

# thenue newsletter

SUMMER 2025



The newsletter of Thenue Housing Association

www.thenuehousing.co.uk

## ANNOUNCING YOUR NEW CUSTOMER PORTAL

**WE are pleased to announce we've launched Thenue's new online Customer Portal making it easier for you to access our services.**

Available to both tenants and owners, the portal delivers a new level of accessibility and is already proving popular.

It is part of an ongoing drive to enhance and improve how we communicate with you.

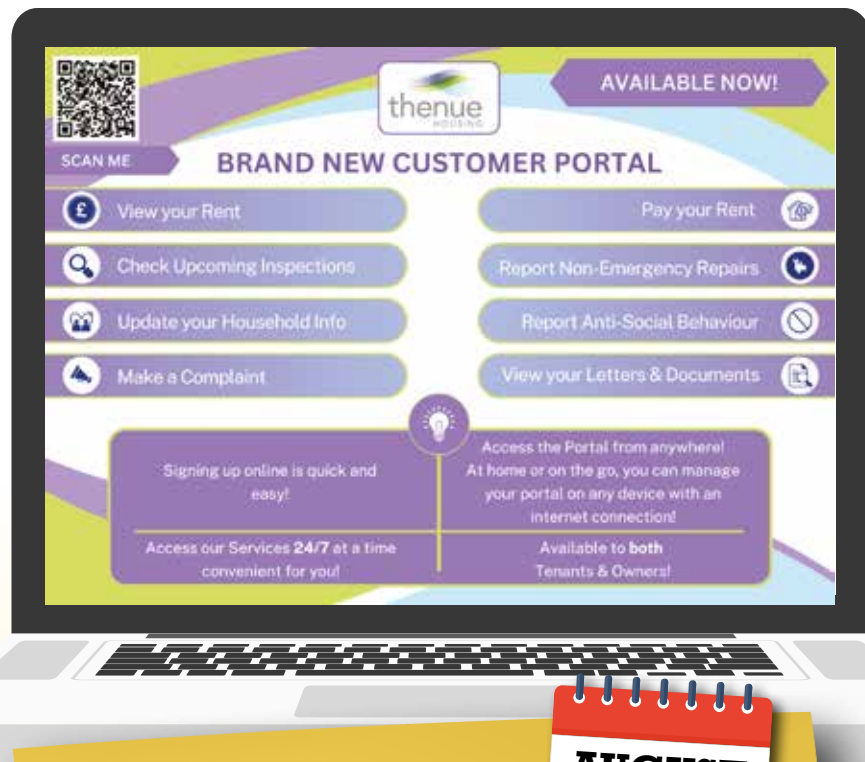
The portal offers round-the-clock access to do a variety of things including:

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

We have produced an animated video to help you get a better idea of what the portal can do.

We see this as another digital advance which makes life easier for customers.

Alex McGuire, our Interim Chief Executive, said: *"We are delighted to launch our customer portal. It is another step forward in improving the way we communicate with customers."*



### NOW OPEN FRIDAYS!

**AUGUST  
1**

**We have some good news about when our head office at London Road will be open to our customers and wider public.**

From Friday August the 1st we will be open Monday to Friday from 9am to 4pm.

This means the office will be open five days a week.

Previously our office was open Monday to Thursday from 10am to 4pm. But we have listened carefully to you - as we always do - and are pleased to increase our opening hours.

There are many ways in which you can engage with us such as through the new online Customer Portal which you can read about on this page.

Alternatively, we look forward to seeing you five days a week from now on!

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# ANNOUNCING YOUR NEW CUSTOMER PORTAL (continued)

*“While the portal is an important digital advance we never lose sight of the fact that some customers prefer face to face contact with our staff and that commitment from Thenue remains unchanged.*

*“Importantly, Thenue staff will be available and on hand to assist any customers who need it to set up and use the portal.”*

**Sign-Up Guides and More:**

[www.thenuehousing.co.uk/tenants/Customer-Portal/](http://www.thenuehousing.co.uk/tenants/Customer-Portal/)

**Register Here:**

[thenue.myhome-portal.com/register](http://thenue.myhome-portal.com/register)

**Or use this QR code:**



## 21st annual ‘Flowers on the Railings’ occasion

**A Glasgow community’s dignified annual act of remembrance has taken place once again, and has received support from three local housing associations which contributed floral tributes to remember lost lives.**

Castlemilk’s “Flowers on the Railings” annual event attracted large crowds. Now in its 21st year it was widely supported by the community including Ardenglen, Cassiltoun and Thenue Housing Associations.

The ceremony takes its names from the flowers sold on the day for £10 or £20 which are then tied to railings in Castlemilk Drive, one of the area’s main thoroughfares.

As in previous years it took place beside the “Lost Lives” Memorial Garden which was created to remember Castlemilk’s lost loved ones whether they died from natural causes or in tragic circumstance.

Immaculately kept, it is a place for reflection and remembrance

in tranquil surroundings and is widely respected and valued by residents.

As in previous years, a Humanist celebrant led a brief service and an uplifting note of appropriate music was struck by popular choir “Soundsational”. At the end of the ceremony, white doves symbolising love were released before they all flew safely home.

One of the organisers Maureen Cope MBE said: “This was an important community occasion which reflects the importance Castlemilk places on remembering lost loved ones.

“While there is understandable sorrow, the focus is on remembrance and appreciation for lives that have been well lived including the lives of young people and babies who died far too soon.”



# Thenue Delivers over **£1,400,000** in Financial Gain!

**We are extremely proud to share with you that our Financial Support and Energy Advice Teams have continued to deliver life changing support over the past 12 months and once again have successfully delivered remarkable outcomes for those who need it most.**

Despite the pressures faced by both teams in terms of customer demand, rising fuel costs and Universal Credit migration, the vital services have generated over **1.4 million** pounds worth of financial gains during 2024/25.

This support has helped individuals and families across our communities, providing free, confidential and impartial advice to access benefits and services that they are entitled to. This involves managing debt, help with fuel costs and improving their financial stability and wellbeing. Often, customers who use to the service are at crisis point and require immediate assistance with food or fuel.

The help and support delivered by these services is truly vital and for some, can be life changing. Funding from the Scottish Government's Advice in Accessible Settings

Fund, delivered by Advice UK, has strengthened and boosted the Financial Support Team to assist 488 clients during this time with a range of financial and benefit issues. Thenue Housing Association are delighted that this much needed funding will continue during 2025/26, allowing advice services to continue at various outreach locations throughout the community.

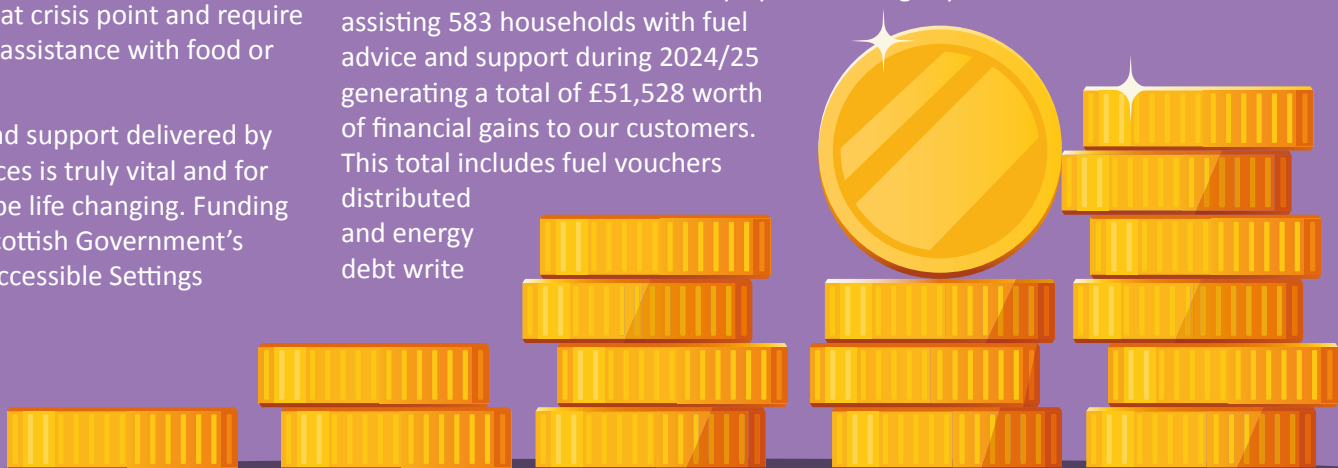
One client who received support and assistance from the Financial Support Team said: "The adviser who assisted my family and I was great and I really don't know what I would have done without them. The outcomes received have had such a positive impact on me and my family's wellbeing and we are so appreciative. I'm glad that Thenue is continuing to deliver this service as I was treated with such dignity and respect."

Thenue's Energy Advice Service have also contributed immensely by assisting 583 households with fuel advice and support during 2024/25 generating a total of £51,528 worth of financial gains to our customers. This total includes fuel vouchers distributed and energy debt write

offs. The Energy Advice Service not only complements and expands on our well established Financial Support Team but allows a seamless service to be delivered to our customers with 377 in-house and onward referrals being made.

Michael Byrne, our Director of Community Housing Services, added "We are extremely proud of the life changing services that we continue to deliver by our Financial Support and Energy Advice Teams year after year. Securing over £1.4 million for our customers within the past 12 months reflects not only the dedication of our staff who continually go above and beyond but the real need within our communities.

"With funding confirmed for 2025/26, we are committed to building on this success and ensuring that everyone has access to the support they need to live well and with dignity".



# Care and Repair

**SORRY WE'RE CLOSED**

Glasgow Care & Repair Service is now closed as of Monday 30th June 2025.

For any general enquiries, please contact Glasgow City Health & Social Care Connect on **0141-287-0555** or if your enquiry is specifically for advice on private sector housing repairs you can email [enquiryphg@glasgow.gov.uk](mailto:enquiryphg@glasgow.gov.uk)

# Retirement Housing

Due to Tureen Street currently being unavailable for use as a hub Calton tenants can access the Heat Scran Blether group on a Monday 1-3 at CHLC.

Retirement Housing staff are available on a Tuesday morning for home visits if required.

## Calton and Bridgeton Surgeries

Calton surgeries takes place on a Thursday afternoon between 2-4 in CHLC.

Bridgeton surgeries continue at 71 Main Street on a Tuesday 10.30 -12.30 and Thursdays between 10.30 – 12.30.

Please get in touch with Retirement housing staff if you have any queries or concerns.

Linda Malone 0141 550 9565 Calton

Laura McWilliams 0141 550 9564 Calton / Bridgeton

Dorothy McKinlay 0141 550 9561 Bridgeton



# 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.

# REPAIR CAFÉ OPENS ITS DOORS AT NETHERHOLM

Brisk business as people came to café with items needing fixed

**A “repair café” has proved an instant hit with people needing broken items fixed.**

In a first for Netherholm Hall in Castlemilk, the pop up café attracted a good turnout

from Tenue tenants and the wider community.

People brought along items including a garden strimmer, air fryer, an iron, clothing and even kids’ toys.

Experts in repairs tackled them all for free with a donation optional - using their skill to carry out repairs to the delight of those attending.

As the name suggests, tea coffee and soft drinks were also provided.

As well as bringing people together in the spirit of community cohesion, there is an important eco benefit to repairing items.

Things that can be mended mean less are thrown out and in turn less goes to landfill.

Then there is the issue of saving

money - if something can be repaired there's no need to buy a new one.

The pop-up cafe was provided by Repair Cafe Glasgow.



## Make Rent One Less Thing to Worry About – Set Up a Direct Debit Today

**Paying your rent on time doesn't need to be a hassle. Setting up a Direct Debit is the easiest and most reliable way to keep your rent account up to date.**



### Why choose Direct Debit?

- Simple & stress-free – Your rent is paid automatically on the date you choose.
- Never miss a payment – Helps you stay on track and avoid arrears.
- Flexible dates – We offer a range of payment dates to suit your income schedule.
- Safe & secure – You're protected by the Direct Debit Guarantee.

### It helps us help you

When rent is paid regularly and on time, it helps us:

- Keep services running smoothly
- Avoid the need for rent reminders
- Support tenants early if there are any issues

### Want to get set up?

Setting up a Direct Debit only takes a few minutes. Just contact us with your:

- Bank account number and sort code
- Preferred payment date (weekly, fortnightly, or monthly)

### Alternative Ways to Pay

Although Direct Debit is the easiest and preferred payment method, you can also pay your rent via our new Customer Portal, over the telephone or by visiting our office in person.

# Money Advice That Comes to You!

Did you know that our Financial Inclusion Team are here to help you make the most of your income and get the support you're entitled to?

We provide free, confidential advice on all benefit-related matters, including:

- Income maximisation and checking if you're getting the right benefits / your full entitlement
- Helping with Universal Credit claims, payments and changes
- Advice on Council Tax, Discretionary Housing Payments (DHP) and grants from the Scottish Welfare Fund including furniture and white goods
- Assistance with disability benefit claims
- Support with debt and money advice.

Whether you're working, unemployed, retired, or caring for someone — we're here to help.

## How we can help

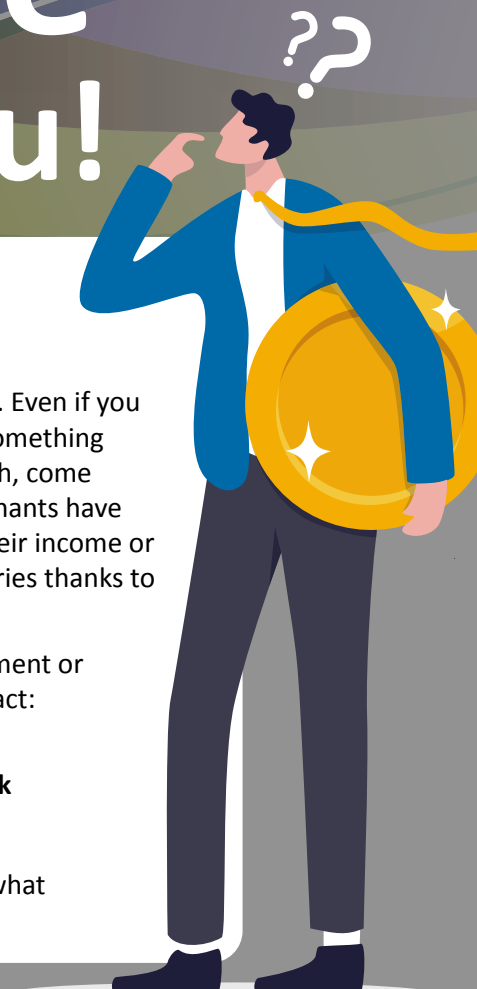
No issue is too small. Even if you just want to check something or talk things through, come and see us. Many tenants have already increased their income or reduced money worries thanks to our support.

To make an appointment or ask a question, contact:

**financial.inclusion@  
thenuehousing.co.uk**

**0141 550 3581**

Let us help you get what you're entitled to.



## Where to find us

As well as appointments at our main office on London Road, we also offer drop-in services in local community venues, so it's easier for you to get support:

- **Cranhill Veterans Centre** – Tuesday afternoon drop-in
- **Netherholm Community Centre, Castlemilk** – Wednesday morning drop-in
- **Netherholm Community Centre** – Thursdays (contact us for times)

We're also visiting and will be on hand to assist our tenants at the following upcoming community events:

- **Cranhill Development Trust – Baby & Toddler Support Group**  
Tuesday 13th August 2025
- **St Paul's Church – Community Larder**  
Tuesday 10th September 2025



## Energy Advice Support for Thenue Tenants

Struggling with energy bills? We can help! Contact Julie for practical support and advice.

Funded by The National Lottery and delivered by Thenue Housing.

How I Can Help You:  
Energy debt advice  
Supplier complaints  
Tariff switching  
Energy efficiency tips  
Smart meter advice

423 London Rd, Glasgow, G40 1AQ  
energyadvice@thenuehousing.co.uk  
0141 550 9558/07974268974



# Struggling with Rent?

## Discretionary Housing Payments Can Help

If your Housing Benefit or Universal Credit housing element doesn't cover all of your rent, you may be able to get extra help from Glasgow City Council through a Discretionary Housing Payment (DHP).

### What can a DHP help with?

DHPs are short-term top-up payments that can support tenants who are struggling with housing costs due to:

- The Bedroom Tax (under-occupancy charges)
- The Benefit Cap
- A shortfall between your rent and housing benefit/universal credit
- Moving to more affordable accommodation
- Starting work or having a temporary drop in income
- Paying rent arrears (in some cases)

They're designed to help you stay in your home and avoid falling into further rent debt.

### Who can apply?

You must already be receiving:

- Housing Benefit, or
- Universal Credit (with a housing costs element)

You'll also need to show that you're facing financial hardship and would benefit from additional support.

### Our team can help you apply

Applications are made directly to Glasgow City Council, but our Financial Inclusion Team can:

- Help check if you're eligible
- Assist with gathering information
- Support you in completing the application

## Don't Wait – Talk to Us

**We understand that rising living costs can make it difficult to keep up with rent. If you're finding things tough, you are not alone – and we're here to help.**

### Contact us early

If you're worried about rent or have already missed a payment, please contact us as soon as possible.

The sooner we know, the easier it is that we can work with you to find a solution and prevent the situation from getting worse.

### How we can help

Our team can support you with:

- Looking at your income and debts
- Checking what benefits or grants you may be entitled to
- Help applying for Universal Credit, Housing Benefit, or Discretionary Housing Payments
- Setting up an affordable repayment plan if you've fallen behind



Many tenants have been able to reduce money worries or increase their income through our advice. Please don't struggle in silence.

### What happens if rent isn't paid and we don't hear from you?

If rent is not paid and you do not engage with us, it may lead to:

- Arrears building up on your account, putting your tenancy at risk
- Formal action being taken to recover the debt
- In the worst cases, this could result in legal action and even loss of your home

We want to avoid this and we will do everything we can to help you stay in your home.

# SCHOOL'S BACK IN!

## Landmark development of 42 new homes on the way with façade of former local primary retained

**MORE** new homes are on the way from Thenu as we deliver on our promise to carry on building.

Forty two flats and maisonettes will be built in Calton on the site on the now derelict former Tureen Street primary school.

And in a heritage-related development, the façade of the blonde sandstone building will be retained and incorporated into the multi million pound project.

Glasgow City Council recently received notification from the Scottish Government that Thenu's proposed development had been successful in obtaining funding from the "Vacant and Derelict Land Investment Programme" (VDLIP)

The Tureen Street School Residential Conversion project, as it is known, received £1.978million VDLIP support.

This funding will allow the retention of the façade of the B listed former school building which has been derelict for 18 years and a site known for anti-social behaviour.

Work on the development is expected to begin in the early months of 2026 with completion expected in May 2027.

We have welcomed the go ahead for what can be described as a "landmark development" which seeks not only to provide new affordable housing but preserves part of Calton's impressive built heritage.



Pictured: How it will look.....architects' impression of the completed development. Images courtesy of John Gilbert Architects. Also pictured how it is today.



Meanwhile, we are on site at 44 Dalmarnock Road, Bridgeton with work due to complete in January 2026. This development will consist of 10 x 1 bedroom flats.

And this summer at French Street, Dalmarnock we will start work on 114 Flats and 5 houses - due to complete in December 2027.



# Area Associations Roundup

## Cranhill Area Association

Cranhill Area Association has been busy planning a series of fun and inclusive activities for local residents this year. Highlights include a summer trip to Blair Drummond Safari Park, attended by 63 residents, and a festive pantomime outing in December for 50 people.



In August, the group will also host an afternoon tea for local residents aged 70+, aiming to build community connections and reduce social isolation among older people.

In addition, Cranhill Area Association is supporting Thenu's kitchen and bathroom replacement programme by participating in the procurement process to help select a contractor, ensuring the community has a voice in key local improvements.

## Netherholm Area Association

With support from Thenu Communities, Netherholm Area Association hosted six fantastic 'Food & Fun' events for families over the summer. Each session attended by around 80 people included exciting activities such as a fun day with The Scottish Piping Centre, face painting, a mini zoo, arts and crafts, and bouncy castles, alongside delicious food and snacks for all.



The group's much-loved STEAM Club continues to thrive, with 34 children and young people regularly attending to explore Science, Technology, Engineering, Arts, and Maths in a fun and creative way. Recent activities included using 3D printers to design and make their own creations!

We're also delighted to share news that the group successfully secured funding from the Glasgow Communities Health and Wellbeing Fund, which will support the continuation of their gardening group, sewing group, yoga classes, and community lunches.

## Bridgeton & Dalmarnock Area Association

Bridgeton & Dalmarnock Area Association is currently developing an exciting 12-week arts project for young people aged 11–15.



Participants will learn how to create artwork and turn it into a comic, with an art exhibition planned at the end of the programme. Keep an eye on the group's social media and local newsletters for more details coming soon!

The group also continues its partnership with the Dolly Parton Imagination Library, working with Greentrees and Silverdale nurseries in the new term. This fantastic initiative provides a free book each month to young children, encouraging a love of reading and helping them build their own home libraries. To date, the programme has supported 164 local children in developing their early literacy skills.

## Calton Area Association

The Association continues to thrive and is proud of its relationship with the Pipe Factory which facilitated a trip to the venue Oran Mor in the West End for a "play a pie and a pint".



In the second half of the year the Association is taking a trip to the SECC craft show which will not only provide ideas for its regular classes but also Christmas.

Bingo will start again on Monday 18th August in the CHLC at 7 for 7.30 to 9 pm.

The Area Association extends a warm welcome to anyone who wants to take advantage of the many opportunities this hard working group offer. Watch this space for further developments later in the year.

# Universal Credit Migration **UPDATE**

## Universal Credit Migration – What You Need to Know



If you are under State Pension age and still in receipt of Housing Benefit, you will be contacted by the Department for Work & Pensions (DWP) advising that you need to make a claim for Universal Credit. This is because the DWP are currently moving people from older style (legacy) benefits like Housing Benefit, Income Support, and Tax Credits onto Universal Credit. This is also known as Universal Credit migration, aiming to phase out legacy benefits which are being replaced by Universal Credit.

If you're affected, you will get a letter from DWP called a Migration Notice.

### You must take action

You won't be moved automatically. You must make a claim for Universal Credit yourself.

If you don't claim by the deadline in your letter, your current benefits will stop and you could lose money.

### What if Universal Credit pays less than your current benefits?

If you claim Universal Credit after receiving a Migration Notice, you may get Transitional Protection. This means you could get extra payments to make sure you don't lose income straight away.

- Transitional Protection is only available if you make your claim on time.



### What does this mean for your rent?

When you move to Universal Credit, your housing costs are paid to you as part of your benefit. You'll then need to pay your rent directly to us, instead of it being paid through Housing Benefit.

### We're here to support you

We are aware that it can be overwhelming to deal with a change to your benefits. Our Financial Inclusion Team can help you:

- Understand your Migration Notice and what to do next
- Make a Universal Credit claim and

assist in accessing your online account

- Access Transitional Protection (if eligible)
- Manage your rent payments
- Get extra support if you're struggling

### Contact us as soon as you get your letter

Don't wait — the earlier we speak, the more we can help.

- **0141 550 3581**
- **financial.inclusion@thenuhousing.co.uk**
- Or pop into the office and speak to a member of staff

# School Clothing Grants & Free School Meals – Apply Now

The cost of sending children back to school can feel overwhelming, but help is available in Glasgow.

## School Clothing Grant

- **£120 per primary school child**
- **£150 per secondary school child**
- **From 6 June 2025**, eligible families will receive automatic payments via BACS.
- If you don't receive payment automatically, you can apply online from **9 June 2025**.

## Free School Meals

- All children in P1–P6 get universal free school lunch.
- Free school breakfast is also available if you complete a meal application and meet the financial eligibility criteria.
- If your child is not automatically entitled, online applications reopen **6 June 2025**.

## School Holiday Payments

- Families with eligible children in P1–P6 will also receive an additional payment per child for the summer holiday.

## Who qualifies?

You may be eligible for a Free School Meal or the School Clothing Grant if you have a child that attends a Glasgow school, and you receive certain benefits.

The table below sets out what you may be entitled to based on the benefits you receive:

Benefit	School Meals	Clothing Grant	Proof Required
Income Support	✓	✓	Letter confirming entitlement to benefit
Job Seekers Allowance (Income-based)	✓	✓	Letter confirming entitlement to benefit
Employment & Support Allowance (Income Related)	✓	✓	Letter confirming entitlement to benefit
Universal Credit (earned income reported by employer of £850 or less)	✓	✓	Full Universal Credit statement - all pages required
Support under V1 of the Immigration and Asylum Act 1999	✓	✓	Confirmation letter: a valid ARC and tenancy agreement
Housing Benefit (housing element of Universal Credit is not housing benefit)	✗	✓	Current Letter to show receipt of Housing Benefit
Council Tax Reduction (Single persons discount/student deduction/exemption do not qualify for CTR)	✗	✓	Current Letter to show receipt of Council Tax rebate
Scottish Child Payment (Primary 7 pupils and S1, S2, S3 students in pilot schools only: Castlemilk High, Drumchapel High, Lochend High and Springburn Academy)	✓ (lunch only)	✗	Letter confirming entitlement to benefit or bank statement dated within the last 3 months
Pension Credit	✗	✓	Letter confirming entitlement to benefit

## How to apply (if not automatic)

- From **6 June 2025**, payments begin automatically if eligible.
- From **9 June 2025**, you can apply online via Glasgow City Council's MyAccount.
- Allow up to 4 weeks for processing.

## Need help? We're here to support

Our **Financial Inclusion Team** can:

- Check eligibility
- Help with online applications
- Assist with Free School Meal applications and holiday payment questions
- Contact us at **financial.inclusion@thenuhousing.co.uk**
- Telephone **0141 550 3581**
- Visit us at our London Road office or at local drop-in sessions



# Introducing your Housing Services & Income Team

**At Thenu Housing, we're here to support you - and that starts with having the right people by your side.**

We have recently restructured our Housing Services Team. Nicola Findlay has joined the Association as the newly appointed Housing Services Manager. Nicola joins Senior Housing Officer Claire Nolan and Senior Housing Support Officer Tracey Clarke. The Housing Services Team consists of the Housing Officers, Housing Assistants, Retirement Housing Assistants, Tenancy Support Staff

and Housing Needs Assistants. This team is responsible for anti-social behaviour, estate management, and allocations including maintaining the waiting list. If you would like to discuss any aspects of housing management or housing support contact Nicola.

**[nicola.findlay@thenuehousing.co.uk](mailto:nicola.findlay@thenuehousing.co.uk)  
0141 550 9548**

To make things simple, we've listed the areas each Housing Services Officer covers so you can easily find out who your Officer is and how to get in touch.

**Kerri Hetherington t: 0141 550 9520 E: [kerri.hetherington@thenuehousing.co.uk](mailto:kerri.hetherington@thenuehousing.co.uk)**

## **Calton Properties**

Abercromby Square, Abercromby St, Bain St, Chalmers Court, Chalmers Gate, Chalmers Place, Chalmers St, Claythorn Ave, Claythorn Circus, Claythorn Court, Claythorn Terrace, Crownpoint Road, Gallowgate, Green Close, Green St, Green Wynd, Millroad Drive, Millroad Gardens, Millroad St, Moncur St, Stevenson St, Tobago Pl, Tobago St

**Paula Phinn t: 0141 550 9527 E: [Paula.phinn@thenuehousing.co.uk](mailto:Paula.phinn@thenuehousing.co.uk)**

## **Bridgeton Properties**

Abercromby St (363), Albany St, Anson St, Baltic St, Bridgeton Cross, Dalmarnock Rd, Dunn St, Fairbairn Path, James St, Kerr St, Landressy St, London Rd, MacKeith St, Queen Mary St, Ruby St

## **Dalmarnock Properties**

Allan St, Auckland Wynd, Baltic St, Birkwood St, Brisbane Lane, Bogside St, Connal St, Dalmarnock Rd, Edinburgh Drive, Gear Terrace, Gold Coast Lane, Hamilton Gate, Irvine Court, Irvine St, Kinneir Rd, London Ave, Perth Lane, Springfield Rd, Summerfield St, Sunnybank St, Victoria Loan, Woddrop St

**Claire McClymont 0141 550 9529 [claire.mcclymont@thenuehousing.co.uk](mailto:claire.mcclymont@thenuehousing.co.uk)**

## **Bridgeton Properties**

Abercromby St (280, 282, 286, 286, 376 & 388), Kerr Drive

## **Calton Properties**

Drake St, London Rd, Tobago St

## **Castlemilk Properties**

Arnprior Crescent, Blaeloch Ave, Blaeloch Drive, Blaeloch Terrace, Dougrie Terrace, Dougrie Drive, Dougrie Rd, Glenacre Drive, Glenacre Terrace, Holmyre Court, Holmyre Gate, Holmyre Rd, Lainshaw Drive

## **Saltmarket Properties**

Lanark St, London Rd (78, 84 & 86), Monteith Court, Monteith Row, Steel St



Isabel Plant 0141 550 9528 [isabel.plant@thenuehousing.co.uk](mailto:isabel.plant@thenuehousing.co.uk)

**Bridgeton Properties**

Acorn Court, Acorn St, Colbert St, Dale Path, Dale St, Dunn St, Finnart St, Franklin St, Madras Pl, Madras St, Main St, Megan Gate, Megan St, Mill Crescent, Mill St, Muslin St, Old Dalmarnock Rd, Reid Pl, Reid St, Rumford St, Savoy St

Helen McPhail 0141 550 9524 [helen.mcphail@thenuehousing.co.uk](mailto:helen.mcphail@thenuehousing.co.uk)

**Bridgeton Properties**

Greenhead St, Greenlodge Terrace, Landressy Place, Tullis Street

**Blackhill Properties**

Bargeddie Street, Frankfield St, Hogganfield Court, Hogganfield St, Mile End Close, Molendinar Close, Molendinar Gardens, Moodiesburn St, Queenslie St

**Cranhill Properties**

Beacon Place, Bellrock Crescent, Bellrock St, Bellrock View, Edinburgh Road, Gartcraig Road, Loretto Pl, Loretto St, Milford Court, Milford St, Ruchazie Road, Startpoint St, Sumburgh St

**Baillieston Properties**

Caledonia Drive, Drumpelier Avenue, Muirside Road

**Scotstoun Properties**

Westland Drive

We also have a supportive and knowledgeable Income Maximisation Team who are here to help with anything related to rent.

Pamela McLevy has recently joined the Association as Income Maximisation Manager, supported by Nicola Rankine as Senior Income Maximisation Officer.

If you want to make a payment, talk about your rent account or if you're finding it difficult to keep up with payments, your Income Maximisation Officer is here to assist you.

We recently sent a letter to you to confirm the Income Maximisation Officer for your area. You'll find below the details of each Officer so you can reach out directly.



Pamela McLevy, Income Maximisation Manager  
0141 550 9510  
[Pamela.mclevy@thenuehousing.co.uk](mailto:Pamela.mclevy@thenuehousing.co.uk)

Nicola Rankine, Senior Income Maximisation Officer  
0141 550 9553  
[Nicola.rankine@thenuehousing.co.uk](mailto:Nicola.rankine@thenuehousing.co.uk)

Iain Thomson, Income Maximisation Officer  
0141 550 9563  
[iain.thomson@thenuehousing.co.uk](mailto:iain.thomson@thenuehousing.co.uk)

Julie Stewart, Income Maximisation Officer  
0141 550 9562  
[julie.stewart@thenuehousing.co.uk](mailto:julie.stewart@thenuehousing.co.uk)

Sophie Netherway, Income Maximisation Officer  
0141 550 9513  
[sophie.netherway@thenuehousing.co.uk](mailto:sophie.netherway@thenuehousing.co.uk)

Kevin MacGregor, Income Maximisation Assistant  
0141 550 9515  
[kevin.macgregor@thenuehousing.co.uk](mailto:kevin.macgregor@thenuehousing.co.uk)

Nicky Ballantyne, Income Maximisation Officer  
0141 550 9511  
[nicky.ballantyne@thenuehousing.co.uk](mailto:nicky.ballantyne@thenuehousing.co.uk)

# Here to Help – Our Financial Inclusion & Money Advice Team

We know that managing money isn't always easy and when things feel overwhelming, it can be hard to know where to turn. That's where our Financial Inclusion & Money Advice Team comes in.

Our team is here to offer free, confidential advice and support on a wide range of money matters, including:

- Budgeting and managing your household finances
- Assistance with rent arrears
- Benefits advice and help with claims
- Debt support and dealing with creditors
- Accessing grants or emergency financial help

If you're worried about money, need help understanding what support you're entitled to or just want a bit of guidance to stay on track, we're here to listen and help, without judgement.

You'll find the names and contact details of our friendly team members below. Feel free to get in touch directly - we're only a phone call or email away.

Ashley Frame,  
Financial Inclusion Officer  
**0141 550 9555**  
[Ashley.frame@thenuehousing.co.uk](mailto:Ashley.frame@thenuehousing.co.uk)

Jodie Wright,  
Financial Inclusion Officer  
**0141 550 9575**  
[Jodie.wright@thenuehousing.co.uk](mailto:Jodie.wright@thenuehousing.co.uk)

Lorraine Morgan-Barclay,  
Money Advice Officer  
**0141 550 9554**  
[Lorraine.morgan@thenuehousing.co.uk](mailto:Lorraine.morgan@thenuehousing.co.uk)



*The Calton Weavers Memorial Committee is pleased to announce the third annual...*

## Commemoration of the CALTON WEAVERS

**SUN 31<sup>ST</sup> AUG**  
**at 2.00 PM**  
**CALTON BURIAL GROUND**  
309-341 Abercromby St, Glasgow G40 2DD

*Dedication and floral tributes led by Roz Foyer, STUC General Secretary*

*Music, children's entertainment, history walk and more...*

**Bring a picnic!**

*For more information and regular updates, visit: [calton-weavers.org/about](http://calton-weavers.org/about)*

# Come Along to Our Meet & Greet Sessions



## We're bringing the team to you!

Our Housing Officers and Income Maximisation Officers will be out and about in your area and we'd love for you to come along and say hello.

Whether you've got a question, want to chat about your tenancy or rent account or simply fancy a cuppa and a catch-up, our team will be on hand to help.

These relaxed, friendly sessions are a great chance to:

- Meet your local Housing and Income Maximisation Officers face-to-face
- Discuss any queries or concerns
- Get advice or information tailored to your needs
- Meet the Team Managers, who will also be available at each session
- Show you our new tenant portal

There's no need to book - just drop in when it suits you.

Here are the list of dates, times and venues below so you can find your nearest session. If you are unable

to come along but would still like to meet your relevant Officers, please get in touch with us.

Area / Venue	Date / Times
<b>Calton Residents</b> Calton Heritage & Learning Centre 423 London Road Glasgow G40 1AG	<b>Thursday 21st August 2025</b> <b>1pm – 3pm</b>
<b>Bridgeton &amp; Dalmarnock Residents</b> Calton Heritage & Learning Centre 423 London Road Glasgow G40 1AG	<b>Tuesday 19th August 2025</b> <b>10am – 12pm</b>
<b>Cranhill &amp; Blackhill Residents</b> Cranhill Service Centre 200 Bellrock Street Glasgow G33 3HU	<b>Thursday 28th August 2025</b> <b>10am – 12pm</b>
<b>Castlemilk Residents</b> Netherholm Community Hall 4 Holmbyre Terrace Glasgow G45 9PY	<b>Tuesday 26th August 2025</b> <b>1pm – 3pm</b>

# A HELPING HAND AS SFHA TURNS 50



## Two Thenue communities benefit from volunteering drive

**TWO of our communities have benefited from a volunteering drive from staff at the Scottish Federation of Housing Associations.**

On successive Mondays, SFHA teams rolled up their sleeves in Calton and Castlemilk joining Thenue to tidy up a much-valued green space and paint a mural overlooking waste ground.

As part of its 50th anniversary celebrations, the SFHA is delivering an impressive 50 Days of Volunteering initiative.

This involves staff from the SFHA assisting with community-based activities that may need a helping hand.

Volunteering help one (Elcho Gardens Volunteer Day) took place when the SFHA volunteers descended on Elcho Gardens in Calton.

They painted raised flower beds, removed moss and weeds from paths and undertook a litter pick.

Volunteering help two (Netherholm Wall Mural Volunteer Day) was held at Holmbyre Terrace, Castlemilk



Pictured: The SFHA teams at Calton and at Castlemilk pictured with representatives of Thenue on waste ground which Thenue is regenerating into a community space.

Already, a mural has been

established, raised planters have been installed and work is progressing well. SFHA volunteers were tasked with adding a splash of sky-blue colour to the mural.

**Thenue Housing Association Ltd - 423 London Road, Glasgow, G40 1AG Tel: 0141 550 3581  
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