

# thenue newsletter

WINTER 2025

The newsletter of Thenue Housing Association

thenue  
HOUSING

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

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



Pictured: Ready to get to work.....(left to right) Tony Teasdale, Anne McIver, Sandra Nolan, Ann McGuire, Janice Shields, Diane McCallum, Lindsay Forrest and Nile Isthephan. Not pictured are Anne Ramsey, Gordon Anderson and Michael Clarke.

## Introducing your new Board and new Interim CEO

**We are pleased to announce in this edition of the newsletter our new Board of Management who will take forward the work of your housing association.**

We are also welcoming new Interim CEO Brian Gannon who joined us on 5 December.

The new Board consists of people who have professional experience working for housing providers and others from our neighbourhoods who are deeply committed to the wellbeing of our communities.

They are led by Chairperson Lindsay Forrest and Vice Chairperson Anne McIver. The remaining Board members are: Diane McCallum, Ann McGuire, Sandra Nolan, Anne Ramsey, Janice Shields, Nile Isthephan, Tony Teasdale, Gordon Anderson and Michael Clarke.

Outgoing Interim Chief Executive Barry Allan welcomed the new-look Board and said: "We are delighted to have a new Board who will oversee the

*work we undertake in our respective communities and feel sure we have the right combination of commitment and skills needed to focus on the future."*

Barry also welcomed his successor, Brian Gannon, who makes a return to Thenue having spent several years as our Head of Housing and Community Regeneration before leaving in 2019 to become CEO of West of Scotland Housing Association – a post he has since retired from.



New Interim CEO  
Brian Gannon

Brian said: "I am thrilled to be making a return to Thenue albeit on an interim basis. I know from my many years at Thenue the important work it undertakes in various communities. It's a privilege to be back and look forward to working with the new Board and our deeply-committed and professional staff team again".



## New Thenue homes for Dalmarnock

**Construction is underway at French Street in Dalmarnock, where 173 new homes are set to bring a significant boost for the community.**

Led by Thenue Housing and CCG (Scotland) in partnership with Clyde Gateway, the development will comprise 119 high-quality affordable homes for rent alongside 54 for private sale led by CCG Homes.

The project, which has been supported by £19m of grant funding from Glasgow City Council, reflects a shared commitment to creating sustainable, inclusive communities.

Thenue has a strong track record of building in Dalmarnock. Firstly we bought many of the former Commonwealth Games Village homes then built new houses and flats at Connal Street.

**FULL STORY ON PAGE 5**



# OUR RENT CONSULTATION FOR 26/27 – WHAT YOU NEED TO KNOW

**We have embarked on our annual rent consultation process which seeks to establish your views on the rent increase we are proposing from April next year**

## Recent rent setting

The last few years have been a mix of rent increases of 5%, 8% and 7% in a direct response to the challenges following the Covid-19 pandemic, the cost of living crisis and high inflation. This level of increase was needed in direct response to significant rises in repairs costs which Thenue faced.

## Current inflation levels explained

Although inflation has decreased from its high in 2022, Consumer Price Index inflation rates of 3.6% in Oct 25 is not representative of the growth in costs we experience in the housing sector. There was a small fall from the highest rate of CPI since January 2024 of 3.8% between July and Sep 25 and shows the instability we are still facing.

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

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

- Individual component (property improvement) costs and tender prices have an annual increase of between 12 and 14%.

Underlying core costs affecting Thenue remain at around 4%. However, the Office of National

Statistics (ONS) Oct 25 bulletin also includes information around Owner Occupier Costs which is more in line with the costs that Thenue incurs and this has decreased during the past year from a high of 8% at Dec 24 to 4.8% at Oct 25.

Achieving the best value for our tenants is a really high priority for everyone alongside the quality of service we provide. We are continuing our process of reviewing our repairs service by meeting with staff, tenants and Area Associations, as part of our vision for planning for the future repairs service provided by Thenue, with tenant needs central to our approach. Again, this is about forward planning to ensure that a quality service can be provided, which works in terms of cost, delivery and service.

## Continued commitment to support and services

We understand that the financial environment continues to provide challenges for everyone, for you as tenants and for us as your housing provider.

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

- £1.4 million of additional income generated for customers through unclaimed entitlements (approaching £4 million over the past 3 years) through our free and confidential Financial Inclusion Service
- £15,808 of fuel vouchers issued
- 2,649 energy help referrals since November 2020 and 393 in the last year

- Over 12,000 people have come through the doors of our 2 community centres accessing a range of community based projects.

## What is in our business plan in terms of service delivery for 2026/27:

Thenue must consider the short-term and long-term position when planning for the future and this includes a significant annual spend in our housing stock which averages between £5 and £6 million per year for the next 30 years. This is essential to ensure that we have quality housing that you want to live in and is fit for the future and energy efficient. All recent survey responses from our tenants reaffirm the importance of this investment and a focus on the quality of our homes.

The projected spend for major repairs for 2026/27 is approximately £3.4m.

This includes spending on:

- 92 bathrooms/shower rooms (approximately £560k)
- 6 kitchens/utility rooms (approximately £61k)
- Cranhill Wall project (approximately £250k)
- 280 boilers (approximately £850k)
- Automatic close door replacements (approximately £190k)
- Fire Risk Assessments to Common Closes (approximately £108k)
- Tenement refurbishment project (approximately £1.2 million)
- Various other works of approximately £181k

We also have a projected spend for cyclical works for 2026/27 of £1.86m and this includes:

- Landscape Investment, Estates & Environmental works and Landscape Maintenance provided by Caledonian Maintenance Services and M Squared
- All gas, electrical, water testing and lift servicing works
- Guttering and paintwork contracts

## Your feedback at the heart of our decision making

In our most recent tenant satisfaction survey, 92% of respondents felt that the rent paid represented good value for the accommodation and services provided. It is really important to us that we are able to continue to deliver the range and levels of service that we know are valued by YOU.

## Therefore, our rent increase proposal for 2026/27 is 4.8%

This proposal will not only allow us this investment in your homes and neighbourhoods, it also ensures the longer -term sustainability and viability of the Association.

## Rent levels in money terms..... what a 4.8% increase means for you

Our rent structure takes into account house type and size, so the increase will vary depending on your property. An example of what a 4.8% increase would mean in cash terms per week is shown below:

- A 3 apartment property with a 4.8% rent increase would represent a £5.27 increase in weekly rent.

We are now able to put forward a firm proposal of a 4.8% rent increase from April 2026. Therefore, as way of consultation and before any rent setting is confirmed by our Board of Management we wish to seek your views on this figure.

Ways in which you can tell us what you think by 5pm on Monday 12 January 2026: -

- Post your tear-off slip below to us at 423 London Road, G40 1AG.
- E-mail us at [rent@thenuehousing.co.uk](mailto:rent@thenuehousing.co.uk)
- Phone us on **0141 550 3581**.
- On-line survey at [www.thenuehousing.co.uk](http://www.thenuehousing.co.uk)
- Through the tenant portal.



- A link will be via text and email to complete the on-line survey

Thenue's proposal for a 4.8% rent increase will deliver a £3.5m major repairs programme and approximately £2m on cyclical works. We will continue to deliver and improve the many

services we deliver including Repairs, Income Maximisation/Financial Inclusion, Energy Advice, Community Regeneration and Housing Management & Housing Support services.

**Our staff will also be available at face-to-face consultation events in your local community.**

Date	Time	Venue
17th December 2025	2pm - 4pm	Cranhill Veterans Centre
18th December 2025	10am – 12pm	Netherholm Community Hall
7th January 2026	4pm - 6pm	Calton Heritage & Learning Centre
8th January 2026	12pm – 2pm	Molendinar Community Centre

If you respond to our rent consultation you are in with a chance of winning a £50 supermarket voucher. Please ensure you give us your name and address so we can contact you if you're the winner.

We believe based on tenant, owner and staff feedback that these are the correct priorities, however, please advise if you believe there are other priorities or have any further comment on the rent proposals for 2026/27.

### We are therefore asking the following questions:

**Q1:** A rental increase of 4.8% means that Thenue can continue to invest significantly in the delivery of planned maintenance and the quality of our tenants' homes. Do you agree with this approach?

☐ Yes    ☐ No

**Q2:** Please add any further comments you have regarding rent setting:

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**Q3:** Do you require any additional help or benefit advice from our Income Maximisation and Financial Inclusion Teams? (if yes, we will be in contact soon)

☐ Yes    ☐ No

**Name** .....

**Address** .....



# NEW HOMES FOR DALMARNOCK

CONTINUED FROM FRONT PAGE

**The new French Street homes will undoubtedly provide a boost for Dalmarnock.**

Eleanor Derbyshire, our Director of Property Services, said: *"This significant development of much-needed new homes reflects our ongoing commitment to the communities we serve as we carry on building in places where people want to live."*

*"It also demonstrates what can be achieved when partner organisations such as Clyde Gateway, the Scottish Government, Glasgow City Council, CCG (Scotland) and ourselves at Thenue work together in the pursuit of delivering affordable homes."*

*"Our tenants and the wider Dalmarnock community will undoubtedly welcome work beginning on these properties, and we look forward to their completion in 2027."*

Martin McKay, Chief Executive of Clyde Gateway, said: *"A key pillar of the regeneration of the Clyde Gateway area is building quality, affordable and private homes, helping it to be a great place to live and work and be able to enjoy the greenspaces and amenities it now has to offer."*

Calum Murray, Director of CCG (Scotland), said: *"We are proud to bring forward this major mixed-tenure development in partnership with Thenue, Clyde Gateway, the Scottish Government and Glasgow City Council."*

*"French Street is a landmark project will offer much-needed housing choice and affordability while creating a place where people of all ages and backgrounds can thrive."*

\*French Street represents the largest housing development to be approved by Glasgow City Council in the 2024/25 financial year and is due for completion in 2027.

Pictured: The team behind the new homes with Councillor Susan Aitken, Leader of Glasgow City Council (fourth right)





# Make a Difference in Your Community – Volunteer with Thenue!

**Are you ready to create positive change where you live?**

**Thenue Housing Association is launching an exciting volunteer programme that gives you the chance to support your community, build confidence, and develop new skills.**

Our Volunteer Co-ordinator, Christopher, is preparing a variety of opportunities to suit everyone:

- Quick, one-off activities for those with limited time
- Longer-term roles for anyone looking to gain experience or try something new

When the better weather arrives, join us for Community Improvement Days, such as:

- Tidying Elcho Gardens
- Litter picks around Thenue developments
- Helping decorate a local community centre

These events are a fantastic way to connect with others and help create a cleaner, brighter, and more welcoming environment.

Looking for something more structured? We will also be offering formal volunteering placements with Thenue Communities and local charities. These roles let you:

- Make a lasting impact in your area
- Explore something you've always wanted to try
- Put your hidden talents to good use



Don't miss our drop-in event assuming your newsletter reaches you in time:

- Thursday 18th December
- 3:00–5:00 pm
- Calton Heritage & Learning Centre

Come along to meet Christopher, ask questions, and discover how you can get involved.

**Ready to start now?  
Or you can contact  
Christopher:**

- [christopher.somerville@thenuehousing.co.uk](mailto:christopher.somerville@thenuehousing.co.uk)
- 07979 056882



# Winter tips for your home

In order to keep you and your home safe & warm this winter here are some tips:

## Insurance

Make sure that your home/contents insurance policy is up to date with adequate protection

## Pipes

If you have any external exposed pipes they should be covered in lagging which will reduce heat loss and insulate the pipes to stop them from freezing.

## Stop Cock

This is the valve that turns off and on the cold water system in your home. If there is a burst/frozen pipe this means that you can shut off the water to prevent any flooding. It is usually found in your kitchen under the sink or in a hall cupboard – turn it clockwise to switch it off.

## Radiators

If your radiators are colder at the top than the bottom, then they may have trapped air inside - which stops the heat from circulation properly. Use a radiator key to release the air and the radiator will run more efficiently. Tenants can call City Technical Services to assist with this on tel: 0333 202 0708

## Use timers on your central heating system

Ideally you should heat your home for at least one hour every day. The timer can be used to make sure it comes off and on. This helps the system run smoothly, heating your pipes and home.

## Block out draughts

Draught excluders at windows and doors are easy to install yourself and are effective for small areas.

## Use your curtains

Keep them open during the day to let in any natural sunlight. When it gets dark close them and this will act as another layer of insulation to keep the warmth in your rooms.

## Move your sofa

Move it away from the radiator to allow the hot air to circulate. Do not dry clothes on radiators as this creates condensation and can reduce the heating in your rooms.





# MANY HAPPY RETURNS TO ALICE!



Pictured: Alice who is 103 years young

**We would like to extend very happy birthday wishes to 103 year old Alice Gallacher is a Bridgeton treasure.**

Looking amazing, she celebrated this extraordinary milestone on November 4 and has been a vital part of the work of the Bridgeton Community Learning Campus for a long, long time.

She has been a supporter of the BCLC since its inception and lived in Bridgeton all her life.

On behalf of everyone at Thenue we join in celebrating Alice's wonderfully long life and wish her continued good health and happiness.



## 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.

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

How I Can Help You:

- Energy debt advice
- Supplier complaints
- Tariff switching
- Energy efficiency tips
- Smart meter advice

## Christmas Tea Band & Family Event!

**An exciting event is coming to the CHLC on Thursday 18<sup>th</sup> December.**

2pm - 3.30pm: Christmas Tea Dance with the Jon Ritchie Swing Band

3pm - 5pm: free Christmas hot chocolate and snacks outside the centre for families after school with Christmas Carols.

During the event, we will have a visit from the 2026 Commonwealth Games Mascot, Finnie.



# Property Services

## Gas Servicing:

Help us to keep you safe. Every year by law the association must check and service your gas appliances to ensure that they are in safe working order. You will receive a letter from our contractor City Technical Services (CTS) in advance advising you of the date they will come to carry out the service. If this is not convenient, please call them as soon as possible and they will arrange another appointment to suit you: **0333 202 0708** or contact us on **0141 550 9547**



## Ventilation Servicing & Maintenance:



The Ventilation Experts will contact you by letter in advance advising you of the date they will come to carry out the Servicing and Maintenance of the ventilation systems. If this is not convenient, please call them as soon as possible and they will arrange another appointment to suit you: **0141 370 2022** (Monday – Friday 10am – 3pm) or Email [admin@ventilationexpert.com](mailto:admin@ventilationexpert.com) to arrange an alternative appointment or contact us on **0141 550 9547**

In order to carry out these important checks in your home, once you have received correspondence to confirm an appointment, we would ask that you please ensure that the working area is clear and that pets are kept in a separate room while the works are being carried out.

## Electrical Safety Testing:

Help us to keep you safe. You will receive a letter from our contractor Magnus Electrical Services, in advance advising you of the date they will come to carry out the Electrical Safety Test (EST) This will be carried out every five years. If the appointment is not convenient, please call them as soon as possible and they will arrange another appointment to suit you: **0141 949 1114** or contact us on **0141 550 9547**

## Gutter Cleaning:

PSA carry out the gutter cleaning to our properties on an annual or bi-annual basis depending on location. This is carried out using a pole system, although access may be required to garden areas. A notice will be placed in your close or through your door to advise when they will be on site. The dates may be subject to change due to weather.

## Close Cleaning:

All closes included within the contract are cleaned on a weekly basis by Protec FM:

- The stairwells are swept out and then washed down.
- Where there is a lift on the premises this will also be cleaned weekly.
- Walls, ceilings, doors, handrails and windows are cleaned monthly.

## General:

We aim to get things right first time. If you are unhappy with any aspect of our service, please contact us as soon as possible - this will allow us to deal with your concern promptly. Please contact Property Services Team on: **0141 550 3581**.



## Emergency Alarm - SMART Hubs

**Monthly Test Reminder:** It is important that you carry out your own test every month. You should use the call button on the Hub and also test your pendant/bracelet by pressing it.

Both should connect directly to Homecare Community Alarms who should respond to your call. Just advise them you are testing your pendant/bracelet and that no action is required. If you have any difficulties with this and would like a member of staff to help you with it, please let Linda, Laura or Dot know. If you have any problems with connecting to Homecare, again, please tell us immediately. It is important you do this every month to ensure there are no problems with your Hub.

If you have a smart hub unit and pendants, please remember to wear either your neck pendant or wrist strap at all times, to ensure any support/help issues are dealt with immediately.

## Surgeries

Retirement Housing Surgeries in Bridgeton - Tuesday and Thursday morning in Main Street and Calton at the CHLC on a Thursday afternoon.

The last day for surgeries during the Christmas period will be 18<sup>th</sup> December and will re-open on Thursday 8<sup>th</sup> January.

Contact details for retirement housing staff during this period are below:

### Calton

Linda Malone  
Telephone **0141-550-9565/07969374811**  
[linda.malone@thenuehousing.co.uk](mailto:linda.malone@thenuehousing.co.uk)

### Bridgeton

Dorothy McKinlay  
Telephone **0141-550- 9561/07786312143**  
[dorothy.mckinlay@thenuehousing.co.uk](mailto:dorothy.mckinlay@thenuehousing.co.uk)

## Keeping An Eye On Elderly Neighbours During The Winter Months

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

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

Knock on the door and ask if they are ok, warm and well?

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

### Useful Numbers

If you think you or someone you know has a health concern and your GP surgery is closed for non-emergencies contact NHS 24 on **111** or in an emergency **999**

For Social Care issues contact Glasgow City Council



on **0141-282-0555** or Emergency Out of Hours Service on **03003431505**

### Other useful numbers:

Age Scotland – **08001244222**

### Mental Wellbeing:

Breathing space **0800838587**

The Samaritans 24/7 – **116 123**





# AN AUDIENCE WITH DAVID HAYMAN

## Award-winning actor and humanitarian visits Calton to mark 12th anniversary of community centre

**ACCLAIMED** actor David Hayman has helped celebrate one of Calton's proudest achievement with a visit to Calton to talk about his passion for acting and his humanitarian work.

A household name to millions for his stellar career on stage, in film, television work and as a director, he took part in "An Audience with David Hayman" at the Calton Heritage and Learning Centre.

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

It opened its doors on 1 November 2013, has been a stunning success ever since and become a focal point for a host of neighbourhood activities with the overall aim of bringing people together. The Centre is run by Thenue Communities – a subsidiary of us here at Thenue Housing.

Hayman was born in Glasgow and has forged a remarkable career over sixty years which has taken him all over the world. But he has never forgotten his roots including spending time at the Citizens Theatre - now happily reopened to theatregoers after a multi-million pound transformation.

He described his time at the theatre as "magical" – working as he did "ten months a year, six days a week for ten years."

He was interviewed by broadcaster, comedian and writer Susan Morrison - best known for her popular podcasts.



Pictured: Welcome to Calton...the event in full swing

Hayman said he was "delighted" to be celebrating the anniversary of the Centre, to speak about his career and focus also on his charity "Spirit Aid" which he founded in 2001.

A strong campaigner for social justice at home and abroad, Hayman's Spirit Aid has undertaken remarkable work over nearly a quarter of a century.

Spirit Aid describes itself as a Scottish humanitarian relief organisation dedicated to alleviating the suffering of children and young people whose lives have been affected by poverty, neglect, abuse, lack of opportunity, humanitarian crisis or even blighted by war.

At school Hayman was described as "daydreamer" - but his dream which he was all too keen to fulfil - was to become an actor while working as an apprentice steel template maker.

He told the audience in Calton: *"I never wanted to be famous – I just wanted to act."*



A very happy birthday....Rosie Robertson and David Hayman cut the Centre's 12th birthday cake

Concluding the event, Hayman and Centre Manager Rosie Robertson jointly cut a birthday cake to mark the 12<sup>th</sup> anniversary.

# Keeping Your Rent on Track This Festive Season

As we enter the festive period, we know this time of year can bring joy, but also financial pressure. We want to reassure all tenants that we understand how challenging December can be and that we're here to support you.

At the same time, please remember that rent must still be paid over Christmas. Staying on top of your payments helps keep your home secure and protects your tenancy.

## Holiday Opening Hours – Please Plan Ahead

**Over the Christmas and New Year period, our offices will be operating reduced hours.**

Please take note of the dates below, especially if you rely on speaking to staff or making payments in person.

### Closed:

- 25th December
- 26th December
- 29th December
- 1st January
- 2nd January
- 5th January

### Open:

- 30th December (available by phone or email)
- 31st December (available by phone or email – early finish)
- 6th January onwards

If you normally make rent payments over the phone to a member of staff or visit us in person, please plan ahead around these closure dates.

## 24/7 Payment Options

**You can continue to pay your rent at any time using our online portal or automated telephone service, available 24/7, as long as you have your 19-digit payment reference number.**

If you need your reference number or aren't sure where to find it, please contact us before the holiday period and we'll be happy to provide it.

## Struggling? Please Talk to Us Early

We understand that Christmas can be financially difficult. If you're worried about paying your rent, please get in touch with us as soon as possible.

Our Financial Inclusion Team can offer:

- Budgeting advice
- Help with benefits and financial support
- Guidance on payment plans
- Support to prevent arrears from building up

Reaching out early means we can help you before the situation becomes overwhelming. You can contact us by emailing [financial.inclusion@thenuehousing.co.uk](mailto:financial.inclusion@thenuehousing.co.uk) or by telephoning the main office. Your Housing Officer can also refer you.

## Make Things Easier: Set Up a Direct Debit



**To make paying rent simpler, especially during the busy festive season, we encourage tenants to set up a Direct Debit.**

It's reliable, secure and ensures your payments are made on time even when our offices are closed.

If you'd like help setting this up, please get in touch.

## We're Here to Support You

**We want all our tenants to enjoy a safe, secure and stress-free Christmas.**

If you need any support or have questions about your rent, payment options, or financial advice, please reach out as we're here to help.





# Festive Bin Collection

Kerbside collection properties due to receive a bin uplift on either December 25, 26 or January 1, 2 will have bins emptied on their next scheduled date. However, to help with any build-up of waste, the council's single bin and side waste policies will be suspended for the next collection cycle at affected properties. Households which receive an assisted collection or generate additional waste due to medical needs will be prioritised.

Residents who receive kerbside collection and will have their schedule affected by public holidays will receive information directly to help advise of this year's changes to their bin calendar. Information will also be made available on the council's social media channels and website.

[glasgow.gov.uk/festivewaste](http://glasgow.gov.uk/festivewaste)



## Repairs

### Emergency Contact Numbers

**Please note due to the festive period routine repairs can be reported up until 1pm on Wednesday 24th December 2025**

We are then open again for routine repairs on 30th December and up to 1pm on 31st December, with normal office hours resuming from 6th January onwards.

You can contact our repairs service on the direct dial number 0141 404 9966 or through our office number 0141 550 3581.

Whilst the office is closed any out of hours emergency repairs can be reported via the following numbers:

- central heating or hot water call CTS on **0333 202 0708**
- controlled entry contact Dalkia on **0141 732 8292**

All other emergency repairs call Mears on:

- **01236 793367** between 9am and 5pm
- then **0370 191 0001** after 5pm

If you are a tenant of a flat only within the Connal Street Dalmarnock Development, please direct emergency repairs to CCG Contractor on **0141 643 3744**





# THE BATTLE AGAINST CONDENSATION

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

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

## How to recognise mould growth

Mould growth is a typical sign of chronic condensation and occurs as spores which are always present in the air. These spores find water (condensate) and organic material (dirt and grease) that support their life cycle. Mould is a significant health risk to asthmatics, anyone with other respiratory conditions, the very young and elderly people. The high humidity levels associated with condensation also enables house dust mites to flourish.



## What action is required and tips

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



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

## Bedroom areas

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

## Shower/bathroom area

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



## Kitchen area

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



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



# AGAINST MOULD ACTION



## Living areas

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

## General

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

## Windows

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



## Laundry

Please avoid drying clothes on radiators.

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



## Heating

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





# Area Associations Roundup

## Cranhill Area Association



## Dolly Parton's Imagination Library

Cranhill Area Association is delighted to share the news that it has become an official affiliate of the Dolly Parton Imagination Library, an internationally recognised early-years literacy programme. Thanks to this partnership, children aged 0–5 living in Thenue properties in Cranhill will receive a high-quality, age-appropriate book delivered directly to their home every month until their fifth birthday.



This wonderful initiative has been made possible through a grant awarded by Thenue, enabling the Area Association to invest in children's early development and strengthen family connections. The Imagination Library is known for helping to nurture a love of reading from the earliest age, supporting language development, imagination, and lifelong learning.

The project will launch in the new year. Parents and carers will receive a letter from Thenue with clear instructions on how to enrol their child. We encourage all eligible families to sign up and enjoy the joy and bonding that comes from sharing stories together.

## Bridgeton & Dalmarnock Area Association



## Comic Book Project

Bridgeton & Dalmarnock Area Association is excited to introduce a creative new venture for local young people: a 12-week Comic Book Project delivered in partnership with Spider Arts and Strange Field, a respected community arts organisation based in Dalmarnock.

Throughout the programme, participants will work with a professional comic book artist and a fine artist, both bringing extensive experience engaging young people. Their expertise will help create a supportive, inspiring environment where young people can express themselves freely.

Every participant will be provided with all art materials, guidance, and a healthy meal during each session to ensure the programme is fully inclusive and accessible.

A highlight of the project will be the end-of-programme exhibition hosted at Strange Field Studio, where families and community members will be invited to view the young people's artwork in a professional gallery setting. In addition, a printed comic book featuring their creative work will be produced, with 500 copies distributed across the community. Participants will each receive their own copy along with a small voucher as a token of recognition for their hard work.

Young people will be encouraged to reflect on issues that matter most to them, such as community, friendship, identity, or local pride, which will help shape the themes and stories within the comic.

The project is being funded through a grant from Thenue, and the Association will continue to pursue further funding to expand or extend the initiative in the future.



# Area Associations Roundup

## Netherholm

### It's panto time!



Netherholm Area Association is pleased to announce its plans to celebrate the festive season by taking local residents to a nearby pantomime. This special community outing aims to bring people together, spread seasonal cheer, and offer families a memorable experience. The event has been made possible through a grant awarded to the Association by Thenue, whose support continues to strengthen community activities in the area.

In addition, the Area Association is delighted to share that it has successfully progressed to the second phase of the Glasgow Mental Health and Wellbeing Grant Programme. This pilot funding opportunity would enable the group to deliver a wide range of wellbeing activities over a two-year period, including yoga, gardening, sewing clubs, and flower arranging. These activities are designed to promote positive mental health, build social connections, and provide welcoming, inclusive spaces for local residents.

The Association will receive a final decision on the grant in February 2026. Should the application be successful, it will allow the group to expand its wellbeing programme and offer even greater support to the Netherholm community.

## Calton Area Association

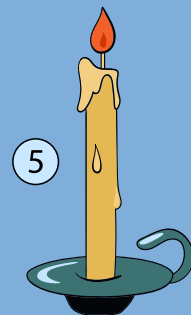
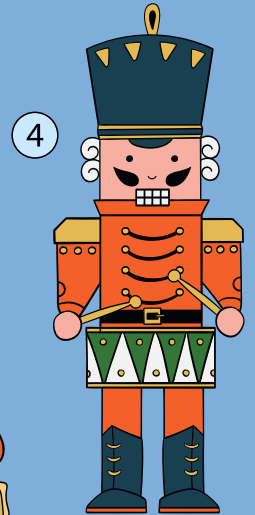
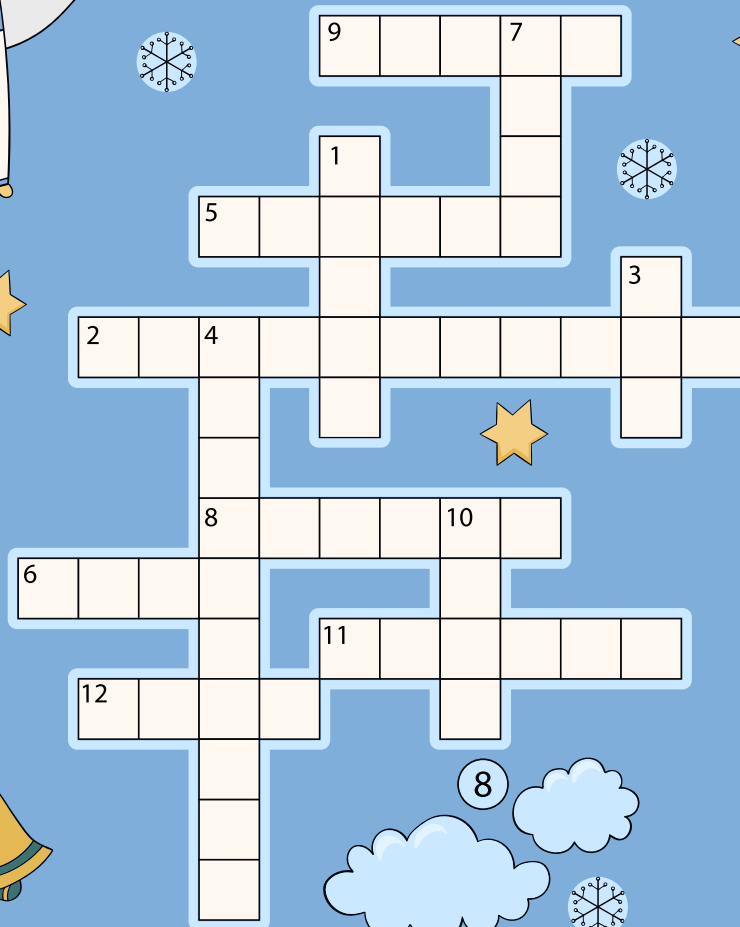
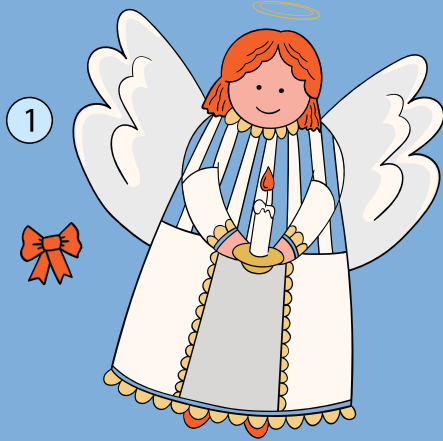
### Christmas fun

Calton Area Association continues its important work in Calton. Its popular Christmas extravaganza took place at St Luke's with a feast of Christmas family fun.

Next year is expected to be another busy period for the Association as it continues to bring people together and work tirelessly for the community of Calton. Stay tuned for more information in due course.

Meantime the Calton Area Association would like to wish its supporters and friends a very Merry Christmas and a Happy New Year when it comes.



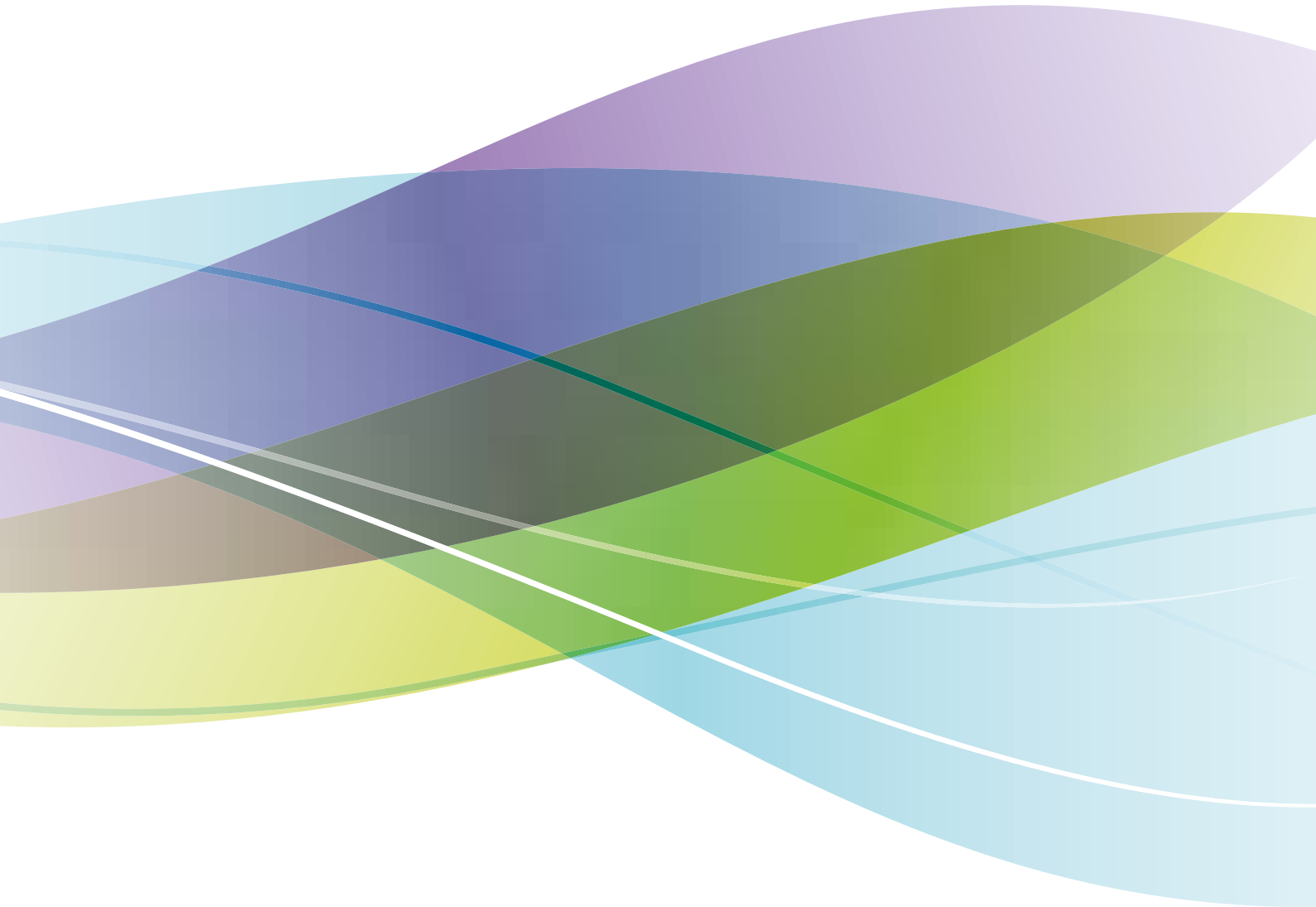


1. ANGEL 3. HAT 4. NUTCRACKER 7. TREE 10. DEER  
2. GINGERBREAD 5. CANDLE 6. STAR 8. CLOUD  
9. SANTA CLAUS 11. WREATH  
12. SOCK



# COLOUR ME IN!





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