants. Many of these tenants were new to the benefit system and were glad of our help.

In addition to this, we assisted people with reviews of Personal Independence Payments (PIP), applied for Discretionary Housing Payments for hardship and to cover the bedroom tax, as

well as frequent calls to the Universal Credit team trying to resolve varied issues.

95 tenants mentioned on our recent housing association Satisfaction Survey that they would like to be contacted by the Financial Inclusion service. We are happy to say that all of these tenants have now been contacted and offered advice on a range of issues.

.....And all this done working from home!



We are always available to assist our tenants, old and new, with any benefit issues that they have, checking to see if they are getting their full benefit entitlement.

If you have any issues or concerns about your benefits, please do not hesitate to contact us. No matter how busy we are we will always give you our full attention and support.



# IMPORTANT INFORMATION IF YOU ARE A UNIVERSAL CREDIT CLAIMANT

You will by now have received your annual rent increase letter.

This letter tells you how much your rent and any service charges will be increased by and advises that the increase will be applied from 28/03/2021.

On the reverse of the letter you will have a guide as to what you are required to do to get your new rent details onto your Universal Credit account.

The screenshot shows a digital form with three main sections: 'CONFIRM YOUR HOUSING COSTS', 'Changes to your rent', and 'Changes to your service charges'. Each section has a 'Date of change' field and a 'Continue' button. Below these sections is a 'To report a Change in Circumstances' section with instructions and a 'Report a Change' button.

On or around April 1st, you will receive a TO DO prompt on your Universal Credit journal to report your rent increase. You will find the information you need in the letter. If you do not complete this TO DO instruction you will be paid the wrong amount of Housing Costs in your Universal Credit and start running up rent arrears.

It is important that you do not try and report any change in your rent costs before you receive the TO DO as they will **NOT** be applied.

Don't forget we are here to help if you have any problems or questions.

## THE ENERGY "PRICE CAP"

### What is the energy price cap?

The cap is a limit on the unit rate and standing charge that energy suppliers can charge for their standard variable - or 'default' - tariffs. The rate is set by Ofgem, the energy regulator, and is reviewed twice a year. The price cap is a limit on the rates that suppliers use to charge you. It's important to know the price cap does not mean your bill cost will be capped which is calculated by your energy usage too.

The current default tariff cap is set at £1,042 per year. A new cap rate of £1,138 was announced in February 2021. This £96 increase will come into effect in April 2021.

### What is the prepayment meter cap?

The price cap affects the four million prepayment customers in the UK in the same way that it affects those on standard variable tariffs. There is a separate cap for prepayment tariffs, which is reviewed independently of the SVT cap by Ofgem.

Currently, the prepayment cap is £1,070. A new cap rate of £1,156 was announced in February 2021. This £87 increase will come into effect in April 2021.



### What can you do, if you are affected by the cap?

The simplest thing to do, is switch from a standard to a fixed tariff. There are lots of switching websites out there, which allow you to search for the best deals. You can also contact your current energy provider and ask them what fixed tariff deals they have.

You can contact **Thenue's Energy Advice Project** for more advice and support with switching.

- [energyadvice@theuehousing.co.uk](mailto:energyadvice@theuehousing.co.uk)
- 0141 550 9958
- 07974268974

You can also follow us on social media where we regularly post information on any changes in the energy sector. We also post tips on how to keep your home warm, support with fuel debt and information on what discounts are available.

# UK BUDGET CHANGES – An Update



**Universal Credit claimants will have their £20-a-week boost extended until the end of September. This will be available to new and existing claimants.**

A new one-off payment of £500 will replace the £20-a-week increase in working tax credits, which will end as planned on April 5. The payment of £500

will be made to eligible working tax credit claimants (it is no longer possible to make a new claim for working tax credits). The uplift has not been extended to those claiming legacy benefits such as Jobseekers Allowance, Income Support, Employment and Support Allowance.

This payment will not be taxable.

## Who qualifies?

You will qualify if, on 2 March 2021, you received and continue to receive:

- Working tax credit payments
- both working tax credit and child tax credit payments
- Child tax credit payments and are eligible for working tax credit but do not get a payment because their income is too high

If you are eligible, you should receive your payment by April 23, 2021.

You do not need to apply for the support. HMRC said it will contact you by text message or letter in April to confirm you are eligible.

The removal of the £20-per-week addition at the end of September could have a severe impact on a household's income. This only applies to UC claimants.

Below is a table of what this will mean to UC claimant households. Amounts show are from 1<sup>st</sup> April 2021.

Claimant	Current UC payment	From October 2021
Single and Under 25	£342.72	£257.33
Single and 25 or over	£409.89	£324.84
Couple both under 25	£488.59	£403.93
Couple one or both 25 and over	£594.04	£509.91

## Coronavirus Job Retention Scheme (Furlough)

The Coronavirus Job Retention Scheme was extended for a sixth time. Instead of ending at the end of April the scheme will remain available until the end of September 2021.

Employees will continue to receive 80% of their pay for hours not worked, but employers will have to contribute 10% towards the cost of unworked hours in July and 20% in August and September.

## Self Employed

The minimum income floor for self-employed universal credit claimants will remain suspended until the end of July 2021 and work coaches will have discretion not to apply it beyond that date in individual cases.

What the criteria will be for the work coaches decision is not clear yet, but we will put this information onto our website when it is made available.

The Self Employed Income Support Scheme which offers grants will continue for a fourth and fifth grant later in the year.

# SELF ISOLATION SUPPORT GRANT

If you're a low income worker and Test and Protect tell you to self-isolate you may be able to get a £500 Self Isolation Support Grant.

## How do you qualify?

To get the Grant all of these 4 things must apply:

You must be told by Test and Protect or the Incident Management Team to self-isolate because you:

- have tested positive for coronavirus
- have been in close contact with someone who has tested positive
- are the parent or carer of a child under 16 who has been told to self-isolate
- are caring for someone over 16 who has been told to self-isolate
- You must be employed or self-employed.
- You will lose income because you cannot work from home.

- You must be on a low income or getting one of these benefits.

- ◆ Universal Credit
- ◆ Working Tax Credit
- ◆ Income-based Employment and Support Allowance
- ◆ Income-based Jobseeker's Allowance
- ◆ Income Support
- ◆ Housing Benefit
- ◆ Pension Credit
- ◆ Council Tax Reduction

If you're a low paid worker, you can apply for the grant if either your monthly personal earnings or household income is below the amounts shown.

You can apply either as an individual worker or as part of a household - whichever means you qualify.

Household type	Number of children	Household income after deductions (£)	Personal earnings before deductions (£)
Single person	0	1,792.74	1,543.75
Couple	0	2,158.12	1,543.75
Single person	1	3,022.47	1,543.75
Couple	1	3,387.84	1,543.75
Single person	2	3,688.22	1,543.75
Couple	2	4,053.60	1,543.75
Single person	3+	5,442.29	1,543.75
Couple	3+	5,807.67	1,543.75

You can only apply for this Grant through Glasgow City Council by calling them on 0141 276 1177 and selecting Option 1, or alternatively you can apply online through the Scottish Welfare Fund. You can do this any time during the 28 days from the date you start to self-isolate.

If you require help with an application or would just like more information, you can contact us on 0141 550 9554 or [financial.inclusion@theneuehousing.co.uk](mailto:financial.inclusion@theneuehousing.co.uk) and we will try to assist you.



## Retirement Housing Service

Our Retirement Housing Service provides an intensive housing management service to older people living in our Retirement Housing (formerly known as Sheltered Housing). We can help with things such as reporting repairs; equipment; adaptations; and signposting onto other agencies for other needs such as practical help at home or personal care. Dot, Laura and Linda can also assist older tenants not living in our retirement housing but who need a bit of help to manage at home. Contact us and we will do our best to help.



## NEW WIRELESS EMERGENCY ALARM SYSTEM

Tenants with the hard wired emergency alarm system in their home have now been contacted regarding the move to a new wireless system and you can read more about this elsewhere in your newsletter. Work is underway and we are confident tenants will find this system easy to use in an emergency situation.

## BUS SERVICES TO WEST OF SCOTLAND HOSPITALS

The SPT has provided us with an updated list of bus provision to hospitals across the west of Scotland and handy links to finding out more on them are in this list:

Bus Company	Link to More Information for Each Company
First Glasgow	<a href="https://spacechecker.firstgroup.com/greater-glasgow/">https://spacechecker.firstgroup.com/greater-glasgow/</a>
McGill's	<a href="http://www.mcgillsbuses.co.uk/mcgills-bus-timetables/coronavirus-emergency-timetables.aspx">http://www.mcgillsbuses.co.uk/mcgills-bus-timetables/coronavirus-emergency-timetables.aspx</a>
Western	<a href="https://www.stagecoachbus.com/service-updates">https://www.stagecoachbus.com/service-updates</a>
SPT	<a href="http://www.spt.co.uk/bus/timetables/">http://www.spt.co.uk/bus/timetables/</a>
JMB	<a href="http://jmbtravel.co.uk/">http://jmbtravel.co.uk/</a>
Glasgow City Bus	<a href="https://www.westcoastmotors.co.uk/glasgow-citybus/">https://www.westcoastmotors.co.uk/glasgow-citybus/</a>
Garelochhead Coaches	<a href="https://www.garelochheadcoaches.co.uk/">https://www.garelochheadcoaches.co.uk/</a>
Scottish City Link	<a href="https://www.citylink.co.uk/serviceupdates.php">https://www.citylink.co.uk/serviceupdates.php</a>
Shuttle Buses	<a href="https://www.shuttlebuses.co.uk/">https://www.shuttlebuses.co.uk/</a>
Stuarts Coaches	<a href="https://www.stuartscoaches.co.uk/">https://www.stuartscoaches.co.uk/</a>
McCull's	<a href="http://www.mccolls.org.uk/">http://www.mccolls.org.uk/</a>
Community Transport Scotland	<a href="https://www.ctglasgow.org.uk/">https://www.ctglasgow.org.uk/</a>

The best place for the most current information on public transport continues to be <http://www.travelinescotland.com> and you should check this in advance of any essential journey you need to make.

## Scottish Association for Mental Health

SAMH are offering free drop ins and workshops for mental wellbeing. Called "Lets TALK Virtually" they are available for adults who may be experiencing poor mental health. The workshops are available via ZOOM, last around 2 hours each and cover a range of topics such as: Let's TALK The Impact of Lockdown; Let's TALK Anxiety; Let's TALK Depression. We can provide the contact details on request. If you need advice to get onto ZOOM, we can also help with that, just let us know. Alternatively, contact SAMH directly at [www.samh.org.uk](http://www.samh.org.uk) Tel 0141 440 2490



**Glasgow Disability Alliance**  
Confident Connected Contributing

Run by and for disabled people, Glasgow Disability Alliance has over 5000 members across Greater Glasgow. They offer a huge range of programmes for people with disabilities or those with a long term health condition. Membership is free but you don't need to be a member to get involved or attend events! There's something for everyone and sessions currently available include: Local History; Ipad Skills; Keep Fit; and Seated Yoga. All events are currently held online and you can see more about what's available on their website <http://gda.scot/events> or tel: 0141 556 7103.

## Handyperson Service

Need a small job done such as replacing a toilet seat, changing a hard to reach light bulb or fitting a key safe?



Are you over the age of 65 years or have an ongoing medical condition, remember our Handyperson Service is available free of charge. Contact the service by visiting their website <http://careandrepair@southside-ha.co.uk> or tel: 0141 433 2749

## Power of Attorney

**Did you know that having a Power of Attorney lets you plan what you want another person to do for you in the future? It is a written document which includes a certificate signed either by a solicitor, by a practising member of the Faculty of Advocates or by a registered UK medical doctor.**

Although many people only think about this later in life, or in some cases, think about it when it's too late, it could prevent many difficulties if you become unable to make decisions for yourself about your health or finances.

More information on this is available on AGE UK SCOTLAND website [www.ageuk.org.uk](http://www.ageuk.org.uk) or from your local Citizens Advice or solicitors office.

## The Sporting Memories Foundation Scotland

This charity was founded a number of years ago to become the first of its kind dedicated to the development and use of sports reminiscence, inclusive physical activities and intergenerational activities to support isolated older people across the country. It runs 30 weekly Sporting Memories Clubs and 25 other Sporting Memories Groups that aim to bring together younger generations and isolated older people living with long-

term conditions such as dementia through sporting reminiscence and physical activities. Its aim is to improve mental and physical well-being, reduce loneliness, and connect people with social and health networks in the wider community

During the current restrictions, the clubs are all run online and more information about Sporting Memories Scotland can be



found on their website – [www.sportingmemoriesnetwork.com/scotland](http://www.sportingmemoriesnetwork.com/scotland)

# How We Let our Homes during April – December 2020

We continue to let our properties based on our agreed targets and within the current Scottish Government regulations. Our priorities for re-letting our empty homes until the end of March 2021 is firstly considering our tenants who are in urgent need of a new home as well as dealing with homeless applicants who are put forward to us by Glasgow City Council. Staff will continue to monitor our targets on a regular basis.

Below is a breakdown of the re-lets we have undertaken, by priority groups, in the nine months up to the end of December 2020.

Priority Group	Number of Lets	Percentage
Urgent	7	5%
Referrals (Homeless)	79	57%
High	15	11%
Medium	34	25%
Standard	3	2%
Total	138	100%

## Tenancy Support Service

From time to time, some tenants can struggle with things like getting the correct help they need to manage better at home. They may, for example, need help to manage their bills, to find out how to contact a support agency or where to access local, best value furniture. This is where our Tenancy Support Service can help. If you would like help contact Avril McLaughlin, our Tenancy Support Officer – tel 550 9550, email [avril.mclaughlin@thenuehousing.co.uk](mailto:avril.mclaughlin@thenuehousing.co.uk)

## New SMART alarms in retirement properties



**The Property Services Team have engaged the services of contractor Tunstall to fit new alarm call systems in our designated retirement properties. The alarms link to the call centre of the Community Alarm services provided by Glasgow City Council providing a lifeline to tenants when needed.**

The new SMART Hubs will replace the current systems in the properties and will 'future proof' them as we move further forward into the digital era. The hubs will

be connected to the smoke, heat and Carbon Monoxide detectors in the properties, in addition to a motion sensor to monitor the safety of the tenants where this may be needed. The SMART Hubs allow for Tunstall to carry out remote device monitoring to ensure the systems are fully operational and send any updates to the systems, removing the need to visit tenants' at home. Our staff will also have access to monitor the devices remotely and programme any additional devices which may be needed in individual properties.

Property Services staff have been

visiting properties with Tunstall, to determine the best location of the new alarms and identify any current equipment which needs removed. New smoke, heat and carbon monoxide detectors are also being fitted, in preparation for the SMART Hubs being installed. Any enquiries in relation to the new alarms being installed should be directed to the Property Services Team on 0141 550 3581/550 9547

**Remember if it is not convenient for you to have the alarm installed (or if you are shielding) we can always re-arrange the installation.**



# GAEELIC SCHOOL PLANS FOR CALTON

**CALTON** could one day be the home of a new Gaelic education school in Glasgow.

The city council is examining the possibility of using the former St James Primary in Green Street as a one of a few locations for new Gaelic schools. St James Primary shut down over decade ago.

The former school has fallen into disrepair in recent years and has been listed as being in poor condition by Scotland's "Buildings at Risk Register."

Once completed there would be 12 teaching spaces and it would also feature a sports hall, a drama stage and a theatre.

Designed by Thomson and Sandilands (John Thomson was the eldest surviving son of the well known architect Alexander 'Greek' Thomson), the school was listed in 1993 by Historic Environment Scotland – notably for its fine stonework detailing.



There has been increasing demand in recent years for bilingual education and the proposal from the city council, assuming it is eventually approved, would mean the Calton school would join the Glasgow Gaelic School in Berkeley Street and the

annexe at Cartvale School, in Govan as providers of Gaelic education.

A report to councillors has stated that the total cost of the refurbishment of the school is estimated at £16.5 million.

## NO NEWS YET ON LANDRESSY PLACE

**We are not yet in a position to update you on any progress at Landressy Place where we are building 27 retirement housing new flats.**

As those of you who live in Bridgeton may know, this development has not progressed and remains in a partially- built state.

This is because the developer CBC very suddenly went out of business almost a year ago which affected not just Thenuie but other housing developments.

We are sorry this happened but clearly is a situation beyond our control and consequently it has meant a delay in completing the work.

It will resume once we appoint a new contractor and we will update you when this happens. It is unlikely to be completed this year but you can be assured we are



endeavouring to get this development under way as soon as possible.

# AN UPDATE FROM CALTON AREA ASSOCIATION

**We are pleased to bring you an update on our work over the last few months.**

All of us have endured a difficult time with the ongoing health emergency but sunnier days (in more ways than one) are surely ahead of us.

And we can look forward to getting back to doing the things that make life worthwhile.

As many of you will know our Christmas activities including our Christmas party had to be curtailed due to restrictions and while we were down we certainly were not out! Instead, we distributed parcels of Christmas goodies to our senior citizens living locally.

Thank you to everyone including those who distributed the "Santa Surprise" Christmas parcels.

The good news is that we have booked our Christmas tree for Bain Square for Christmas 2021 on the assumption all will be back to normal by then. We have also booked the venue (St Lukes) for our festive celebrations.

It will be good to return to festive normality with carol singing and fun for young and old alike. We will update you on that towards the end of the year.

In the summer we hope to be resuming our activities with Jane and the brilliant Green Volunteers.

Everyone loves getting together at Elcho Gardens and also at the CHLC community centre to learn about plants and flowers and creating decorative

gifts which are ideal for birthday gifts to give to others. Working with nature is so therapeutic.

Elcho Gardens is a wonderful outdoor space for us all to recharge our batteries after such a terrible time during the pandemic and we hope to arrange outdoor events there assuming restrictions are lifted as the year progresses.

Plans are at an early stage but it is anticipated we might have a strawberry tea by way of example.

We also hope to resume events at the CHLC such as bingo, music nights, plays, dances and other social events.

It's worth remembering that creating the community centre was a superb achievement and it is greatly valued by those who use it. When we get back to normal it will require us to support it once again by using it to its fullest potential including bookings for events.

Calton Area Association is also focusing on fundraising in the hope that we might be able to provide transport to the community centre for those unable to walk to it AND use this transport for outings and to places of interest

As an organisation that not only puts the community first, we are always keen to hear your ideas of what we should be doing

Why not have a think about what you would like to see happening and give us a call at our community flat on 0141 387 6136. If we are not there you can leave a message on the answerphone.

Meantime, stay safe, make sure you get the vaccine when offered it and very soon our lives can return to normal. **With every good wish**

*Betty Cosgrove,  
Chairperson*

*Out for delivery.....the Calton helps back in December.*





# Smoke alarm upgrades

Contractor MEARS have been visiting our properties over the past 18 months to upgrade the smoke and heat detectors to meet new Government legislation. The new legislation requires all properties to have a smoke detector fitted in the living room, one in the hallway of each floor level, a heat detector in the kitchen and a carbon monoxide detector near the gas boiler. All of the detectors are linked by a wireless signal, ensuring if

**one is activated, all alarms activate and alert the tenant there is an issue in the property.**

The upgrades are required not only to meet legislation, but more importantly to improve the level of safety in your home in the event of fire or escape of carbon monoxide gas. Almost all properties have benefited from the upgrade work, which may also have been carried out during a new boiler or kitchen installation. If you are a tenant and have yet to have the upgraded standard

fitted in your home, please call the Property Services Team on tel: 0141 550 3581/550 9547. The work will take around one hour to carry out, and all operatives will wear appropriate PPE and practise all guidelines in relation to social distancing in your property.



## Fire Safety In your close

Fire Safety is always vitally important, both inside individual properties and within any common shared areas. We currently employ contractors to carry out annual Gas Safety Visits and 5 year Electrical safety checks to minimise any potential fire risk in tenanted homes. The current programme to upgrade smoke alarm systems in tenanted properties is also ongoing which will enhance the level of fire detection.

Area Services Officers carry out regular estate inspections, which include the inspection of common close areas. This is undertaken to ensure any hazards are identified such as items being stored in common closes which can be a fire hazard and to report any common area repairs needed.

The Property Services Team will also begin a programme to carry out Fire Risk Assessments in common close areas during 2021 to further support the estate inspections. The risk assessments will include information on the ease of being able to exit the close in the event of a fire and identify any internal storage areas which may contain materials which would be hazardous in the event of a fire in the close.

We will carry out the assessments with guidance from the Fire & Rescue Service, and review them annually, acting on any areas required. Residents will be notified when the assessments are carried out and of any actions and reasons required.

The Property Services Team are available on 0141 550 3581/550 9507 for any questions when the assessment programme begins.



# Our Communities

We work very closely with our three Area Associations who work tirelessly to support their local communities. The groups are made up of local volunteers who dedicate a lot of their time to ensure their neighbourhoods and the services within them are the best they can be. The groups are always keen to hear from and welcome new members, so if you would like to get involved, please contact them on the information below.

## Netherholm



Netherholm Area Association have made a huge difference in their community and have focused a lot of time and energy into providing food for local people. It has worked very closely with many agencies to ensure the success of their efforts including Urban Fox, ASDA and the local Foodbank. The group recently made a successful funding application the ASDA Million Meals for Christmas grant which enabled them to provide 360 meals to people in their area (pictured). The

funding enabled the group to create “Community Meal Bags” which consisted of all of the ingredients required to make Spaghetti Bolognese including the spices and the guidance to do so, providing both meat and vegetarian options. The Area Association made up 120 meal bags (providing 3 meal each) and all have been given out with tremendous feedback from the community, expressing their gratitude and thanks. Excellent work from a fabulous community group!



**If you would like to get involved or find out more about what Netherholm Area Association are doing you can follow them on Facebook @NetherholmArea**

## Cranhill

Cranhill Area Association have provided exceptional support to the local community throughout the festive period and lockdown. The group provided Christmas presents to support local families. This enabled the families who received the gifts to ensure their children had gifts to open on Christmas day. The group received fantastic feedback and are hopeful to do the same again this Christmas. The Area Association also worked very closely with Helping Hands Glasgow to deliver 5 family Christmas meals to households in the community and will continue to work alongside this amazing project to support local people in need. The group also gave out selection boxes to every child under 12 who live in our properties and received amazing feedback from local people expressing their thanks.

The Area Association have delivered fantastic financial support to local community organisations which have helped enormously during these very difficult and trying

times. The group provided £240 to the Scottish Veterans to



purchase a remembrance tree, hats and scarfs and selection boxes for the residents living within the local centre. They supported Cranhill Development Trust with a £100 donation towards the Kilt Walk event which staff members participated in and this supports the work the Trust do.

Recently, the group have been integral to the success of Thenué’s Digital Device Drive by contacting local people who they have identified through their efforts over Christmas. This has ensured that 3 families with school age children have access to a digital device and the internet, making home schooling a lot easier. This project was funded through Connecting Scotland.

**If you would like to get involved or find out more about what Cranhill Area Association are doing you can follow them on Facebook @CranhillAreaAssociation**

# ies, Our passion

## Bridgeton and Dalmarnock

Bridgeton and Dalmarnock Area Association have been making a massive difference to local people throughout the year and this was no different over the festive period. The group provided selection boxes to every primary and nursery school kid in their communities as well as providing hampers including toiletries and chocolates to both care homes. The Area Association also worked closely with Thenue Communities to identify local people who were in need of a “pick me up” who received butcher meat packs and flowers to brighten their day. The group currently has 169 members and each of these received a £10 Tesco voucher at Christmas time to thank them for their continued support.

Throughout lockdown and more apparently over Christmas the group were made aware of the very difficult situations that some people in their

communities were experiencing.

Because of this, Bridgeton and Dalmarnock Area Association have decided to ring fence a portion of their grant to create a hardship fund which will be called the Sunshine Fund. This money will support individuals and families who are experiencing extreme financial difficulty. The group are in the very initial stages of setting this up but are determined to support local people and impact positively on their lives.

Keep an eye out for the group’s Easter campaign where they will be delivering Easter eggs to every primary and nursery school kid as well as all of their members and all of the residents within the 2 care homes.



**If you would like to get involved or find out more about what Bridgeton and Dalmarnock Area Association are doing you can follow them on Facebook @BridgetonandDalmarnockAreaAssociation**

## BROADBAND – AN UPDATE



**The company Hyperoptic are carrying out network installations to areas throughout Scotland, to offer an alternative, more cost effective broadband service to providers such as BT, Virgin Media and Sky.**

Hyperoptic are installing fibre optic connections and offer a range of competitively priced packages for broadband services. The aim is to provide high speed, fibre optic broadband at affordable rates with flexible alternatives to the length of time the services would be taken for.

Packages on offer include contracts with no fixed term, services with no requirement for a landline to be fitted and access to Sky Q at a discounted rate. Residents wishing to take out the services will not be subject to credit checks and are under no obligation to take Hyperoptic up on their offer.

Hyperoptic are initially rolling out the offer of the alternative service to residents within a pilot project in Tobago Place, Calton and surrounding area. Their operatives will issue information to individual properties, giving residents the opportunity to

benefit from the service, directly with Hyperoptic. Contact details will be included in the information issued to residents by Hyperoptic should anyone wish to contact them for more information.

**PLEASE NOTE: The services are being installed at no cost to the housing association and Thenue are not endorsing or promoting the service. However, the alternative service will offer more choice for residents when choosing their service provider.**

# REPAIRS ROUND UP



## Outstanding Repairs:-

Anyone who has called with a non emergency repair during this lockdown will be aware that we are once again noting these on our system and we will be arranging for them to be carried out when we are down to a Government restriction level that allows tradespeople to enter your

home. It will take several weeks for us to contact everyone concerned but, if you are worried that you have not heard from us after lockdown has been lifted, then please call the Repairs Team on 0141 550 3581.



## Loss of Power:-

If you suffer loss of power (to your lights or sockets), in the first instance you should locate your consumer unit and see if one of the switches has fallen to a down position and this will indicate which circuit has tripped. If it is overhead lights it may be you had just switched on a light and the bulb blew so switch all lights off and remove the bulb inserting a new one then go to unit and flick switch up again. If it is a loss of power at the sockets you may have just switched something on in the kitchen; switch everything off then flick the switch up again. Turn each item on one at a time to identify the faulty appliance. If you have no power at all and you have tried all of the above then perhaps speak to a neighbour to see if they



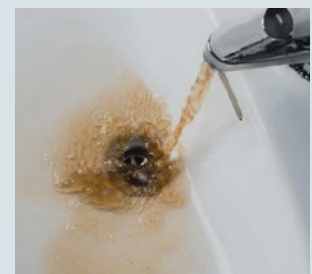
have power and if the neighbour has power then phone our office on 0141 550 3581 and we will assist. if your neighbour also has no power, contact the **Scottish Power Emergency Number on 0800 092 9290.**



## Discoloured Water:-

If the water from your cold tap suddenly becomes discoloured, this could be due to either routine maintenance or emergency repair work being carried out on the network in your area. If Scottish Water have not informed you of any work being carried out, please contact them for more details and if they are not working in your area, they will investigate the cause and let you know. In the first instance we would recommend that you run the water at a steady flow for approx. 15 minutes and this should be enough to allow the water to run clear, if not then contact Scottish Water. Water can also be slightly white in colour which can mean that there is air in the pipes and this should clear itself just by

normal usage of the taps and is safe to drink. If discolouration persists or you experience a noise from the pipes when you use the tap then please give the repairs team a call. If the water from the hot tap is discoloured please call our repairs team and we will assist further.



**Contact Scottish Water Customer Helpline on 0800 077 8778**

**Contact Thenue Repairs Team on 0141 550 3581**



# THENUE DIGITAL SUPPORT SERVICE

Wednesdays and Fridays

10am-3pm

Need help with using your laptop, tablet or phone?

Want to learn how to use the internet safely?

Would you like to connect with family or friends online?

If the answer is yes to any or all of these questions then why not give  
Thenue Digital Support Service a call?

What is Thenue Digital Support Service?

Thenue Digital Support Service is a new free service that is aimed at helping  
members of the community use their digital devices.

Who is Thenue Digital Support Service?

This is an exciting new service from Thenue Housing delivered by  
The Pavillion (Greater Easterhouse) and supported by Glasgow Kelvin College

Who can access the service?

Anyone over the age of 16 (and have left school)

How will the service be delivered?

Initially you phone us for an appointment, and we will do one to one  
training aligned to your needs.

Is there a cost?

The service is completely FREE

What if I don't have a device?

Still call us, we might be able to help.

**To book an appointment call or email:**

**07598728156**

**TDS@pavillion.org.uk**



# FACTORING NEWS

## Revised Code of Conduct for Property Factors

**In our role as factor, we comply with a Code of Conduct which was introduced in October 2012 and sets out minimum standards of practice for registered property factors. The original introduction of the Code resulted in the following:**

- A register of property factors (Thenue Housing Property Factor Registered Number is PF000268)
- The requirement for a factor to provide each homeowner with a Written Statement of Services, which sets out the terms of the service and the delivery standards being provided.
- A dispute resolution mechanism for homeowners. In December 2017, the “First-Tier Tribunal for Scotland (Housing and Property Chamber)” replaced the Homeowners Housing Panel, where owners can apply when the complaints process has been exhausted.

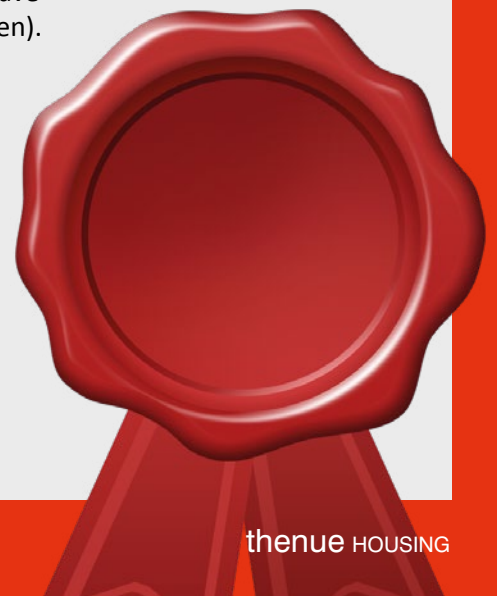
Following a public consultation from October 2017, a revised Code of Conduct for Property Factors was laid before Parliament in January 2021 and will come into force on 16<sup>th</sup> August 2021.

**If you have any queries, please refer to the Scottish Government website or direct these to your Factoring Officer, Nicola Rankine, at [nicola.rankine@thenuehousing.co.uk](mailto:nicola.rankine@thenuehousing.co.uk) or on 0141 550 9534.**

Whilst the basic principles remain the same, the revisions have clarified and strengthened the Code and will ensure that property factors work to a consistent standard and homeowners are clear on what they can expect.

The revised Code can be found at: <https://www.gov.scot/publications/code-of-conduct-for-property-factors-2021/>

We do not anticipate that this will have any major impact on property owners. However, there will be some updates to our Written Statement of Services to ensure compliance with the revised Code. All owners were issued with a Written Statement of Services when the Code of Conduct was first introduced (along with any new owners who have purchased since then). A new version will be issued to all owners as the revised Code is due to come into force.





# LOCKDOWN EASING - SPRING UPDATE

**As your newsletter was about to be published, The Scottish Government set out a timetable for life getting back to normal. Here is the latest update.**

Stay at Home regulations will be lifted on 2 April and replaced with guidance to Stay Local, with more services including hairdressers, garden centres and non-essential click and collect services able to open from 5 April.

The Scottish Government then hopes to lift all restrictions on journeys in mainland Scotland on 26 April.

Further expected easing on 26 April includes:

- all retail premises, libraries, museums and galleries, tourist accommodation would be able to open
- the hospitality sector would be able to reopen outdoors for the service of alcohol, and potentially open indoors for non-alcohol service

- up to four people from two households could be able to socialise indoors in a public place such as a café or restaurant
- six people from up to three households could be able to meet outdoors and the limit on wedding and funeral attendance could be raised to 50 people
- gyms and swimming pools would be open for individual exercise and non-essential childcare would be permitted
- non-essential work in peoples' homes and driving lessons could resume from this date

On 17 May, it is hoped that groups of four people from two households would be able to socialise indoors in a private home, and that cinemas, amusement arcades and small scale outdoor and indoor events could restart with limits on capacity. Further easing on this date would include outdoor contact sport for adults and indoor group exercise

## Complaints

**We always aim to get things right first time, but if the service you have received from us doesn't meet your expectations please let us know. Complaints give us valuable information we can use to improve service provision and customer satisfaction. By taking the time to tell us when you are not happy, this gives us the opportunity to address any issues you have experienced and also helps us to prevent the same problem from happening again.**

The Complaints Handling Procedure (CHP) that we follow was developed by the Scottish Public Service Ombudsman (SPSO) and has recently been reviewed. It sets out what is and isn't a complaint, the timescales that we will adhere to when dealing with your complaint and what you can do if you remain unhappy with how we have dealt with your complaint.

There are a number of ways in which you can let us know you are dissatisfied: by phone, in writing, by email, through our self-service app or portal via our website.

**You can find out more by visiting [thenuehousing.co.uk/tenants/Complaints](https://www.thenuehousing.co.uk/tenants/Complaints)**



# SAFER COMMUNITIES

Thenue Housing are working in conjunction with the Police to keep our streets safe, but we also need our communities to work with us.

It is important that you contact the Police directly to report any incidents as this will allow them to respond swiftly to your call.

All calls reported will be recorded and this allows the Police to establish where to focus their resources.

Please be assured that all calls reported to the Police are confidential.

We cannot stress enough the importance of every single call so please continue to report to the Police to keep your community safe.

To report any incidents please call:

- **Crime stoppers—0800 555 111**
- **Police Scotland—101**
- **Police Emergency—999**



## Garden Maintenance

**If you live in a house or a flat that has its own garden (or gardens), then it is up to you to look after it as stipulated in your tenancy agreement. Now that hopefully the drier weather is approaching you need to ensure you cut your grass regularly, keep the garden tidy and litter free.**

Regular estate inspections are carried out and if your garden is not being maintained your Area Services Officer or Assistant will be in touch with you to remind you of your garden maintenance responsibility.

# RECYCLING

We can all do our bit for the environment by recycling more and sending less waste to landfill. We would encourage you to make full use of any blue, purple or brown bins provided by the council but please make sure you are placing the correct waste in each bin. If the wrong type of waste has been put in the bin the Council will put a 'contaminated' sticker on it and they will NOT empty it.

For quick reference this is what should be placed in each bin:



**Purple: glass bottles and jars**



**Brown bin: garden and food waste**



**Blue Bin: paper, cardboard, tins, cans and plastic bottles**



## BLACKHILL Area Gardens in Bloom Challenge and CRANHILL Area Gardens in Bloom Challenge

We will judge entrants gardens in June 2021

Let Helen McPhail 0141 550 9524 email: helen.mcphail@thenuehousing.co.uk and Mary Reilly 0141 550 9525 mary.reilly@thenuehousing.co.uk know of your entry.

**WINNERS  
(Shopping Vouchers) Prizes  
1st £50;  
2nd £20;  
3rd £10**