

thenue newsletter

WINTER 2024-25



The newsletter of Thenue Housing Association

www.thenuehousing.co.uk

**MERRY CHRISTMAS AND A HAPPY
NEW YEAR FROM EVERYONE AT THENUE**



OUR RENT CONSULTATION 2025/6

December 2024/
January 2025

Welcome to our annual rent consultation. It's the time of year where housing associations are thinking about their budgets for the next financial year and this consultation gives an opportunity to have your say on what is important before any final decisions are made.

Recent rent setting

The last couple of years have been a mix of low and higher rent increases of 3.1%, 5% and 8% in a direct response to the challenges faced by the Covid-19 pandemic, the cost of living crisis and high inflation.

3.1% and 5% were well below inflation rates and enabled us to keep rents as low as possible whilst assessing whether the financial instability in the economy was a short term or longer-term problem. 8% last year was in direct response to some of the challenges we faced as a business including a 15% increase in repair costs.

Current Inflation levels explained.....

Although inflation has peaked from its highs in 2022, inflation rate of 1.7% at Sep-24 is not representative of the growth in costs we experience in the Housing Sector. Indeed, this slow reduction in inflation has also now

fluctuated to 2.3% in October 2024, and shows the instability we are still facing.

Inflation is the rate at which prices for goods and services increase over time.

We continue to operate in a very challenging economic environment, and we continue to see significant rises in costs from our contractors and other businesses that we work with. Below are some examples of the inflationary costs we are experiencing as a business:

- Individual component costs increasing by up to approximately 8.4% in 2025/26.
- Tender prices have an annual growth of 4% this year, on top of a 9.4% growth in the previous

Underlying core costs affecting Thenue are overall around 4%. However, the Office of National Statistics (ONS), Sep-24 bulletin also includes information around Owner Occupier Costs which was 7.2% at Sep-24 and rising to 7.4% in Oct-24.

Achieving best value for our tenants is a really high priority for our tenants alongside the quality of services we provide. As explained in recent newsletters, we are in the process of re-tendering our Grounds Maintenance contract with both quality and value for money central to the process.

CONTINUED ON PAGES 2-3

OUR RENT CONSULTATION 2025/6

In addition, we recently met with our Area Associations to start the process of planning our vision for the repairs service for the future, with tenant needs central to our approach. Again, this is about forward planning to ensure that a quality service can be provided, that works in terms of cost, delivery and customer service.

Additional cost faced this coming year.....

Following the UK general election in July 2024, the new Labour Government set their first budget. The budget announcement included an increase to the rates of Employers National Insurance, which is projected to increase our salary costs by 2% from April 2025.

We've calculated that this is representative of a 0.5% increase in our overall costs.

Salary increases are also currently in the process of negotiation, so the actual cost is not yet known and is based on a reasonable prediction.

Continued commitment to support and services.....

We understand that the cost of living crisis continues to provide challenges for everyone, for you as tenants, and for us as your housing provider.

We are committed to continue to provide support in every way we can, and this support has delivered the following over the past 12 months:

- **£1.3 million of additional income generated for tenants through unclaimed entitlements (over £3 million in the last 3 years).**
- **£13,370 of fuel vouchers.**
- **2,256 energy referrals since November 2020 and 485 in the last year**
- **12,000 people through the doors of our 2 community centres accessing a range of community based projects.**

What is in our business plan in terms of service delivery for 2025/26:

Thenue must consider the short-term and long-term position when planning for the future, this includes a significant annual spend in our housing stock which averages approximately £5m per year for the next 30 years. This is essential to ensure that we have quality housing that you want to live in and is fit for the future and energy efficient. All recent survey results from our tenants reaffirm the importance of this investment and a focus on the quality of our homes.

The projected spend for major repairs for 2025/26 is approximately £5.0m.

This includes:

- **116 bathrooms/Shower rooms (approx. £910k)**
- **102 Kitchens/Utility rooms (approx. £1.766m)**
- **32 windows (approx. £207k)**
- **32 doors (approx. £69k)**
- **40 boilers (approx. £144k)**
- **Tenement refurbishment project (estimated at £928k)**
- **Various other works of approximately £355k**

We also have approximately £2m of cyclical work, this includes:

- **Open Space Maintenance Contract, tender is now live**
- **All, gas, electrical, water testing and lift servicing works.**

Your feedback at the heart of our decision making.....

In our most recent tenant satisfaction survey, 92% of responders felt that the rent paid represented good value for the accommodation and services provided. It's really important to us that we are able to continue to both invest in your homes but also continue to deliver the range and levels of service that we know are valued by our tenants.

Our base line rent increase in the business plan and proposed increase for 2025/2026:

Our base line increase in our Business Plan for the coming year, was predicted at 5%. However, inflation is currently still higher than predicted and is not stable.

In addition, we immediately have an additional cost of 0.5% to our running costs through the National Insurance Employer contribution increase announced in the recent budget. This takes us to 5.5%, to continue to offer the services we currently offer and deliver the level of investment required to the inside of our properties.

However, during our business planning sessions with the Board of Management we have also discussed the increasing and clear need for further investment into our neighbourhoods, the appearance of our landscaping and open spaces, including the planting and design of certain areas. This is supported by tenant and owner feedback and continues to provide us with challenges as this investment has not been included in business plans in the past. Some shrub beds and planting are up to 40 years old. With starting a new Grounds Maintenance

contract, we have discussed the need to invest in these areas so that the contract can be delivered effectively, and we are not just trying to maintain what has been there for a number of years and is naturally deteriorating. The Board of Management and the Executive Team would like Thenue to continue to move forwards, being the best that we can be for our tenants, and not stand still.

This is why we are proposing a one-off investment of £120 - £150k that will go directly into the appearance of our neighbourhoods, alongside the recruitment of an Estates Officer to aid in the management of the grounds maintenance contract and environmental issues in our neighbourhoods in partnership with our Housing Teams. We want Thenue neighbourhoods to be recognisable as quality places that provide a sense of pride.

Therefore, to include this work and enable us to progress immediately our rent increase proposal for 2025/26 is 7%.

This proposal not only will provide this immediate investment into our neighbourhoods, it also ensures longer term sustainability and viability of the business.

It is not proposed that rent increases will be in the 7% bracket for future years, and we predict our rent increase offers to be more in line with the base lines in our 30-year business plan. It will allow improvements now to both the service delivered and appearance of our open spaces. We have also just moved to new IT systems which will also help to provide more efficient and improved services and processes. We will continue to review these efficiencies over the next couple of years to assist in reducing costs, and the rent proposals we are able to offer.

Rent Levels in money terms... what a 7% increase means for you?

Our rent structure takes into account house type and size, so the increase will vary depending on your property. An example of what a 7 per cent increase would mean in cash terms per week is shown below:

- a 3 apartment property with a 7% rent increase would represent a £7.18 p/w increase in weekly rent.

We will write to inform you of your new rent charge for 2025/26 at least four weeks in advance of any change to be implemented from April 2025.

Information on how to be involved in the consultation process and provide feedback.....

We are now able to put forward a firm proposal of a 7% rent increase from April 2025. Therefore, as way of consultation, and before any rent setting is confirmed by our Board of Management, we wish to seek your further opinion.

Ways in which you can tell us what you think, by Friday 17th January 2025:-

- Post your slip below to us at 423 London Road.
- E-mail us at rent@thenuehousing.co.uk
- Phone us on **0141 550 9506**
- On-line survey at www.thenuehousing.co.uk

Thenue's proposal for a 7% rent increase will deliver a £5m major repairs programme, £2m on cyclical works, up to £150,000 on one-off additional investment in our neighbourhoods. We will continue to deliver the many services that we currently deliver including Repairs, Income Maximisation/Financial Inclusion, Energy Advice, Community Regeneration and Housing Management & Housing Support services.



We believe based on tenant, owner and staff feedback that these are the correct priorities, however, please advise if you believe there are other priorities or have any further comment on the rent proposals for 2025/26.....

Comments

.....

.....

.....

.....

.....

.....

.....



The painting with (left to right) Gary Naylor, Jamie Caldwell of Unite the Union, Rosie Robertson and Danny Miles, Vice Chair of West of Scotland Unite Community Branch



A special cake to mark the CHLC's 11th birthday

THE PAINTING THAT CAME HOME TO CALTON

Housing association homecoming for stunning artwork by artist Andrew Hay which will go on show as heritage centre marks 11th birthday

A STUNNING artwork by one of Scotland's most admired artists has come home to Calton.

The piece by the late Andrew Hay depicts one of the bloodiest episodes in the history of Calton.

In 1787 six weavers who personified the skill and hard work of an industry which Calton was historically famous for were shot dead by soldiers during a protest about falling wages.

It was the earliest major industrial dispute in Scottish history and the Calton weavers became Scotland's first working-class martyrs.

Two hundred years later in 1987 self-taught artist Andrew Hay – who was born in the east end and who died earlier this year - was commissioned to depict the scene and his artwork has been in the safe keeping of trade union Unite the Union ever since.

Now to mark the 11th anniversary of the opening of the Calton Heritage and Learning Centre in November, Unite the Union has loaned the painting to the Calton community so it can go on display.

The painting's homecoming – and Andrew's depiction of the massacre - is a unique reminder of the sacrifices made by previous generations which

underpin trade union values and hard-won employment rights of millions of workers.

It was unveiled by Andrew's wife Jacqui Wallace who, prior to the unveiling, spoke movingly of her late husband's passion for painting and the importance he placed on social justice.

The unveiling was organised in partnership with the Calton Weavers Commemoration Committee.

The Calton Heritage and Learning Centre is the product of years of campaigning – assisted by Thenue Housing - for a community hub for Calton.

It opened its doors on 1 November 2013, has been a stunning success ever since and become a focal point for a host of neighbourhood activities.

Our Chief Executive Gary Naylor said: "The effort by the community to create the Calton Heritage and Learning Centre cannot be understated. It was people power which made this place a reality and we owe every one of them a huge debt of gratitude.

"It now plays a vital role in the vibrant life of Calton and in the east



The painting in all its glory

end in general. Long may it continue to serve this community."

The Centre is run by Thenue Communities – a subsidiary of Thenue Housing - and Rosie Robertson is the Centre's original manager.

Rosie said: "It hardly seems like 11 years since we first opened our doors. We cannot now imagine Calton without the CHLC and over the years it has brought people together in so many ways.

"It is fitting that thanks to Unite the Union and the Calton Weavers Commemoration Committee, this remarkable artwork by Andrew Hay will go on display here as it reminds us of the events from history that shaped this great community."

Keeping An Eye On Elderly Neighbours During The Winter Months

With so many of us leading busy lives it is easy to forget the winter days can seem long when you live alone.

Keeping an eye on neighbours is something all of us can do ensure they stay well.

Knock on the door and ask if they are ok, are they warm and well? Have they got essential supplies like bread and milk? Or pick up the phone, call them and ask if they are ok, do they need any shopping done – a few items collected when you go to the shops yourself.



NEED A SMALL JOB DONE AT HOME?

OUR HANDYPERSONS SERVICE COULD BE FOR YOU!

Our FREE service can be used if you are over the age of 65 years or have a disability or long-term health condition. Tasks like moving furniture, putting up curtains, re-fixing loose hinges, replacing a washer on a dripping tap, fitting a toilet seat – are just a few examples of the tasks they can carry out. The labour is free – you just need to provide the materials. We always get fantastic feedback on it so make the most of it for those small jobs that need doing!



Contact the service by:

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

IMPORTANT UPDATE ON TUREEN STREET COMMON ROOM

Our Calton tenants may have noticed that our Retirement Housing Common Room in Tureen Street has been closed over the past few weeks. This is due to an unsafe building in the old school. The council are working to make the building safe. A sign has been displayed by Glasgow City Council and the gate to the entrance will be locked until further notice. Further updates to follow.

Income Maximisation News

Following the retirement of our Financial Inclusion Coordinator, Willie Sinclair, Nicola Rankine has been appointed as Senior Income Maximisation Officer. Nicola spent nine years as Thenue's Factoring Officer before moving to the team in 2021 and gaining experience in both Financial Inclusion and Income Maximisation Officer roles. We wish Nicola all the best in her new role.

Nicola's promotion created an Income Maximisation Officer vacancy and we are delighted to confirm the appointment of Julie Stewart. Julie has many years of experience in Housing and is already becoming a valued member of the team. Julie will be responsible for your rent account if you live at one of the properties listed opposite, and can be contacted on **0141 550 9562** or at julie.stewart@thenuehousing.co.uk



Nicola Rankine



Julie Stewart

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

Community Benefits – An Update

£10,863 is the sum in “Community Benefits” from our contractors

Together with our contractors we operate a system of delivering community benefits.

What do we mean by this?

Community benefits are something which usually forms part of a contract won by suppliers to Thenue.

The current crop of contractors who deliver community benefits are:

Sidey – McConnells – Langmuir Hay – IDVerde – CCG

Often, they take the form of cash donations which we put back into the community in some way or perhaps an apprenticeship or two. In other words, something that benefits the community.

We want to take this opportunity to commend all of them for their generosity.

We are planning on using the funds to provide each community with food parcels and gifts.

BREAKING NEWS...BREAKING NEWS...

WINTER FUEL PAYMENT - AN IMPORTANT UPDATE

As your newsletter was being published an important development emerged in relation to senior citizen winter fuel payments.

Every pensioner household in Scotland will receive a winter fuel payment next year (winter of 25-26), the Scottish government has announced.

Those in receipt of qualifying benefits like pension credit will get £200 or £300 depending on their age, while all others will get £100.

The newly-elected UK government scrapped universal entitlement to winter fuel payments earlier this year, with only those on Pension Credit or other benefits eligible.

The Scottish government was due to take over responsibility for winter fuel payments in September - but the introduction of a new universal benefit was delayed after the UK government decision.

More details are still to emerge as we approach the winter of 25-26 and we will keep you up to date on developments.

Money Advice

Are the creditors letters building up, debts unpaid or struggling financially?

Would you like free Money Advice? We will contact the creditors on your behalf and take away the pressure of you dealing with them yourself.



If this sounds like something we could help you with then please read on.

We have been introducing this new service of Money Advice in and around our service centres.

I am based in the London Road Office every Monday and Thursday between the hours of 10.00am – 4.00pm (these are appointment based) and you will find me in the Molendinar Centre alternative Tuesday mornings between 10.00am – 12.30pm and alternative Wednesday mornings in Netherholm Community Centre between 10.00am – 12.30pm.

Molendinar and Netherholm are both drop-in centres; no appointment is required. Please check our social media or contact me to confirm the next date.

All information shared with me is treated in the strictest confidence.

If you are on Facebook please keep your eye on the Thenue Housing page for future events being held in your area.

Meantime, feel free to contact me on **0141 550 9554** or by email on Lorraine.morgan@thenuehousing.co.uk if you wish to discuss anything further.

HOME CONTENTS INSURANCE: WHY IT IS IMPORTANT

Thenue is responsible for insuring the fixtures and fittings of the building and within your home.

But tenants are responsible for the contents of the property such as personal belongings, floor coverings and appliances.

Home contents insurance can help cover the costs of replacing your personal belongings as Thenue is not

responsible for replacing these items following damage from unforeseen events such as a leak.

Have you considered how much it would cost to replace damaged possessions? In most cases that is rather a lot.

Thenue provide information about home contents insurance when you sign for your tenancy, and we strongly recommend you take this up.

Ask us about it if you'd like to know more.



THE BATTLE AGAINST CONDENSATION

Condensation forms because the moisture in the air can no longer be held as a vapour, so returns to liquid form. This occurs when warm moist air comes into contact with either cooler air or a cooler surface.

Condensation is obvious when it occurs on certain surfaces – most commonly window glass, cold-water pipes, and ceramic tiles. The presence of condensation on more absorbent surfaces (such as paint, plaster, or wallpaper) becomes obvious when disruption, damage, or mould growth forms on that surface.

How to recognise mould growth

Mould growth is a typical sign of chronic condensation and occurs as spores which are always present in the air. These spores find

water (condensate) and organic material (dirt and grease) that support their life cycle. Mould is a significant health risk to asthmatics, anyone with other respiratory conditions, the very young and elderly people. The high humidity levels associated with condensation also enables house dust mites to flourish.



What action is required and tips

Double glazing, new heating types and improved insulation means we have warmer homes, but unless a property is adequately ventilated, it can become damp, which leads to condensation and mould forming.



We ask all our tenants to work with us, to ensure that our properties are sufficiently ventilated by taking a few simple precautions stated below in order to avoid condensation and the build-up of damp.

Bedroom areas

Please open bedroom windows when you go to bed at night; a 10mm gap will do. If it really is too cold to do this, wipe the condensation off the windows first thing in the morning, but please do not put the cloth you used on the radiator to dry as this will create more condensation.

Shower/bathroom area

Please ensure full use of extractor or ventilation fans. Where these are not provided, open a window after bathing or showering to give the steam and damp air a chance to escape. Wipe windows, walls, and mirrors to remove condensation (a microfibre cloth is the most efficient means of doing this) and dry the shower tray or bath. Keep the door closed while the bathroom is in use to prevent the steam from escaping to other parts of the house.



Kitchen area

When cooking, cover pans. Please use extractor or ventilation fans where provided. If you do not have an automatic kettle, take care



to ensure it is not left boiling. These precautions will help to reduce steam and therefore moisture in the air. Keep the door closed while the kitchen is in use to prevent the steam escaping to other parts of the house.

AGAINST MOULD PREVENTION



Living areas

Where there are chimney openings, please do not block them up. If a wall appears to be damp, do not place furniture in front of the chimney opening, allow some circulation of air.

General

Please ensure that any ventilation bricks or openings in the building are not obstructed.

Windows

Please keep glass as clear of condensation as you can. Wipe away any moisture that has formed using a soft cloth. Leave open any 'trickle' vents in double glazed units. Please open windows, when required to keep the moisture content in the air down and to air the property whenever you can.



Laundry

Please avoid drying clothes on radiators.

Tumble dryers should be vented to the outside unless fitted with a condenser.



Heating

We do realise and recognise that energy bills have increased over the past year and we encourage our tenants to please provide a reasonable level of heating. Remember cold rooms are susceptible to condensation. Remember too, the best way to heat a room and avoid condensation is to maintain a low level of warmth throughout the day rather than to turn the heating off while you are out and put it on at a high level when you return home.





Pictured: Some of those who attended the event

10th anniversary for Scottish Veterans Residences in Cranhill

Scottish Veterans Residences (SVR) celebrated a significant milestone in its history with the 10th birthday of the charity's Glasgow residence, Bellrock Close recently.

On 15 October 2014, SVR's patron-in-chief HRH The Duke of Gloucester officially opened the purpose-built facility, comprising 30 supported one-bedroom flats for veterans, with a further 21 two-bedroom flats for tenants.

Exactly 10 years on, the Scottish Veterans Commissioner Susie Hamilton led tributes as Bellrock Close celebrated its first decade.

Susie could not be better qualified to reflect on the importance of Bellrock, having been a leading figure in the creation of the facility in her previous role as Head of External Relations with SVR.

Another driving force behind realising the project, SVR's Deputy Chief Executive and Property Services Manager George Corbett, was also present along with current staff, residents, partners, friends and supporters.

Speaking at the anniversary gathering at Bellrock, Susie said: "I am just so thrilled to be here in this fabulous facility today. The 10th anniversary is a tribute to the vision of the Board members at the time, and staff members, some of who are still with SVR today, including

George Corbett – who as Property Manager – played such an important part in building this magnificent facility.

"The project took off in about 2008, just after the financial crash. Many organisations were retracting and reducing what they were doing, and very few developers were building and expanding, so it's a real tribute to the perseverance of all involved and the confidence and foresight of the organisation and also the funders to ensure this project went ahead at the time. Of course, constructing the building was just the starting point: it's the fantastic staff team at Bellrock Close – both past and present – who have delivered such valuable support, and it's wonderful that some of the original team are still here, 10 years on.

The 10th anniversary celebration also coincided with the official opening of the newly refurbished gym at Bellrock Close.

Thank you to all who played a part in a memorable day for SVR and special thanks to all the staff (including Bellrock Close manager Ken Nisbet and deputy manager Suzanne Duffy), residents, funders, partners and supporters who have contributed to the success and spirit of Bellrock in its first 10 years.

Here's to the next 10!

WANTED

UK CHILDREN

BORN 01 SEPTEMBER 2002 TO 02 JANUARY 2011

A previous UK Government opened something called a Child Trust Fund (CTF) for every child born between the above dates with a deposit of £250.00. A Child Trust Fund is a long-term tax-free savings account for children.

Even if no other money was added to this balance, it should have accrued interest and is yours to claim once the child becomes 18 years old or over.

Around 670,000 funds are currently unclaimed so please check if you or a family member has forgotten about a relative's Child Tax Fund.

GO TO GOV.UK WEBSITE TO TRACE AN UNCLAIMED CTF BY SEARCHING FOR CHILD TRUST FUND.

Three simple steps towards cheaper energy bills!

1



Stop the draughts!

Tiny gaps and cracks around windows and doors can cause heat to escape. Draught excluders can be great at stopping under-door draughts, you can buy or make these inexpensively. Thick curtains can be an easy fix for draughty windows. Charity shops often have a good selection of cheap curtains.

2



Radiators

Make sure that all radiators are switched on and working. When you put your heating on, it is important that all rooms are heated. If any rooms are left cold, hot air will escape from other areas of the property, causing draughts! If your radiators are turned on but feel cold, you might need to bleed them.

3



Thermostat

If you have a thermostat, make sure it is set to around 21 degrees C. Any higher than that and your energy bills will be more expensive. Your thermostat works with your boiler to keep the property at the set temperature. If the set temperature is too high and you have draughts in your property, your boiler will use a lot of energy trying to reach the high temperature set on your thermostat.



CALTON AREA ASSOCIATION NEWS

A busy six months is looming for the Calton Area Association with a varied programme of events planned.

Events coming up include:

- A visit to the fabulous Tea House on the Loch café at Gartcosh
- Film days
- Classes on the history of Calton
- Fish tea and shopping
- Trips and classes every second Wednesday with the Pipe Factory
- Every second Monday gardening and craft making with Jane Burdass
- Bingo every Monday from 7 to 9 pm - come for tea, chat and big money (only kidding on the big money!)
- Seasonal events are also planned such as at Easter.

DO NOT put these hazardous items into your general waste or recycling bins

Recycle for Glasgow
ath-chuairtich do Ghlaschu

Visit your local Recycling Centre to dispose of these items safely.

DANGER ALERT – TRADITIONAL AND LITHIUM-ION BATTERIES

There is a festive campaign alerting people to the dangers of putting traditional batteries and lithium-ion batteries into bins which can then enter the waste system.

This can cause large scale damage and destruction at council refuse collection centres.

There have been a number of fires where these batteries have exploded into flames endangering staff and premises.

Items which should not be placed in general refuse or recycling bins include

- Household and automotive batteries and goods containing batteries e.g. toothbrushes, toys, phones and laptops, lithium-ion batteries
- Pressurised gas canisters e.g. NOx containers, helium balloon canisters
- Vapes
- Waste Electrical and Electronic Equipment (WEEE)

Help us to minimise fire risk by following the rules.

Rent payments during Christmas and New Year

Christmas is fast approaching, and we know that there can be a great deal of pressure to spend a lot on presents and entertaining over Christmas and New Year. However, rent payments must still be paid before, during and after the festive period.

Missing payments during December and January mean that you will start the New Year with arrears and the additional stress that comes with it. It is important that your rent remains a priority at this time of year and that you don't put your tenancy at risk.

For information on all of our payment methods please visit our website or contact your Income Maximisation Officer.

If you require additional support with debt or budgeting, please contact our Money Advice Officer.

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

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

