

thenue newsletter

AUTUMN 2025

thenue
HOUSING

The newsletter of Thenue Housing Association

www.thenuehousing.co.uk

READ ALL ABOUT IT! OUR PERFORMANCE AS A HOUSING ASSOCIATION OVER THE LAST YEAR

We are pleased to publish in this edition of your newsletter details of our performance as a housing association over the last year.

Inside you will find 4 pages of important data reflecting how we have undertaken our work as your landlord in what is our 12th "Charter Report."

The document is an important one as we endeavour to meet your understandably high expectations and we encourage you to read it thoroughly.

It is also referred to as the "Annual Return on the Charter" - or "ARC" for short.

As well as providing an important snapshot of how we're doing, we are also required to submit it to the Scottish Housing Regulator.

The Scottish Housing Regulator exists to protect your interest as tenants and ensure the good governance of housing providers like ourselves.

The Report summarises all of the statistics that the Scottish Housing Regulator publishes. We are able to compare our own performance with the Scottish average, the Registered Social Landlord (RSL) average and our performance last year. We hope that this information is useful for you.

We carried out a tenant satisfaction survey during October 2023, and as they are the most recent results we have available, these figures have been used. Usually, satisfaction surveys are undertaken by housing associations every three years.

If you would like further in depth or additional information, please ask us. If you want to compare Thenue's performance with any other Registered Social Landlord in Scotland, then all you need to do is visit www.housingregulator.gov.scot

**READ THE
CHARTER
REPORT ON
PAGES 8-11**



Winter Heating

As winter approaches, there are several support payments available to help with heating costs. Which one applies to you depends on your age, income and whether you receive certain benefits or have a disabled child.

Payment	Who It's For	Amount (2025/26)	Key Conditions
Pension Age Winter Heating Payment	People at State Pension age or over	£101.70 to £305.10	- Born on, or before 21st Sept 1959 - Lived in Scotland during qualifying week - Paid automatically but may be recovered if income > £35,000 - see other story
Winter Heating Payment	People receiving certain low-income benefits (non-pensioners)	£59.75	- Must receive qualifying benefit in the qualifying week - Paid automatically
Child Winter Heating Payment	Families with disabled child(ren) under 19 receiving qualifying disability benefits	£255.80 (per eligible child)	- Child must receive qualifying benefit in the qualifying week - Paid automatically
Warm Home Discount	Low-income households with high energy costs or those on Guarantee Credit Pension Credit	£150 (discount on energy bill)	- Paid as a one-off discount on electricity bill (some can get it on gas) - Most receive it automatically based on benefit data

Winter Heating Payment

– Could You Be Eligible?

If you're on a low income and receiving certain benefits, you may be entitled to a Winter Heating Payment of £59.75 to help with your heating costs this winter.

It's an annual payment from Social Security Scotland, designed to support people on low incomes during the colder months, regardless of how cold the weather gets.

You may qualify if you get one of the following benefits during the qualifying week (11–17 November 2025):

- Universal Credit (and had a payment for at least one day in that week)
- Income Support
- Income-based Jobseeker's Allowance (JSA)
- Income-related Employment and Support Allowance (ESA)
- Pension Credit
- Support for Mortgage Interest



Some benefits may require additional conditions, such as having a disabled child, limited capability for work, or being responsible for a child under 5.

If you're eligible, you'll get the payment automatically, there's no need to apply.

Payments will be made between December and February. Social Security Scotland will send you a letter to confirm if you're getting it.

g Payments

Child Winter Heating Payment

– Could You Be Eligible?

Families with disabled children or young people may be entitled to an annual payment of £255.80 to help with winter heating costs.

It's a yearly payment from Social Security Scotland to help families with extra heating costs for children or young people with disabilities.

You may qualify if your child or young person (under 19) gets one of the following disability benefits:

- Child Disability Payment or Disability Living Allowance (DLA) – highest rate care component
- Personal Independence Payment (PIP) – enhanced daily living component
- Adult Disability Payment – enhanced daily living component

The child must have received the benefit for at least one day during the qualifying week (15–21 September 2025).

If your child qualifies, you'll get the payment



automatically, there's no need to apply. You'll receive a separate payment for each eligible child.

Payments are made from November onwards. You'll get a letter from Social Security Scotland to confirm.

More information:

- Visit: mygov.scot/winter-heating-payment
- Call Social Security Scotland: **0800 182 2222**

Warm Home Discount

– Could You Be Eligible?

If you're on a low income or get the Guarantee Credit part of Pension Credit, you may qualify for the Warm Home Discount, which gives you £150 off your electricity bill this winter.

It's a one-off discount (not a cash payment) applied directly to your energy bill, usually between October and March.

You may qualify if:

- You get Pension Credit (Guarantee Credit) — this qualifies you automatically
- OR
- You get a low-income benefit (like Universal Credit), live in Scotland, and meet your supplier's

eligibility criteria (based on income, home type, and energy use)

Your electricity supplier must also be part of the scheme.

Most people will receive the discount automatically. If you're eligible, you'll get a letter between October and January confirming it.

Between October 2025 and March 2026, it will appear as a credit on your energy bill.

Need to check your eligibility or supplier?

- Visit: gov.uk/the-warm-home-discount-scheme
- Call the helpline: **0800 030 9322**

Winter Heating Payments



Pension Age Winter Heating Payments to begin in November

In a previous newsletter we said we would update our senior citizen customers on winter heating support.

The Scottish Government has now announced that from November, eligible people of State Pension age will get a payment between £101.70 and £305.10 depending on their circumstances. Most people will receive their payment automatically and no action is needed.

For pensioners **with a taxable income of over £35,000**, the payment will be repaid through the tax system during the 2026/27 financial year.

An eligibility checker has been created to help people find out how much they are likely to receive.

It can be found at www.mygov.scot/pension-age-winter-heating-payment

Social Security Scotland will send a letter to everyone who will receive a payment. Payments will start in November and continue throughout the winter.

Pensioners set to receive the payment will have been born on, or before, 21 September 1959 and living in Scotland during the qualifying week which was Monday 15 September to Sunday 21 September 2025.

How much people will get paid will depend on:

- their age
- the age of anyone they live with who is also eligible for Pension Age Winter Heating Payment
- if they receive certain benefits from the Department for Work and Pensions (DWP) as a joint award
- if they live in residential care

Social Security Scotland will send the payment to the same account as an individual's State Pension, or any Social Security Scotland benefit received.

The public should beware of scams around winter heating payments. Social Security Scotland will NEVER request any personal information via email or text message.



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 1AG
energyadvice@thenuehousing.co.uk
0141 550 9558/07974268974

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 enquirypshg@glasgow.gov.uk

Retirement Housing

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

There is an additional Morrisons Gallowgate group meet every Wed from 1 to 3pm. 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



Older Persons' Groups

We are keen to re-establish these meetings which were previously held every three months in our office at 423 London Road to discuss issues of interest and concern to our

older tenants, across all of our communities. If you would be interested in joining these groups, contact your Retirement Housing Assistant or Tracey Clarke, Tel 0141 550 9549



Legends Wanted!

Glasgow 2026 Launches search for more than 3,000 Volunteers

The search is on to find more than 3,000 volunteers to provide the first hello and the final goodbye at Glasgow 2026 Commonwealth Games, as the application portal is now OPEN!

From supporting athletes on venue during competition, through to being a welcoming and friendly face to hundreds of thousands of spectators and media, volunteers will be at the heart of the action next year when the Games return to Glasgow from 23 July to 2 August.

Thenue had a strong connection with the previous 2014 event with the Games Village right on our east end doorstep! As you may remember, the Village where the athletes stayed became much-

needed new housing from Thenue and other housing providers.

Glasgow 2026 is calling for people to 'Get In!' and bring the Games to life, encouraging former volunteers and first-time applicants from all backgrounds across Glasgow, Scotland and the UK to apply. No experience is necessary, and full training will be provided so that volunteers can help the Games run seamlessly.

Applications are now open to be a volunteer at Glasgow 2026. To find out more and apply, visit www.glasgow2026.com.

Applicants must have turned 16- years-old by 1 September 2025.



Coming Soon to Thenue - Calton Volunteer Project

Thenue is delighted to introduce a new community-led volunteer initiative as part of the Calton Demonstration of Change (DoC) programme, funded by Clyde Gateway.

This exciting project is rooted in the belief that volunteering can be a powerful pathway to employment, wellbeing, and community connection. The initiative will harness local assets and work with local partners to create meaningful opportunities for residents to learn, grow, and thrive.

Thenue's volunteer project will help:

- Empower local residents with practical skills to boost employability and social connection.
- Maximise community assets such as Elcho Gardens and the Calton Heritage and Learning Centre.

- Create flexible, inclusive volunteering pathways that reflect the needs and strengths of the individual volunteers

The volunteers will be supported by a dedicated Volunteer Co-ordinator (soon to be in post) and offered flexible opportunities tailored to their interests and availability. This is more than a volunteer programme - it's a chance to build community, unlock potential, and create lasting change in Calton.

If you or someone you know is interested in getting involved, stay tuned for upcoming recruitment events or contact Ruth Adam on ruth.adam@thenuehousing.co.uk or 0141-550 9552 for more information.

We'd Love to Hear Your Views on Next Year's Rent

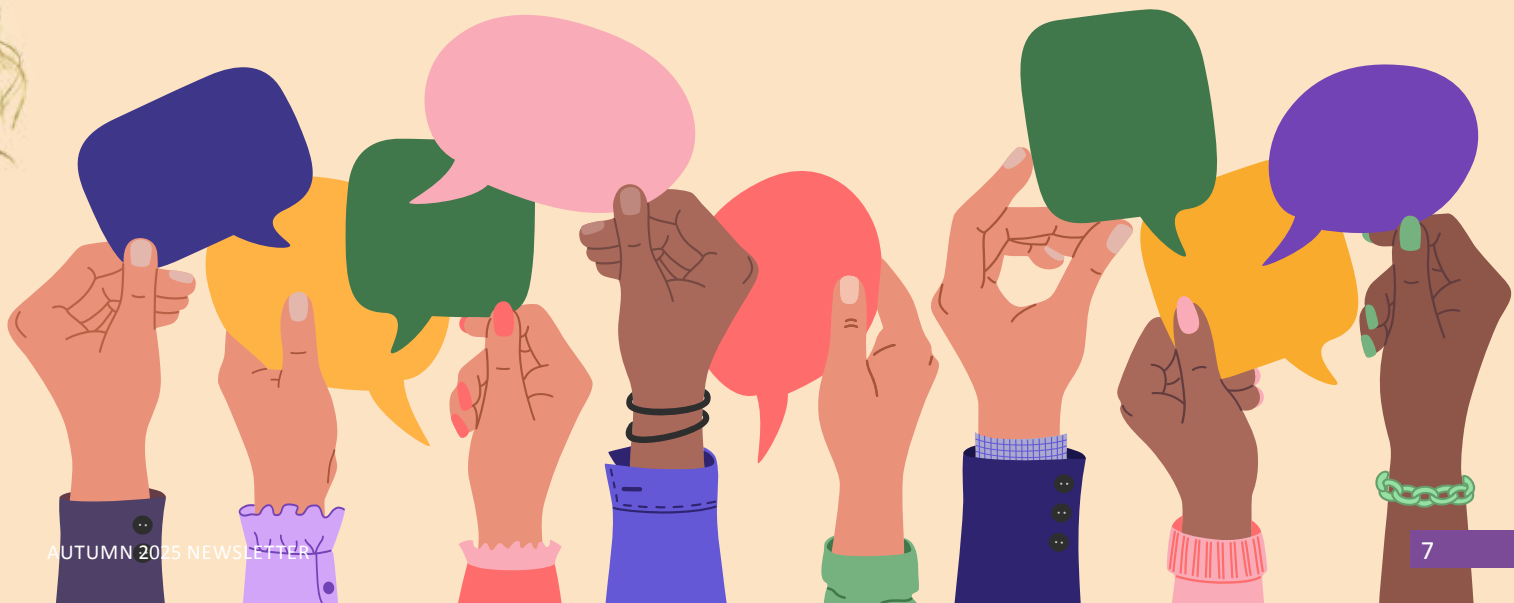
We have begun the process of asking for your feedback on the proposed 2026/27 rent increase from late November into December. Please remember any rent increase will not come into force until April next year. At this stage we are only asking for your views.

Keep an eye out for a letter in the post. It'll explain what's being proposed and how you can have your say.

There will be a few ways to take part, including online, by post or in person, so you can choose what works best for you.

We're also looking into offering a small incentive to thank tenants who take part. More details will be shared soon!

Your views really matter to us, so we hope you'll get involved.



OUR PERFORMANCE AS A HOUSING ASSOCIATION



Thenue’s four core values are

Passion:

We are committed, determined and motivated

Excellence:

We aim to be the best in everything we do

Respect:

We treat everyone with courtesy and dignity, recognising diversity

Connection:

We listen, to engage with our customers and communities

Working together we create better homes and stronger communities... making people happy

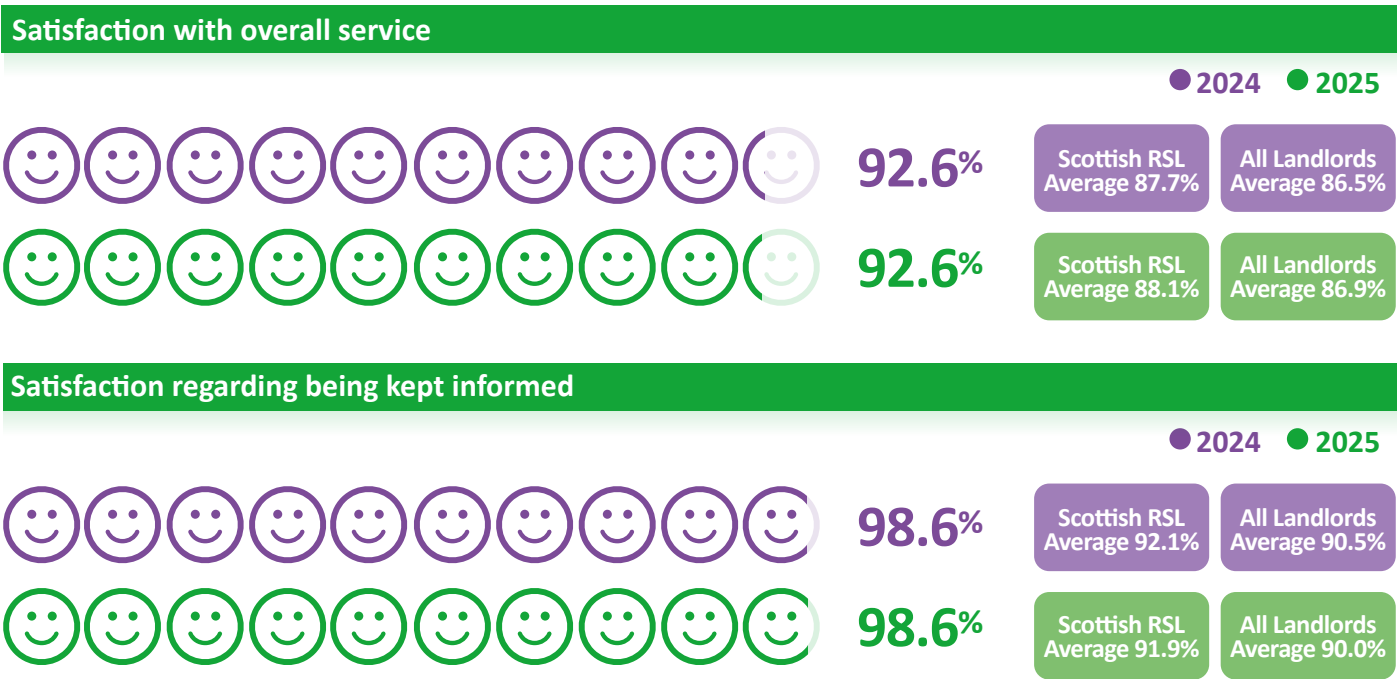
Thenue’s Profile

Thenue is a registered Scottish Charity and we are governed by a voluntary Board of Management. We have been around since 1979 and over the years we have grown the number of properties we own to just over 3,000, mainly but not exclusively situated in the East End of Glasgow. A breakdown of the total stock by area is shown in the table here.

Area	Total Stock
Baillieston	19
Blackhill	141
Cranhill	282
Castlemilk	338
Bridgeton	1104
Saltmarket	54
Calton	801
Scotstoun	13
Dalmarnock	338
Supported Housing – Various Areas	18
Total	3138

The information which follows shows how we compare to last year.

GENERAL VIEWS ON SATISFACTION



Satisfaction with opportunities to participate

● 2024 ● 2025



Scottish RSL
Average 89.1%

All Landlords
Average 87.7%

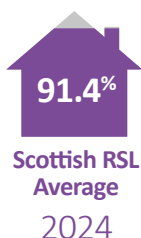
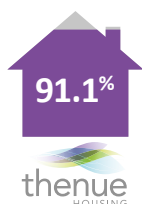


Scottish RSL
Average 88.5%

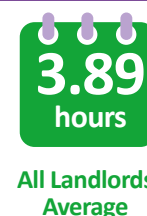
All Landlords
Average 86.3%

QUALITY & MAINTENANCE OF HOMES

Homes meeting the Scottish Housing Quality Standard



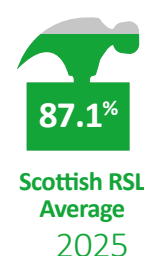
Time taken to complete emergency repairs



Time taken to complete non-emergency repairs



Reactive repairs completed 'right first time'



Overall repairs service satisfaction



QUALITY & MAINTENANCE OF HOMES (CONTINUED)

Anti-Social Behaviour cases resolved within locally agreed targets

100%



97.4%

Scottish RSL
Average
2024

94.3%

All Landlords
Average

91.4%



96.9%

Scottish RSL
Average
2025

93.7%

All Landlords
Average

VALUE FOR MONEY

Rent not collected due to homes being empty

0.5%



1.1%

Scottish RSL
Average
2024

1.4%

All Landlords
Average

0.4%



0.9%

Scottish RSL
Average
2025

1.7%

All Landlords
Average

Average time to re-let homes

21.8
days



39.2
days

Scottish RSL
Average
2024

56.7
days

All Landlords
Average

25.3
days



40.4
days

Scottish RSL
Average
2025

60.6
days

All Landlords
Average

Average Weekly Rent

£98.78



£99.71

Scottish RSL
Average
2024

£91.81

All Landlords
Average

£104.66



£106.43

Scottish RSL
Average
2025

£97.59

All Landlords
Average

Proportion of total rent collected

99.3%



99.6%

Scottish RSL
Average
2024

99.4%

All Landlords
Average

101.4%



100.2%

Scottish RSL
Average
2025

100.0%

All Landlords
Average

Thenue collected **£17.53m** of the **£17.29m** rent money due

Tenants who feel their rent represents good value for money

92.2%



81.9%

Scottish RSL
Average
2024

81.6%

All Landlords
Average

92.2%



82.0%

Scottish RSL
Average
2025

81.7%

All Landlords
Average

LEARNING FROM COMPLAINTS

We value all of the feedback and comments we receive, including complaints, as we use this information to improve our services. During the year we received complaints in total and the analysis is shown below.

STAGE 1 (% ON TIME)



The average time in working days for a full response at Stage 1
(Scottish RSL Average – 5.1 days)

5.1 DAYS

STAGE 2 (% ON TIME)



The average time in working days for a full response at Stage 2
(Scottish RSL Average – 15.69 days)

15.7 DAYS

 Received  Responded in full  Responded in time



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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



BIG SUCCESS FOR CHALLENGE POVERTY EVENT!

The Calton Heritage and Learning Centre recently held a "Challenge Poverty" event – and what a success it was!

The day was packed full of fun events and support for individuals and families. The key message was that we must fight poverty wherever and whenever we find it.

There was lots of advice on offer and we would like to thank a range of organisations which came out to support the community and make the event such a triumph.

A massive thank you to [Calton Heritage and Learning Centre](http://CaltonHeritageandLearningCentre.org.uk) - bridgetoncab.org.uk - Thenue Money / Energy / Benefits Advice - [The Halliday Foundation](http://TheHallidayFoundation.org.uk) - [FARE](http://FARE.org.uk) -

jbg.org.uk - glasgowhelps.org - periodpoverty.org - [North East Glasgow Health Information](http://NorthEastGlasgowHealthInformation.org) - [NHS GGC](http://NHSGGC.org) - [Fab 'n' Funky Faces, Arts, Crafts & Face Painting](http://FabnFunkyFaces.org) - Scott Wallace, Caricaturist - [Glasgow Kelvin College](http://GlasgowKelvinCollege.org) - [SSF](http://SSF.org) - [John Grady for Glasgow East](http://JohnGradyforGlasgowEast.org) - [Glasgow City Council](http://GlasgowCityCouncil.org) - [Clyde Gateway](http://ClydeGateway.org) and our Staff at Thenue and Thenue Communities.

CALTON AREA ASSOCIATION NEWS

The Calton Area Association have had a busy late summer and early autumn with weekly bingo and afternoon clubs taking place to which everyone is welcome. The Association continues to work closely with the Pipe Factory at the Barras.

New for this autumn has been massages which those taking part confirm are very therapeutic.

The Association will be attending the Scottish Exhibition and Conference Centre Christmas craft

show while making gifts for Christmas and holding our usual Christmas extravaganza in Saint Luke's, Bain Square on Sunday December 7th from 1.30 to 3.30 pm.

Put that date in your diary now and come along to see Santa and his grotto, a caricaturist, balloon lady, face painter with curry and lasagne on offer free.

The Christmas light switch on will take place with carol singers and we hope to see you there.



REPORTING A MISSED BIN COLLECTION



As part of a new strategy, the city council has made changes to how it delivers the bin collection service for residents.

The council has:

- Introduced a new system which “digitises” service delivery, connecting refuse teams and citizens with real-time information.
- Implemented a new online missed bin collections

form, (<https://www.glasgow.gov.uk/article/12894/Missed-Bin-Collection>) which connects with a new service delivery system providing up-to-date information regarding the status of your collection.

These changes mean refuse teams can record any issues affecting collections on the go (for example an inaccessible street delaying a collection), meaning the council can tell you if there is a known issue with your collection, when using an online form.

To find out more go to: www.glasgow.gov.uk/missedbincollection

WASTE RECYCLING CENTRE

Easter Queenslie Household Waste Recycling Centre (HWRC) closed to the public at the end of September for a period of redevelopment.

Residents are encouraged to use alternative HWRC locations during the closure period.

Please note, residents MUST not leave materials at or close to the site as this will be treated as flytipping.

A temporary HWRC will reopen at Queenslie during October 2025 with restrictions on waste and vehicle types accepted.

The temporary facility at Queenslie will only accept general waste. No vans or trailers will be permitted entry at the temporary site.



Flytipping – What you need to know

We understand that good quality housing needs to be coupled with high quality neighbourhoods, as everyone has the right to live in a safe, secure and clean environment.

What is flytipping?

Flytipping is the action of disposing of waste illegally and irresponsibly and can include dumping anything from a single black bag of household or garden waste to large volumes of tyres and construction materials.

Fixed penalties of £500 can be issued by the police and public bodies.

Flytipping is also a serious criminal offence for which you can be prosecuted.

Being convicted of flytipping could result in a fine of up to £40,000 and imprisonment for up to 12 months.

Who does flytipping affect?

Flytipping can affect us all.

There are over **60,000 incidents** of flytipping reported each year in Scotland, costing over **£8.9 million** of public

money to clear up. This includes costs to housing associations like us, which are ultimately passed on to tenants like you.

In addition to costing you money and creating a potential fire hazard, flytipping degrades the local area and encourages further anti-social behaviour in our neighbourhoods.

It also causes significant harm to the ecosystem, as harmful waste chemicals and debris can soak into the soil and nearby water sources, affecting wildlife and even household pets.

What can I do about it?

Tackling flytipping is a community effort.

Please contact your local authority to report on any instances of flytipping you spot.

Additionally, we can support you in reporting and identifying these issues in our communities.



PORTAL

WINNER

Congratulations to Yvonne Corrigan of Cranhill who won £50 in September's Portal draw!

To be in with a chance of winning £50 in our next draw all you have to do is register on our new Portal.

Our new online Customer Portal makes 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 Customer 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



CONGRATULATIONS!

Congratulations to our *repairs draw winner* pictured with our Helen McPhail. Every month we select a winner from tenants who respond to our repairs questionnaire after having a repair carried out. To be in with a chance of winning simply fill it out when you receive it!



New Repairs Hotline

At Thenue we are continually trying to improve the ways we communicate with you. We have now launched a direct repairs hotline number which leads straight to our dedicated repairs team.

Your new Direct Repairs Hotline is 0141 404 9966.

0141
404
9966

Property Services Update



We are pleased to inform you that CCG (Scotland) Ltd has been appointed to carry out kitchen and bathroom replacements.

KITCHEN REPLACEMENTS will be carried out at the following addresses: Bogside Street, Irvine Court, Irvine Street, Bellrock Crescent, Bellrock View, Milford Street, Milford Court

BATHROOM REPLACEMENTS will be carried out at the following addresses: Frankfield Street, Moodiesburn Street, Hogganfield Street, Lanark Street, James Street, Beacon Place, Bellrock Crescent, Bellrock Street, Gartcraig Road, Loretto Place

Please Note:

Not every property on the streets listed here is included in this year's programme. Inclusion depends on the build date of your property.

If you would like to check whether your home is part of the programme, please contact Lesley Gilhooly on **0141 550 9579**.

DOORS & WINDOWS REPLACEMENTS We are also pleased to inform you that Sidey Solutions Ltd has been appointed to carry out door and window replacements at 3 & 5 Kerr Street and 521-527 London Road. Again, if you have any queries, please contact Lesley Gilhooly on **0141 550 9579**.

FAREWELL RAY AND CAROLYN — AND THANK YOU!



Carolyn (left) with a lifelong friend who attended her farewell

This year we have said farewell to two of our long-serving staff members.

Ray Macleod and Carolyn Logan have retired after giving superb service to Thenue over many years.

Their contribution has been invaluable to your housing association and we want to record our deep appreciation for all that they have done.

In the case of Ray, her length of service to community-based housing was a remarkable 48 years — over 30 of which were spent at Thenue.

Carolyn, who retired earlier this year, started her journey with Thenue all the way back



in 1990, with an incredible 35 years of service!

Paying tribute to both, Interim Chief Executive Barry Allan said: "We are sorry to lose both Carolyn and Ray. Their contribution has been immense but a well deserved retirement beckons. We applaud their dedication to the housing association movement and wish them a long, happy and healthy retirement."

Thenue's Service Centres – Open For You

Our Service Centres are designed so local residents can pop-in and get information on housing service issues - for example changes to tenancy, updating a family member on to your household or check on your transfer application. The Association's Financial Inclusion Service can also assist with all money, debt and benefit related issues, including new claims, changes or updates. Please call in to see us. You will be made very welcome.

Blackhill Service Centre

St Paul's Youth Forum Molendinar Community Centre

1210 Royston Road, Glasgow G33 1HE

- Housing Services on Tuesday mornings at 10am-12.30pm.

Cranhill Service Centre

The Scottish Veterans Office, 2 Bellrock Close, Cranhill G33 3HU

- Housing Services on Monday mornings at 10am-12.30pm and Thursday afternoons at 1.30pm-4.00pm.
- Financial Inclusion Team on Tuesday afternoons at 1.30pm-4.00pm.

Netherholm Community Hall, Castlemilk

4 Holmbyre Terrace, Glasgow G45 9PY

- Housing Services on Wednesdays at 10am-4.00pm (closed for lunch 12.30pm-1.30pm).
- Financial Inclusion Team on Wednesday mornings at 10am-12.00pm.
- Financial Inclusion Team (Benefits Assistance) on Thursdays at 10am-2.30.

Kid's Corner

Can you find 7 differences?



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