



Getting started.....Landscaper Brian Semple with Gary Naylor mark the beginning of the new contract

## CLEAN AND TIDY! TWO NEW CONTRACTS ANNOUNCED

By Gary Naylor, Chief Executive

**We are delighted to announce a major change in keeping our neighbourhoods looking clean, neat and tidy.**

We know that keeping our neighbourhoods looking good really matters to our tenants and factored owners. This features heavily in the feedback you provide us with, with the changes and specifications developed with our tenants and owners in mind.

Thenue has appointed two firms on new contracts following an open and transparent procurement process.

Firstly, **M Squared (Scotland)** will undertake all landscaping, grass and shrub maintenance, across our neighbourhoods. This is also known as the "grounds maintenance contract."

We are looking forward to working with M Squared and having a positive start to the new contract from 1<sup>st</sup> April 2025.

Indeed, in setting this year's rent increase (which you can read about elsewhere in this newsletter) we included a strong commitment to keeping the neighbourhoods we

serve looking good. Quality and value for money were central to the process.

You might remember from the last newsletter we gave an undertaking in the rent consultation process to deliver a one-off investment of up to £150,000 which will go directly into environmental improvements.

We want Thenue neighbourhoods to be recognisable as quality places which provide a sense of pride.

Secondly, and following another tendering exercise, cleaning and maintenance business **Caledonian Maintenance Services** has been appointed to undertake our estates and environmental works such as litter picking, bin store cleaning and close maintenance.

We look forward to also working with Caledonian Maintenance and their delivery of this important service from the 1<sup>st</sup> April 2025.

To support the delivery of these contracts and to liaise with other agencies on joint projects we have recently recruited to the post of Estates & Environmental Officer. This post is in addition to the general Estate Management work carried out by our Housing and Maintenance teams.

# OUR NEW CUSTOMER PORTAL – COMING SOON!

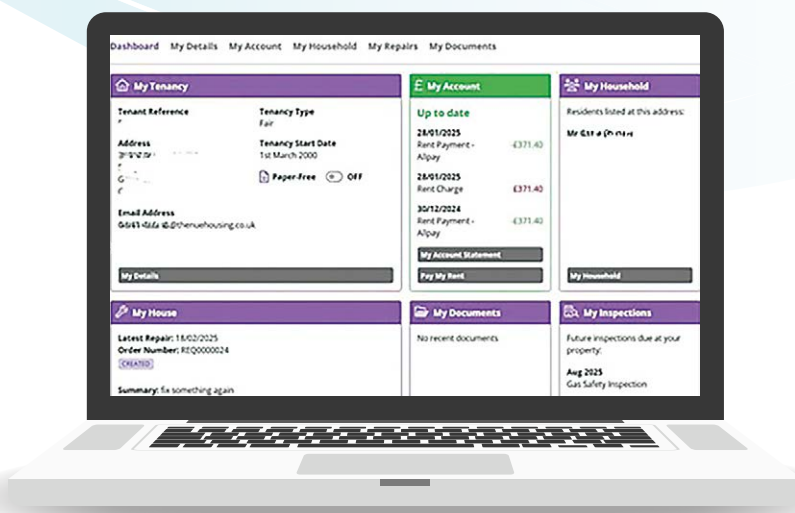
As part of our ongoing strive to improve how we communicate with you, our team have been working hard on a new “customer portal”.

Our new and easy to use portal will give you 24/7 access to our services at a time convenient to you, allowing you to:

- View your rent balance
- Report non-emergency repairs
- View any upcoming inspections
- Check your current balance and conveniently pay your rent
- View and update household information
- Report issues around anti-social behaviour
- Make a complaint
- View any relevant documents such as letters, tenancy agreements, certificates etc.

The portal can be accessed from any device with an internet connection and is available for both tenants and owners.

This is due to go live in the near future and we will keep you updated.



## DALMARNOCK HOUSING NOW COMPLETE

We're pleased to report that our latest development of new homes is now complete.

Tenants have moved into the 19 flatted properties at **Connal Street, Dalmarnock**. This followed the occupation of nearby houses – also part of the development – at the turn of the year

The development has transformed a former derelict site with 41 new properties ranging from 1 bedroom flats to four bedroom houses.

It further strengthens the vibrant Dalmarnock community which was reinvigorated by the legacy of many new homes following the 2014 Commonwealth Games.

These new affordable homes were made possible by funding from Glasgow City Council in partnership with the Scottish Government.

Meanwhile we are on site at **44 Dalmarnock Road, Bridgeton**. This small development will re-provision



a demolished tenement and the 10 new 1 bed flats will be let through our Older Persons Housing Service. The building will be fully accessible with lift provision and barrier free access.





# 2024-25 RENT INCREASE

**As you will be aware from your recent rent increase letter, a 7% rise will be applied from 1<sup>st</sup> April 2025, when we are also changing the date that your rent charge is applied.**

Previously, rent was due in advance on the 28<sup>th</sup> of each month and the rent increase would be applied from 28<sup>th</sup> March each year. The increase will now be applied from 1<sup>st</sup> April each year, although we still accept payments on any date or frequency to suit your individual circumstances and this change does not affect your tenancy.

If you have any queries about your rent or payments, please contact your Income Maximisation Officer on the direct number included on your rent increase letter. The team can also be contacted by calling our main switchboard on 0141 550 3581, choosing option 2 then option 1.

## **If you receive Universal Credit:**

You will receive a 'To Do' through your online journal on or around 1<sup>st</sup> April 2025, which will prompt you to update your new rent amounts. You will have to provide a breakdown of your rent and service charges so please hold on to your letter until you have done this, and ensure you complete the To Do as soon as possible to keep your payments up to date. If you are a telephone

claimant, you will receive contact from UC around 1<sup>st</sup> April to request that you call them to provide this information.

You do not need to do anything until

then and should not update this increase as a change of circumstances. If you require any assistance with your claim, please contact a member of our Financial Inclusion Team by calling 0141 550 3581, choosing option 2 then option 2.

## **If you receive Housing Benefit:**

We have updated Glasgow City Council with the new rent figures and your claim and payments will be updated in due course. This also applies to tenants in receipt of a Discretionary Housing Payment to cover any spare bedroom deductions. Please note that you will receive a letter from Housing Benefit in March which is based on your previous 2024/25 rent amount. Please disregard this letter and wait to receive a further letter in April which should include the correct information. Unfortunately, this is unavailable due to the processes and timescales in place with Glasgow City Council. If you have any queries, please contact the team.

## **If you pay by Direct Debit:**

We have automatically updated your Direct Debit payments to reflect the new rent charge and you should receive a letter from Allpay to confirm this. Please note that this will include payments towards rent arrears at the amount previously agreed with your Income Maximisation Officer.

## **If you pay by another method:**

Please continue to do so at the increased amount stated in your letter. Please note that, if you have entered into a repayment arrangement for rent arrears, it is your responsibility to ensure that you increase payments to cover your new rent amount plus the agreed arrears payments. Our Income Maximisation Team is available to deal with any payment queries.



# CALTON AREA ASSOCIATION NEWS

**CAA resumed its activities in mid-January at the CHLC with representatives of The Pipe Factory showing those attending how to make “sun catchers”.**

Additionally, there was a demonstration of how to make and decorate Chinese lanterns and fans as well as pottery dishes.

CAA trips continue including one recently to a fish restaurant on a boat and to Bannockburn in Stirlingshire for a lunch and entertainment.

Meanwhile, plans are being drawn up for a “60s afternoon” in the CHLC. More details in due course.

Jane Burdass continues to deliver classes which are very popular including tips on how to make – among other things - chocolate posies and floral arrangements not forgetting seasonal Easter wreaths. Why not come along and give us a try. Tea, toasties, soup and biscuits are provided free. Come and meet pals old and new every second Monday and every second Wednesday from 1 to 3 pm

Also running is a bingo night every Monday from 7 to 9 pm with big money (We are only kidding with regard to the big money!!!!)

A charity event is planned for May or June – more details to follow.

## Here's what's on at Bridgeton Community Learning Campus

MONDAYS	
9.30AM – 2.30PM	EARLY YEARS SCOTLAND CRECHE
9.30AM – 11.30AM	ICT COMPUTING DROP IN
12PM – 2PM	KNITTING CLASS
1PM – 3PM	THE MENS GROUP
6PM – 8PM	KARATE
TUESDAYS	
9.30AM – 2.30PM	EARLY YEARS SCOTLAND CRECHE
9.30AM – 11.30AM	ESOL
10AM – 11AM	STRENGTH & BALANCE CLASS
11AM – 1PM	KNITTING CLASS
12PM – 3PM	ALL ABILITIES CLUB
WEDNESDAYS	
9AM – 11AM	COMMUNITY BREAKFAST (free drop-in)
9.30AM – 2.30PM	EARLY YEARS SCOTLAND CRECHE
1PM – 3.30PM	HOMES FOR GOOD ART CLASS (by referral)
6PM – 8PM	KARATE
THURSDAYS	
9.30AM – 2.30PM	EARLY YEARS SCOTLAND CRECHE
9.30AM – 11.30AM	ICT COMPUTING DROP IN
9.30AM – 10.30AM	CHAIR YOGA
11AM – 2PM	CORNERSTONE COMMUNITY (delivered by Cornerstone Support Services)
6.30PM – 7.30PM	INDEPEN-DANCE (contact 0141 552 3555 for more information)

FRIDAYS	
9AM – 11AM	SLIMMING WORLD
9.30AM – 2.30PM	EARLY YEARS SCOTLAND - BABY SESSION including BABY MASSAGE
1PM – 4PM	GAMH (contact 0141 552 5592 for more information)
1PM – 3PM	DRAMA QUEENS
SUNDAYS	
6PM – 9PM	FAB YOUTH CLUB 12 – 18 YEARS
7.30PM – 9.30PM	BINGO
DROP-IN SESSIONS	
EVERY WEDNESDAY 9.30AM – 3PM	DIGITAL SKILLS IT SUITE (MINIMAL SUPERVISION)
10AM – 2PM	COMMUNITY GARDEN (MON – FRI) THURSDAYS SUPERVISED
9.15AM – 3.15PM	FREE GYM – MONDAY TO FRIDAY (BOOKING ESSENTIAL)
SPECIAL EVENTS	
MONDAY 10 <sup>TH</sup> MARCH 1PM – 3PM	INTERNATIONAL WOMENS DAY TEA DANCE (BOOKING ESSENTIAL)
WEDNESDAY 12 <sup>TH</sup> & 26 <sup>TH</sup> MARCH 11AM – 12.30PM	POP-UP PANTRY DROP-IN
TUESDAY 25 <sup>TH</sup> MARCH	COME DINE WITH US – COMMUNITY MEAL (BOOKING REQUIRED AND MUST HAVE A G40 POSTCODE)



# THANK YOU GAIL!

**Gail Shearer, Thenue's Income Maximisation Manager, has taken early retirement from the Association.**

We want to take this opportunity to thank Gail for playing such a key role in always looking out for our customers over a period lasting 13 years.

As the name of the role suggests, Gail's job was to ensure rental income for Thenue was managed and achieved and also to provide our tenants with a first class service to ensure money was put back into their pockets – in many cases providing financial support they did not know they were even entitled to!

Gail led a professional, knowledgeable and hardworking team - always standing on the side of customers and offering a helping hand when it was needed most.

The free "financial inclusion service", as it is known, is always here for you and is entirely confidential.

It has been particularly valuable to many people during the ongoing challenges presented by the cost of living crisis.

And the work done by Gail's brilliant team speaks for itself!

For three years running the financial inclusion staff have obtained help in cash terms of over £1 million each year with the latest sum for the 24-25 financial year topping £1.3 million.

Paying tribute to Gail, our Chief Executive Gary Naylor said: "We are sorry to see Gail go especially as Gail played such a key role leading the team which made a real difference to our customers' lives. Gail made an immensely valuable contribution to our important work as a housing association and will be greatly missed. We wish her a long, happy and healthy retirement."

Michael Byrne, our Director of Community Housing Services, added: 'It has been a pleasure



working alongside Gail for the past three years. Gail's positivity and enthusiasm in making a difference for our tenants has continually been something to admire on a daily basis and I wish Gail all the very best in retirement."

Gail and her husband Ronnie now plan to spend retirement fulfilling their love of travel.



 **kiltwalk**

**THENUE  
TEAM GET  
READY FOR  
KILTWALK!**

**A team from Thenue is getting ready to take part in the Kiltwalk in late April will raise funds for the Halliday Foundation.**

Kiltwalk is Scotland's largest mass participation walking event with over 178,000 people taking part since 2016.

The kind-hearted Kiltwalk community have taken big strides for charities close to their hearts and together with The Hunter Foundation, have managed to raise a staggering £49.6 million to date. All funds raised have been distributed to 3,750 Scottish Charities.

Full details and pictures of how the team got on will be in our next newsletter.



## COMMON ROOMS

Our common room in Bridgeton is open for surgeries from 10.30am – 12.30pm on a Tuesday and Thursday. Please pop in for a chat or to discuss any issues. We are still running the film afternoon in Bridgeton on the last Thursday of every month between 1.30pm – 3.30pm. Please come along and join us.

Unfortunately, Tureen Street is still closed. We have been making some temporary arrangements and staff will be writing to all of our Calton Retirement Housing Tenants with an update.



A big thanks to Morrisons Gallowgate for setting aside a space in their Café for our Calton Retirement Housing Tenants following the closure of the meeting place. It has been very much appreciated by both tenants and staff.



## 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](mailto:careandrepair@southside-ha.co.uk)
- Tel: 0141 433 2749
- Website: Glasgow Care & Repair - Southside Housing Association ([southside-ha.org](http://southside-ha.org))



## The Good Morning Service

### – A Friendly Voice at the end of the Phone!



The Good Morning Service is based in Glasgow and provides telephone befriending and alert calls to older people. Every morning, 365 days a year, telephone befrienders call members at a pre-arranged time to check that all is well and for a wee blether. They take an active interest in people and over time hope to become a good friend on the phone, someone to share a laugh with or simply be there to listen and give emotional support in difficult times.

If your Good Morning Call goes unanswered and the person can't be located, the Service will alert nominated contact persons or the emergency services to a potential health problem.

The Service is available **FREE OF CHARGE** to those aged 55+ years.

For more information you can contact them on 0141 336 7766 or 0333 101 0036, Email: [info@goodmorningservice.co.uk](mailto:info@goodmorningservice.co.uk)

Or if you prefer, contact our Housing Support Team and we can discuss this with you.



# "COMMUNITY BENEFITS"

Thenue work with various contractors, most of whom have what's known as a community benefit responsibility, and this year we have been overwhelmed by the level of support we have received.

We would like to thank all of our contractors for their incredible contributions this year which have made such a difference to our tenants and communities alike.

## Christmas initiative:

We were able to support 300 households this year by providing butcher and vegetable packs over Christmas. We worked alongside our charity of the year, The Halliday Foundation to deliver this, with support from Scottish Water. This would not have been possible without the generous contributions from our contractors - McConnells, Sidey, Langmuir and Hay, Magnus Electrical and CCG. Thank you all for supporting this fantastic initiative.

## Christmas selection boxes:

We were able to support all our communities by providing selection boxes to the community groups and organisations that we work with. Lots of children received these and we're sure put a smile on their faces. After all, most of us love a bit of chocolate, especially at Christmas time. Thank you to Mears and Langmuir and Hay for providing the selection boxes that enabled us to do this.



Pictured: The team behind the Christmas hand out

## Holmbyre Terrace:

We have been working with BCL to develop the derelict land on Holmbyre Terrace and we now have some raised beds installed for community use. The land was uneven with lots of waste and debris and, as you can read elsewhere in this edition, ID Verde cleared, scraped and levelled the land, preparing it for the growing project. We would like to thank them for their work and making this an accessible space for all.

# KEEP US UPDATED!

It is extremely important to ensure that if you have any changes to your household you advise us as soon as possible. Some examples of changes to your household may be:-

- A new child into the household
- A child leaving the household
- Death of a household member
- A partner/spouse moving into the household
- A partner/spouse leaving the household
- A carer moving into the household

Failure to notify us of changes to your household may affect any future changes you wish to make to

your tenancy. For example applying for Assignment, Succession, Single to Joint Tenancy.

Please contact your Housing Officer to report any changes.



# YOUNG DANCE STARS TAKE CENTRE STAGE AT COMMUNITY LUNCH

## International stardom beckons in Paris but first a curtain raiser in Calton!

A hugely-talented young dance group took centre stage at a community lunch from Thenue Communities recently.

Spotlight Dance School put on a thrilling performance in front of diners in Calton who came together for the latest in a series of free neighbourhood lunches.

It was the perfect curtain raiser for the girls as international stardom beckons with a summer trip to France to perform on stage at Disneyland Paris!

Calton Heritage and Learning Centre was the venue for the latest "Come Dine With Us" experience delivered by the charitable subsidiary of Thenue Housing.

The occasion was again a link up with the charity the Halliday Foundation which provided the three course lunch.

The Come Dine With Us lunches are part of a wider ongoing initiative known as "Heat, Scran, Blether" organised by Thenue Communities.

The project has been renamed recently as "Heat, Scran, Move". This built on a successful year of Heat, Scran, Blether which ran until March 2024 and has now been enhanced to include an element of physical movement to improve wellbeing.

This will run until the end of March this year. Further funding from the Glasgow Community Mental Health & Wellbeing Fund (administered by GCVS) has been secured to extend the project for a further year.

This time, craft and design activities run by volunteers will be added and the project renamed again to "Heat, Scran, Create"

Meanwhile, the work undertaken to boost community cohesion has gone a long way to encouraging companionship, tackling loneliness and combating isolation during the long winter months.

Rosie Robertson, Manager of the Calton Heritage and Learning Centre, said the efforts undertaken by Thenue Communities had been "a vital lifeline" in recent months.



Pictured: Taking centre stage.....the fabulous young Spotlight dancers.

Rosie said: "Our latest lunch was a great success and another example of our ongoing partnership with the Halliday Foundation which does such impressive work across the city.

"At the heart of our work over the winter has been the drive to bring people together to make new connections and foster a sense of companionship – especially for those who may be living alone or who are isolated.

"These lunches are essential to creating a sense of community wellbeing and the CHLC plays a crucial role in making that happen."

"On this occasion the star attraction was undoubtedly the talented young dancers from Spotlight who are off to Paris soon and we wish them well for a successful trip."

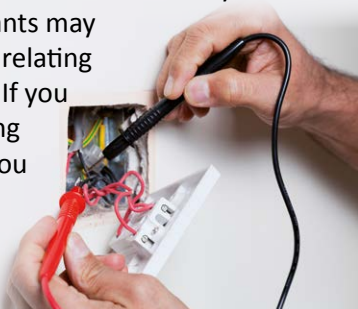
The group of young dancers have also been supported by Clyde Gateway.



# Electrical Safety

**Thenue has employed the contractor Magnus Electrical Services to visit properties during every 5 year period to carrying out an electrical installation test.**

The visit will take around 2 hours and is essential to ensure the electrics in your property are safe to use. Should you receive an appointment date please ensure you or another adult are at home to give access or call Thenue or Magnus Electrical Services to re-arrange the visit. Appointments can be made to suit your circumstances - however you must respond to any correspondence relating to this essential work. Where a tenant refuses to allow access for electrical testing works or is continually not at home for pre-notified appointments, they will be notified of a forced access visit during which a joiner will force open the door to allow an Electrician to carry out the essential checks. Tenants may also be charged the costs relating to the forced access visit. If you have any questions relating to the electrical testing, you can contact the Property Services Team on **0141 550 9547/3581.**



# General Servicing

We would ask that when a contractor attends your home to carry out servicing, maintenance or repair works that the working area is clear of personal items and access to the required area is free from obstruction. Any household pets should be kept in another room while the contractor is working in the property.



# Garden Maintenance

Now that Spring is finally upon us we can look forward to brighter, longer days and the hope of being able to enjoy time outdoors in our gardens

Tenants who live in main door houses/flats and ground floor flats are responsible for the maintenance and upkeep of their gardens. If you stay in a ground floor flat you are responsible for the front garden only.

This includes ensuring grass is cut and maintained and any hedges and bushes are trimmed to prevent them becoming overgrown. Your garden should be free of any litter and rubbish with this being disposed of appropriately.

Your Housing Officer and Housing Assistant carry out regular inspections of our common areas and if your garden is not being maintained you will be contacted regarding this.



# Gas Safety

**City Technical Services continue to deliver the Gas Service and Maintenance Contract on our behalf. The annual Gas Service visit is a legal requirement and City Technical Services must access tenanted properties to carry out essential checks on the boiler, pipework and the meters.**



You must get in touch with City Technical Services or Thenue if you receive an appointment date which is not suitable. Thenue will force access to tenanted properties should the service not be completed by the legally due date and tenants may be charged for all costs for this visit. Please do not ignore any correspondence from Thenue and call the Property Services Team on Tel: **0141 550 9547** should you have concerns regarding the service taking place. Evening and Saturday appointments are available on request.

# Landscaping

We would ask that residents remove any personal items from the communal areas when the contractor is on site to carry out the landscape maintenance as these items will not be moved by the team and areas may not be maintained as a result.



# Helping You Stay Warm and Save Money

## *Your Energy Advice Service is Here for You!*

Here at Thenue Housing we know that rising energy costs can make life tough. That's why we're here to help you stay on top of your energy bills and keep your home warm. Even though we've faced some funding changes, we're still here to support you. Thanks to funding from the National Lottery, our Energy Advice Service is still up and running, and our friendly Energy Advisor, Julie Broadley, is ready to help.

### How We Can Help You

If you're struggling with energy costs, don't worry—you're not alone. We're here to offer practical support and advice, including:

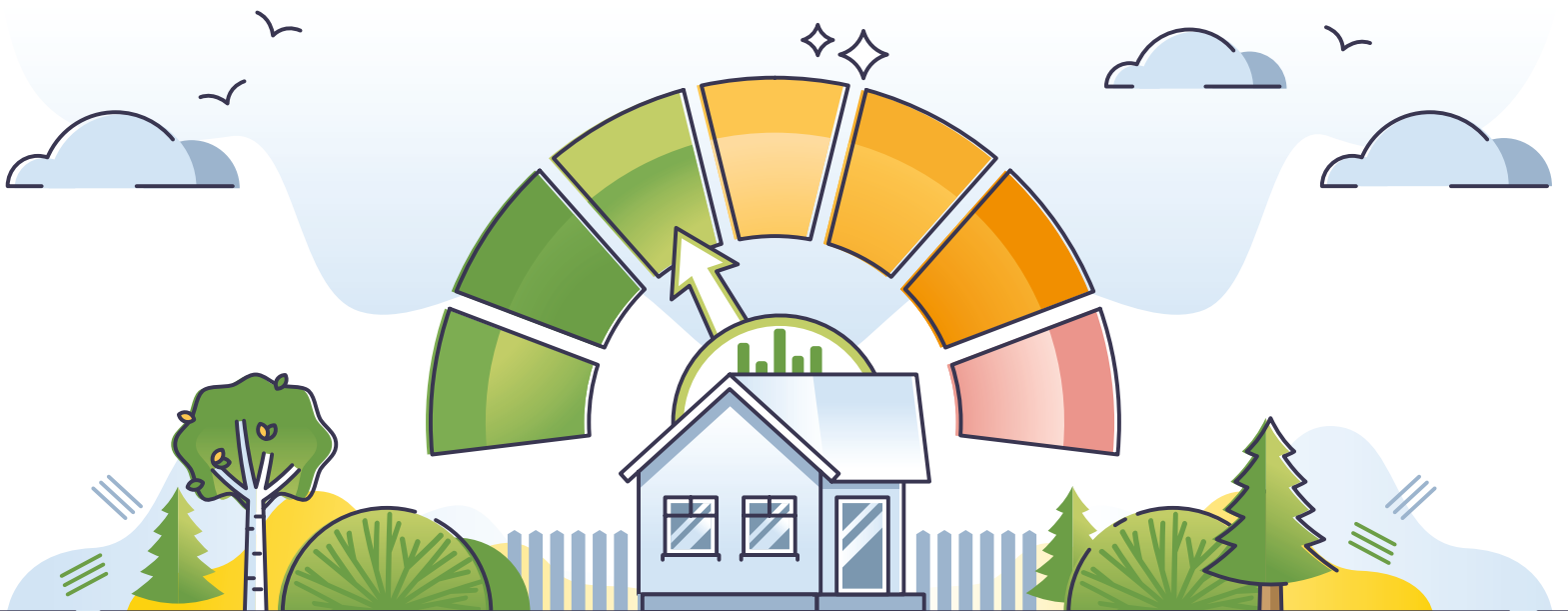
- **Support with Fuel Debt:** If you're behind on your energy bills, we can help you arrange manageable repayment plans and look for grants or funds to help clear your debt.
- **Help with Complaints:** Having issues with your energy supplier? We can help you make a complaint and even support you in taking it to the Ombudsman if needed.
- **Pay-As-You-Go Meters:** If you're struggling to keep your meter topped up, we can offer advice and support to make things easier.

- **Reducing Your Energy Costs:** We'll help you find ways to cut your energy use and save money, whether it's through simple changes at home or switching to a better energy deal.
- **Understanding Your Bills:** Confused by your energy bills? We'll help you make sense of them so you can take control of your energy use and costs.

### Meet Julie, Your Energy Advisor

Julie Broadley is here to help you with any energy-related questions or concerns. Whether you're worried about debt, struggling to top up your meter, or just want to save money on your bills, Julie is just a phone call or email away.

- **Email Julie:**  
[energyadvice@thenuehousing.co.uk](mailto:energyadvice@thenuehousing.co.uk)
- **Call Julie:** 0141 550 9558 or 07974 268974
- **Visit Julie:** 423 London Rd, G40 1AG





# Blaeloch Community Land – an Update

**Thenue have been working closely with Blaeloch Community Land - a company set up for community benefit in Netherholm.**

Recently we have seen the group make some incredible progress by installing raised beds at Holmbyre Terrace, thanks to the "Lets grow together" Fund.

We hope that the project will engage community members and local children and young people in growing activities.

ID Verde have supported the

development, by preparing the land for the raised beds and ensuring the surface is level and can support people with various mobility issues.

We would like to thank ID Verde for their involvement which was carried through the community benefit element of their contract with Thenue.

Netherholm Gardening group will manage the raised beds and will be seeking support from local people who are interested in growing and gardening activities. The group aims to make this a vibrant and engaging project for the whole community.



Pictured: Joan Soutar with one of the raised beds

## WINDOW & DOOR REPLACEMENTS

We are replacing windows and doors across selected parts of our housing stock undertaken by contractor Sidey.

It is part of our ongoing window and door replacement programme as we continue to invest in and improve your homes.



## Tenement Improvements - Finnart Street, Bridgeton

We are working in Finnart Steet to improve some of our tenement stock. This forms part of a 10-year programme to carry out refurbishment works to the flats. They require work to be carried out to common areas which primarily include specialist stone works/roof replacement plus internal close works. Our pictures show the work progressing.



# UPDATE ON UNIVERSAL CREDIT MIGRATION

If you are in receipt of any of the legacy benefits listed below, you will be issued with (or may have already received) what's known as a Migration Notice:

- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance
- Income Support
- Child Tax Credit
- Working Tax Credit
- Housing benefit

A Migration Notice is a letter from the Department of Work and Pensions asking you to claim Universal Credit within 3 months. If you are part of a couple, you will both be sent letters with the same deadline.

You will not automatically be moved onto Universal Credit and must make a new claim. If you fail to do so by the date stated in your letter, your existing benefit entitlement will end and you will lose any entitlement to Transitional Protection when you do claim UC. Transitional Protection is the difference between your existing benefit entitlement and UC. If you were better off on your existing benefits and you claim UC before the deadline date, then you should be no worse off when you move to UC.

We are aware that it can be overwhelming to deal with a new claim and a change to your benefits, however it is important that you do not ignore your Migration Notice. If you require help to make a new claim for Universal Credit or negotiate the changes to your benefits, our Financial Inclusion Team are available to assist. Please contact the team by emailing **Financial.Inclusion@thenuehousing.co.uk** or calling **0141 550 3581** and choosing option 2, and then option 2.



If you are seeking assistance with your UC claim from another agency, it is important that you remember to include your Housing Costs, as you may be eligible for help covering your rent. Your new rent and service charges from 1st April 2025 are detailed in your rent increase letter. If you are applying for UC before 1<sup>st</sup> April, you will need to claim based on your current rent, which can be confirmed by contacting our Income Maximisation Team on **0141 550 3581** and choosing **option 2**, and then **option 1**.



Thenue Housing Association Ltd - 423 London Road, Glasgow, G40 1AG Tel: 0141 550 3581  
[admin@thenuehousing.co.uk](mailto:admin@thenuehousing.co.uk) • [www.thenuehousing.co.uk](http://www.thenuehousing.co.uk)

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