

thenue newsletter

SUMMER 2026

The newsletter of Thenue Housing Association



www.thenuehousing.co.uk



A £3.4m HELPING HAND!

**Thenue puts massive sum
back in YOUR pockets - and it's
DOUBLED on the year before**

**THENUE customers have
received a massive £3.4 million
pound boost after we helped
you unlock access to a huge
amount of benefits.**

Incredibly, the sum has rocketed
from **£1.4 million** during the
equivalent period in the previous
year – reflecting the sheer scale of
support for families and individuals

– many of whom are struggling with
cost of living pressures.

Our “Financial Inclusion Team” has
revealed the extent of its efforts – in
just one year in the latest analysis..

The remarkable figure has risen for
the **FIFTH** year in a row as tenants
accessed a range of cash help to
which you are entirely entitled and
are now claiming.

Story continues on page 2...

DONNA TAKES UP ROLE AS OUR NEW CEO

**DONNA
Henderson
has now
taken up her
role as our
new Chief
Executive.**



Following the announcement
of her appointment earlier this
year, Donna began work with
Thenue in May.

Donna has joined us from
another housing provider
Hanover Scotland where
she was Director of Strategic
Finance and succeeds Interim
Chief Executive Brian Gannon
who has retired.

Donna said: “I am absolutely
delighted to have joined
Thenue and look forward to
leading an impressive team
in our important work in the
communities we serve.

“Like all housing associations
we relish our role in these
neighbourhoods, delivering
affordable housing and
maintaining and enhancing
our essential community
regeneration role.

“In particular, we recognise the
difficult and ever-present cost
of living challenges that affect
our customers on a daily basis
and our endeavour is to deliver
value for money – and, crucially,
provide support wherever and
whenever we can.

A £3.4m HELPING HAND!

The **£3.4 million** obtained for customers covered the period April 2025 to the end of March this year - demonstrating sky-high demand for help.

Donna Henderson, our Chief Executive, praised the efforts of Thenue staff saying they “were doing everything they could to put money back in people’s pockets”.

Donna said: “We are extremely proud of the life changing services that we continue to deliver through financial support year after year. Securing £3.4 million for our tenants within the past 12 months reflects not only the dedication of our staff who continually go above and beyond but a real need within our communities.

“These financial gains have helped ease hardship and improve overall wellbeing for individuals and families who need it most. We are committed to building on this success and ensuring that every tenant has

access to the support they need to live well and with dignity.

“It is just another example of how a community-based housing provider like Thenue offers a much-needed helping hand – going far beyond simply collecting the rent.”

Pamela McLevy, Thenue’s Income Maximisation Manager whose team achieved the sum, added: “There is no doubt that financial pressures facing families and individuals remains an ever-present challenge to the financial wellbeing and security of so many.

“We are here to help in whatever way we can confidentially and free of charge and crucially, we want to get the message across that we need to hear from our customers who may be entitled to support that they don’t know about and aren’t claiming.”

In addition, Thenue operates an “Energy Advice” initiative to help

tenants with energy debt and establishing if they can find a cheaper energy tariff. It has obtained thousands of pounds for tenants.

Some of the eye-catching findings in the latest figures make for impressive reading:

- **£979,418 was obtained in Universal Credit**
- **£1.36 million was obtained in Housing Costs**
- **£224,973 was obtained in Disability Benefits**
- **£70,763 was obtained for council tax reduction and discount**
- **£89,370 was obtained for “Pensioner Benefits”**
- **£617,973 was obtained for “Unfit for Work” Benefits and Awards**

Other sums were obtained including grants, benefits for children and charges being written off which also figure in the total of £3.4 million.

Margaret Roberts – An Appreciation

We have recently received the sad news of the death of a former Thenue colleague, Margaret Roberts.

Margaret worked for many years for Scottish Homes and played an instrumental part in securing the vote of Scottish Homes tenants to enable Thenue to acquire their stock which took place in 1995.

Following this transfer, Margaret worked as one of the Housing Officers - firstly in Bridgeton, and then in Calton and was a well-known and respected face until her retirement in July 2013.

We send our deepest sympathies to her husband George, and daughter Leeann at this sad time.



MEMBERS CONSIDER UPDATED RULES AT SPECIAL GENERAL MEETING

Thenue Members attended a Special General Meeting on 9 July to consider whether the Association should adopt an updated set of Rules designed to support clear, modern and effective governance and to vote on a Special Resolution. Law firm TC Young attended to provide independent legal advice, while our Chair Lindsay Forrest and Chief Executive Donna Henderson were also available to answer questions.

Why the Rules were reviewed

Like all well-run organisations, Thenue reviews its Rules from time to time to make sure they remain clear, current and fit for purpose. This followed recommendations from last year's independent Governance Review, which asked Thenue to look again at areas including a review of our Rules, succession planning and wider governance arrangements.

Following advice from TC Young, the Board unanimously recommended that Thenue adopt the "Scottish Federation of Housing Associations' Model Rules 2020" while retaining a small number of Thenue-specific provisions. The Model Rules are widely used across the housing sector and are endorsed by the Scottish Housing Regulator and the Financial Conduct Authority.

What the changes mean for members

The proposed changes are about strengthening governance — not changing Thenue's charitable purpose, aims or commitment to tenants and communities. They are intended to make the Rules clearer, reflect current good practice and give the Board appropriate flexibility to retain important skills and experience.

Members were told that longer-serving Board Members would still need to demonstrate continued effectiveness through annual review and, where required, stand for re-election. The updated Rules also include modern governance arrangements, such as provision for virtual attendance at meetings, while maintaining important safeguards around eligibility, conflicts of interest and connected individuals.

Questions raised by members

A number of questions were raised in advance of the meeting and discussed on the night. These included whether members of Area Associations could stand for the Board, how Thenue would prevent the Board being dominated by closely connected individuals, and what the proposed changes would mean for the current "nine-year rule."

Thenue confirmed that involvement in an Area Association does not prevent someone from joining the Board.

On term limits, members heard that the proposed change would allow a Board Member to remain beyond nine years only where the Board is satisfied that they continue to be effective.

The resolution and next steps

Members were then asked to vote on the Special Resolution to adopt the new Rules in substitution for the existing Rules.

Although a clear majority of members supported the proposal, the Association's Rules require a 75% majority for any Rule change to be approved.

The proposal therefore did not achieve the required threshold, meaning the existing Thenue Rules will remain in force.

The Board would like to thank everyone who attended

the meeting, submitted questions and took part in the vote. The level of engagement demonstrated the importance members place on the future governance of Thenue and their continued commitment to the organisation.

The Board remains committed to strengthening governance, engaging openly with members and continuing to build confidence in Thenue. The feedback received during the Special General Meeting will help inform future engagement with members as the organisation continues its improvement journey.

Area Associations Round Up

Cranhill Area Association

We continue to provide a wide range of opportunities for local residents to come together and enjoy new experiences. This summer, the group is organising a family trip to East Links Family Park, offering local people the chance to enjoy a fun day out. Plans are also underway for a festive trip to the pantomime. The Association also plays an active role within the Cranhill Consortium, a partnership of local organisations working collaboratively to improve services, strengthen community connections and ensure residents have access to a wide range of support and opportunities.



Bridgeton and Dalmarnock Area Association

We have secured additional funding from Clyde Gateway to further develop the highly successful Comic Book Club project. The club continues to provide young people with opportunities to develop creative skills, build confidence and express themselves through storytelling, illustration and design. We would like to thank delivery partners Spider Arts and Strange Field Studios for their continued support, creativity and dedication to the project. Additional community benefit funding from contractor CCG, linked to the French Street housing development has ensured the project can continue until September. The young people involved are now working towards creating their own merchandise, which they will proudly showcase at Glasgow East Comic-Con.



Netherholm Area Association

We continue to build on the success of the popular wellbeing programme, with activities including yoga, sewing and gardening helping residents improve their health, confidence and social connections. The group has also delivered a successful series of Food and Fun events throughout the summer, bringing local families together and providing enjoyable activities for children and young people. The Association's STEAM Club is going from strength to strength and is now delivered on the last Sunday of every month for four hours. With the addition of two new tutors, participants will benefit from an even wider range of learning opportunities across all STEAM themes – Science, Technology, Engineering, Arts and Mathematics.



Molendinar Area Association:

This is the newest addition to our network of community groups and has already made an impressive start. Over the past few months, local residents have worked hard to establish the Association and create a strong and committed Management Committee that reflects the passion and ambition within the community. The group is already developing plans for a range of events and activities that will support local projects, strengthen community spirit and create opportunities for residents to become more involved in shaping their neighbourhood. We look forward to supporting Molendinar Area Association as it grows and develops, and we are excited to see the positive impact it will have within the local community in the years ahead.



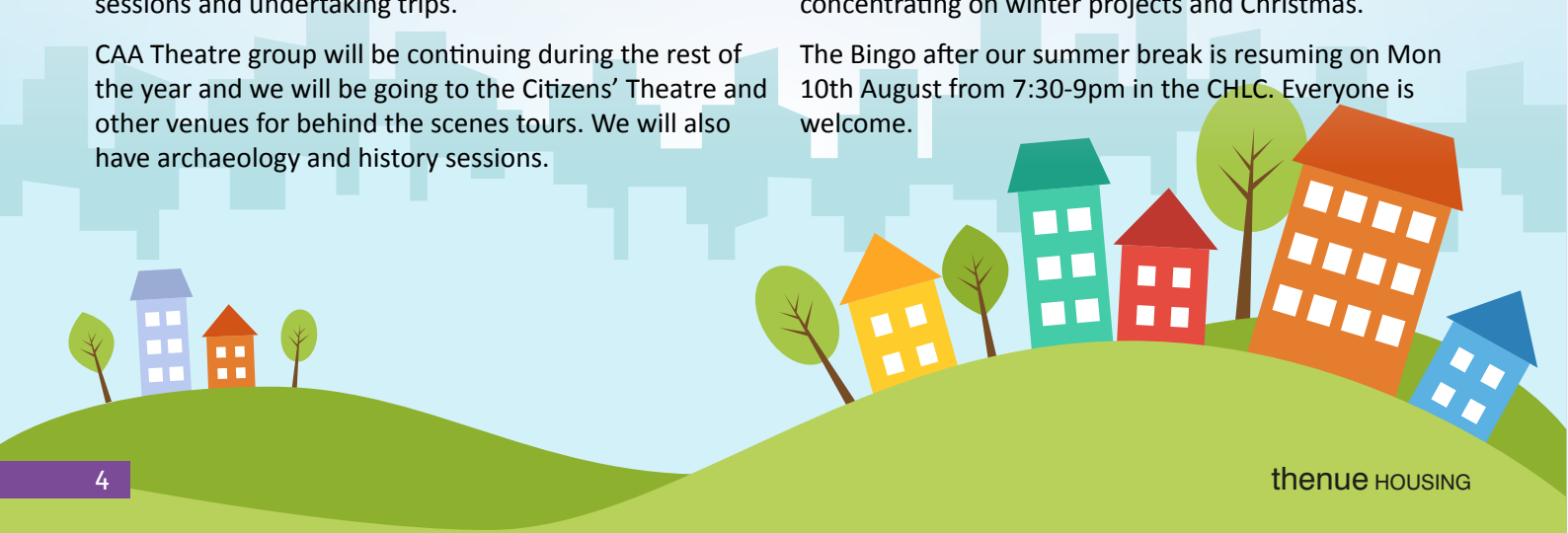
Calton Area Association

We have had an enjoyable spring/early summer by working with the Pipe Factory and others doing creative sessions and undertaking trips.

CAA Theatre group will be continuing during the rest of the year and we will be going to the Citizens' Theatre and other venues for behind the scenes tours. We will also have archaeology and history sessions.

We will be undertaking our usual events with the Pipe Factory up to the end of autumn when we will be concentrating on winter projects and Christmas.

The Bingo after our summer break is resuming on Mon 10th August from 7:30-9pm in the CHLC. Everyone is welcome.





A TIME TO REMEMBER LOST LIVES

Poignant floral tribute from Castlemilk community takes place once again

Castlemilk's dignified annual act of remembrance to remember lost lives has taken place once again this summer.

And it has received support from us here at Thenue with our usual floral tribute.

Now in its 22nd year, it was widely supported by the community.

The ceremony takes its names from the flowers sold on the day for £10 or £20 which are then attached 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.

It is immaculately maintained and 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 Lanarkshire choir "Soundsational".

Donna Henderson, our Chief Executive: "We recognise the importance to Castlemilk of this occasion to remember, reflect and celebrate deeply-valued lives.



"Like other housing providers across Castlemilk, we have grown deep roots in the community over many years and feel privileged to be invited to take part in such a worthwhile and essential act of remembrance."

A New Mural to Celebrate Thenue!

We are pleased to report that a new mural depicting St Thenue – whom we are named after – has appeared in Glasgow.

St Thenue – also known as St Enoch – was the mother of Glasgow's Patron Saint Mungo.

Now the THIRD mural to be created in recent years depicting St Thenue has appeared in the city's George Street reminding us all of the important role she played in the city's rich history.

The mural - created by the artist "Smug" - is a new take on his earlier mural of St Thenue – this time showing her in her later years. His earlier depiction of St Thenue in the city had a short lifespan due to remedial works on the building on which it appeared and can no longer be seen.

Councillor Angus Millar, Convener for City Centre Recovery at Glasgow City Council, said: "The earlier St Enoch mural was a popular part of the City Centre Mural Trail, and we were keen - when working with the artist - to see something new that would pay tribute to a key character in the very early days of Glasgow. I am sure the striking new mural of St Enoch, appropriately placed in Glasgow's historic heart, will prove to be as popular as its predecessor."

We commissioned our own mural of St Thenue close to Abercromby Street near our offices in 2019.

It was unveiled to mark our 40th anniversary and is a major landmark on the boundary between Calton and Bridgeton.

Legend has it that St Thenue had a traumatic upbringing as the princess of a pagan king. As a young, pregnant



and unmarried woman in the 6th or 7th century her father ordered her to be hurled from a hill in East Lothian known as Traprain Law.

When she survived the fall she was put in a small boat and cast adrift in the Firth of Forth to perish. The boat, however, drifted over to Culross in Fife where she was given sanctuary and gave birth to Mungo who later came to Glasgow and founded the Cathedral.



The Thenue commissioned mural on Abercromby Street soon after its launch with the artist Mark Worst.

A MAJOR BOOST FOR BLACKHILL!

Welcome donation of £1000 helps support Molendinar Community Centre and its important work

MOLENDINAR Community Centre has received a welcome cash boost to help fund its important work.

The community centre based in Blackhill is a focal point for a wide range of activities which bring local people together.

Thenue Housing along with one of our contractors McConnell teamed up to donate £500 each to the Centre.

St Paul's Youth Forum runs the Molendinar Community Centre, which provides a wide range of activities, support services, and opportunities for local people.

It is an essential community hub which is highly valued by local people.

Through its community-focused approach, the centre offers a welcoming and inclusive space where children, young people, families, and residents can take part in a variety of activities.

These include yoga, football, dance, sewing and knitting classes, fitness programmes, educational courses, support groups, men's groups, youth clubs, and a community food pantry.

Welcoming the donation from McConnell and Thenue, Centre Manager Debbie Martin said: "This is great news. Every penny helps, and we are very grateful to McConnell and Thenue Housing for their generosity.

"The ongoing costs of running and maintaining the Centre are an ever-



Thank you...(left to right) Debbie Martin, Iris Treaty of McConnell and Ruth Adam

present challenge, so we remain very appreciative of financial donations such as this to support the work we are doing in keeping the Centre going.

John Hepburn, McConnell Managing Director (Scotland) said: "We're so pleased to have been able to support Molendinar Community Centre with a donation. As a vital hub for the local community, it plays an important role in supporting and connecting people of all ages. Working alongside Thenue, we're proud to help ensure the centre remains open and well-maintained,

so it can continue to serve the community for many years to come."

Ruth Adam, our Community Regeneration Manager, added: "Thriving communities remain essential to our work as a housing association and community centres such as Molendinar play a vital role in delivering that.

"We have many tenants in Blackhill and the £500 McConnell donation which we have matched with our own £500 contribution helps sustain such important work."

Good News Stories



We are again pleased to bring you some examples of how we've been supporting tenants and helping improve financial wellbeing.

Boosting income due to ill health

We supported a tenant with health challenges to claim Universal Credit, including additional support due to ill health. We also helped review their Adult Disability Payment, which was increased. As a result, they now receive more income each month, improving their financial position.

If you need support, our Financial Inclusion Team is here to help — please get in touch.

Support with Universal Credit issues

A tenant noticed their Universal Credit had reduced. We helped request a review, which resulted in increased payments and backdated money owed. This prevented further financial pressure and rent arrears.



Helping get things back on track

A tenant's Housing Benefit stopped after a missed review, causing arrears to build up. We helped challenge the decision, and their benefit was reinstated with backdated payments worth thousands of pounds. This reduced arrears and helped secure their tenancy.

Support during a difficult time

Following a bereavement, a tenant needed help managing housing costs. We supported them to claim Housing Benefit and Council Tax Reduction, including backdated support, helping ease financial pressure at a difficult time.

Real support when it's needed most

A tenant with a young family was struggling with fluctuating income and rising living costs, which led to rent arrears. We supported them to apply for Discretionary Housing Payment, securing £1,000 and clearing their arrears in full. This has helped them feel more stable and reduced financial stress.

Short-term Assistance

If your disability benefit has been reduced or stopped and you've asked for the decision to be looked at again, you can apply for Short-term Assistance.

It's a temporary payment that replaces the amount you've lost, so you don't have to manage on less money while your challenge is ongoing.

Key points:

- It covers Adult Disability Payment, Child Disability Payment and Pension Age Disability Payment
- You do not need to pay it back, even if your challenge is unsuccessful (unless there was fraud or an overpayment caused by error)
- It's only available if your benefit was reduced or stopped

You cannot get it if:

- You were never awarded the disability benefit, or
- Your benefit has not been reduced or stopped

If you need help applying for or challenging a disability benefit decision, please contact our Financial Inclusion Service.





Financial Support & Assistance

Our advice is free, confidential and impartial – call us now to make an appointment with one of our advisors.

Call us now:

0141 550 3581

Email us at:

financial.inclusion@thenuehousing.co.uk

Appointments are available face-to-face, digitally, over the phone or a home visit, providing support in a way that works for you.

Free Appointments Available

- Check you're receiving all the benefits you're entitled to
- Help to maximise your income
- Support with claiming and managing benefits (including Universal Credit and Housing Benefit)
- Applications for disability benefits for adults and children
- Scottish Social Security benefits
- Grant applications
- Help with council tax and rent arrears
- Budgeting support and advice

Our professional Advisers are available:

Monday – Friday: 9am – 4pm

by appointment only, Thenue Housing Association

Every Tuesday: 9:30am – 4pm

Cranhill Veterans Centre, Drop-in facility

Every Thursday: 9:30am – 4pm

Netherholm Community Centre, Drop-in facility



Money & Debt Advice

Do you need advice, help and support?

Our advice is free, confidential and impartial – call us now to make an appointment with one of our advisors.

Call us now:
0141 550 3581

Email us at:
**financial.inclusion@
thenuehousing.co.uk**

Free Appointments Available

- Debt Advice Including Formal Debt Relief Options (Bankruptcy, Trust Deed, Debt Arrangement Scheme)
- Help with Rent & Council Tax Arrears
- Budgeting Advice & Money Management
- Benefit Checks / 'What If' Calculations
- Income Maximisation
- Support with Benefit Claims & Appeals
- Grant Applications

Appointments are available face-to-face, digitally, over the phone or a home visit, providing support in a way that works for you.

Our professional Advisers are available:

**1st Tuesday of
every month**

Calton Heritage &
Learning Centre

**3rd Tuesday of
every month**

Thenue Housing Association
(423 London Road)

in partnership with



FCA licence number 1016534



Volunteering to Benefit Your Employment!

Volunteering brings real benefits to your community but it is worth remembering it is also of benefit to YOU. Have you considered what advantage it can be to your job prospects?

Now that Thenue's Volunteering Project is in full swing we want to hear from people who may consider volunteering a valuable asset to their employment prospects.

Volunteering gives you an opportunity to:

- See what working in a different career is like
- Try new skills, or develop those you already have
- Create evidence for your CV and for new employers

- Build your confidence working in a new environment
- Gain new references when applying for jobs
- Build connections in your chosen sector

Thenue is especially keen to hear from people who are wanting to develop their work skills.

Is there a skill or job that you would like to know more about? Why not ask us about volunteering in that field.

We have ideas of what volunteering roles would be good, but maybe you have a better idea? Bring us your thoughts.

Volunteer role example

We have created a "project volunteer" opportunity. Do you have a short term project you would like to achieve in your area?

- a street tidy,
- a survey of local residents to find out what services are important to them,
- investigate the feasibility of a knitting group/ men's club/ camera club etc.
- or whatever you think.

We can provide some desk space, IT equipment, draft forms, and all sorts of helpful advice and guidance.

What you bring is your time and energy.

What's in it for you?

- project management experience for your CV
- demonstration of use of relevant IT
- build your confidence in working with others
- and, of course, the opportunity to take your idea forward and see it flourish

Contact us to take it forward.

**Christopher.somerville@
thenuehousing.co.uk**

A DOUBLE HELPING OF VOLUNTEERING

Two community litter picks within one week to coincide with Volunteers' Week

Thenue served up a double helping of volunteering with two community litter picks within one week.

The events in Castlemilk and Bridgeton coincided with Volunteers' Week in June when volunteering takes centre stage.

The aim of Volunteers' Week is to salute those who selflessly volunteer their time and energy to give back to communities everywhere and shine a spotlight on the values and rewarding benefits of volunteering.

Thenue seized the initiative on volunteering seven months ago by launching its own Volunteering Project under the leadership of Volunteer Coordinator Christopher Somerville.

The aim is to provide volunteering opportunities and provide community-led solutions to help families build community relationships and help individuals towards employment.

The first volunteering event was a neighbourhood litter pick and garden tidy run by Netherholm Area Association supported by Thenue.

The second volunteering event was another litter pick close to the Bridgeton Community Learning Campus in the east end.

Both attracted significant support from the wider community and Thenue staff members.

The Bridgeton litter pick was greatly assisted by youngsters from nearby Sacred Heart Primary School who, despite the rain, toiled enthusiastically and earned the gratitude of everyone involved for their hard work.



From Refuge to Renewal: A Ukrainian Mother's New Life in Scotland



By Thomas Ucci, Thenue's Communications Officer

When the war broke out in Ukraine, families across the country were plunged into a world of uncertainty, a world of concern and fear for the future of their children. For one mother of 3, this instinct to protect her family, drove her to seek refuge in Scotland, a country far away from conflict, and altogether, an unfamiliar land.

"I was very scared" Ivanna recalls. "It was a new country, and I didn't speak English, so I was worried about how we were going to support our family."

Ivanna arrived in Scotland, with her husband and 3 children in September 2022.

Unsure what to expect, Ivanna was met at the airport by a group of volunteers that reassured and supported them with the move, linking them in with other families in a similar situation.

For their 5 months the family lived aboard a temporary accommodation ship, where they were fed and taken care of, but struggled due to cramped conditions.

With help from local services, including the Jobcentre, they began to rebuild their lives—opening bank accounts, accessing benefits, and learning how to navigate unfamiliar

systems. Each step forward was hard-won, particularly with the added challenge of a language barrier.

Ivanna speaks with genuine gratitude about that period, as her family was blown away by the support Scotland and local organisations provided.

"I was surprised by how much support was available for families going through difficult times."

Ivanna and her family were surprised and inspired by the help that local organisations offer, she often remembers walking into charity shops and seeing workers there, supporting anyone that needed help.

"They were so kind, so friendly. People here help each other. I was very impressed that even the money from charity shops goes back to help others."

This galvanised her resolve to give back to the communities and organisations that supported her family at their time of need.

Ivanna and her family were able to access support at the Calton Heritage & Learning Centre, where she later enquired about volunteering.

Through the efforts of our Volunteer Coordinator Christopher Somerville and our centre administrator Marta Fiorentino, Ivanna is now giving back to her community and volunteering at the centre.

While she rebuilds her professional life—having once worked as a manager in Ukraine—she acknowledges the difficulty of starting again. She currently works as a cleaner while continuing to develop her skills and explore new career opportunities.

Her resilience is evident in everything she does. She has learned to drive in Scotland, passing her test, and continues to look for ways to grow.

Her children, meanwhile, have thrived. They are back in school, have learned English quickly, and are building new friendships. In many ways, Scotland has become home.

"Scotland has become a second home for them," she says proudly.

Learning English was one of the biggest challenges, but it also opened many doors. Every new word gave me more confidence to build a life in Scotland.

Watching her children settle into school and build friendships gave Ivanna confidence that the family had made the right decision.

This story shows just how important it is to build safe, supportive communities, where people can thrive.

And for Ivanna that belief continues.

"If you can, you need to help."



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**.



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**.

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 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.

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.



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.



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 our Property Services Team on: **0141 550 3581**.

Tenants and Residents do you have Home Contents Insurance?



Why do I need it?

As your landlord we cover the buildings insurance for your home but you're responsible, under the terms of your tenancy, for insuring your contents. It's always a good idea to shop around for a policy that will give you the cover you need.

Home contents insurance isn't compulsory, but it's a good idea to consider what a policy would cover you for. Home contents insurance can help protect your belongings from risks like fire, theft, water damage, and many more household risks, giving you peace of mind.

What does contents insurance cover?

Thistle Tenant Risks offer a Home Contents Insurance Scheme, designed specifically for residents in social housing, all our residents are eligible to apply. This policy can cover:

Furniture, Carpets, Curtains, Clothes, Bedding, Electrical items, Pictures, Ornaments.

Terms, conditions, limits and exclusions apply. For more information about our policy, please refer to the Insurance Product Information Document (IPID) and Policy Wording by contacting Thistle Tenant Risks on the telephone number below or visiting www.thistletenants-scotland.co.uk



For more details or to get started, you have a few options:

- Call Thistle Tenants Risks on **0345 450 7286**
- Visit www.thistletenants-scotland.co.uk to learn more or to work out your sum insured.
- Complete this form to request a call back www.thistletenants-scotland.co.uk/call-back

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- Data Protection Privacy Policy is online at <https://www.thistleinsurance.co.uk/Privacy-Policy>

Housing Transfer Incentive Scheme



In recognition of the continuing demand for large family accommodation in the city for homeless families, Glasgow City Council Housing Services operates what's known as The Housing Transfer Incentive Scheme.

The scheme enables a social landlord like Thenue to provide support to tenants in larger properties to facilitate a move to a property that meets their housing need.

While 4+ bedroom properties are the focus, the scheme supports moves from 3+ bedroom properties where the home is under-occupied by at least 1 bedroom. This larger property would then be offered to a homeless family, currently living in temporary accommodation.

The maximum total costs are expected to be in the region of £2,500 to £3,000. An additional £1,000 per household may be available in exceptional cases to support households moving from 4+ bedroom properties, by agreement.

The scheme covers a range of specific costs related to support a successful move:

- Assistance with current rent arrears
- Re-chargeable repairs
- Decoration (new property)
- Removal costs
- New window coverings (new property)
- Disconnection/ reconnection of appliances
- Broadband (Set up costs)
- Floor coverings (new property)
- Other (subject to prior agreement)

If you are currently under-occupying a 3+ bedroom property and would like to downsize to a smaller property, contact our office to speak with your housing officer or someone from our income maximisation team about this scheme. They can provide you with more information and discuss the next steps.



IMPORTANT UPDATES TO YOUR TENANCY AGREEMENT AND SUPPORT SERVICES

Over the coming weeks, all Thenue tenants will receive a letter explaining important changes arising from the Housing (Scotland) Act 2025 and updates to the Scottish Secure Tenancy (SST) Agreement.

These changes affect all social landlords in Scotland and are intended to strengthen tenants' rights and protections.

Please take a few minutes to read the information when it arrives and

keep it for future reference. If you have any questions, or would like the information explained in more detail, please contact your Housing Officer who will be happy to help.

We're also continuing to strengthen the support we provide to tenants experiencing domestic abuse. As part of new legal requirements, Thenue is reviewing our domestic abuse policy and providing specialist training for staff to help them recognise, respond to and support anyone affected by domestic abuse

in a safe, sensitive and confidential way.

Our aim is to ensure that anyone experiencing domestic abuse knows they can access support and be treated with understanding and respect.

If you have any questions about the tenancy changes or would like to discuss any housing-related concerns, please contact your Housing Officer or call the office on **0141 550 3581**.

COMPETITION TIME!

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 antisocial behaviour
- Make a complaint or comment
- View any relevant documents such as letters, tenancy agreements and certificates



Sign-Up Guides and More

<https://www.thenuehousing.co.uk/tenants/Customer-Portal/>

Register Here

<https://thenue.myhome-portal.com/register>

**ENTER
FOR YOUR
CHANCE TO
WIN £50**

SCAM ALERT!

Please be aware that we have received reports of tenants being contacted over the phone in relation to repairs on their properties.

If you have not booked a repair or are not expecting any annual works or checks, please ensure that you do not provide any personal information without first confirming who the caller is.

We would urge any individuals receiving calls from unknown numbers to confirm this with our repairs team first.

If you have active repairs or are awaiting contact of any kind from Thenue, our contact details are available on our website to ensure you are speaking to the right person. Additionally, we will never ask for unnecessary personal information or details not relevant to your case.

Please follow these links for a full list of our contact numbers:

<https://www.thenuehousing.co.uk/about-us/our-staff/>

<https://www.thenuehousing.co.uk/Care-Support/Care-Support-1/>

*Note that contractors may often be calling from unknown numbers.



How can I make my voice heard?

In Calton we have a Retirement Housing Tenants Committee which meets on the last Thursday of every month. We also hold a Tenants' Open Meeting once a year, when we discuss general issues to do with our Retirement Housing Service and other local issues affecting older people in our communities. At these meetings, we can have a speaker from an outside agency who may be for example, from the NHS or from Citizens Advice.



Do you have any free time? Seeking Volunteers!

We are always keen to encourage participation and social interaction amongst tenants. If you have a particular skill or interest that you might wish to share with others, please let your Retirement Housing Assistant know and we can discuss how we might be able to use your skills and knowledge to help others. Or, if you have any suggestions for groups or activities which would be of interest, again, do let us know.



The Good Morning Service



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 to members at a pre-arranged time to check that all is well and for a good 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 65+ years. For more information you can contact them on: **0141 336 7766** or **0333 101 0036**
Email: info@goodmorningservice.co.uk



HAPPY BIRTHDAY MARGARET!

Happy Birthday to Margaret Woods one of our retirement housing tenants! Looking fabulous, Margaret is 90 years young and celebrated, as you can see from our picture, with a splendid birthday cake! Many congratulations from us all at Thenue.



Making Rent Payments Easier for You

We know paying rent should be simple and hassle-free, so we've made some improvements to give you more flexibility and speed.

allpay

Faster Direct Debit Setup

Setting up a Direct Debit has just become quicker! Instead of waiting 12 working days for your first payment, it now takes only 5 working days to get started. This means less waiting and fewer manual payments at the start of an agreement.

More Ways to Pay

We offer a variety of ways to pay your rent, so you can choose the method that suits you best:

- **Direct Debit** – automatic, safe, and now faster to start
- **Standing Order** – set up through your bank
- **Over the phone with an adviser** during office hours
- **Automated phone line (24/7)** – just use your Allpay reference
- **Tenant portal** – sign up for our portal and pay your rent here
- **Personal link** – we can send you a secure link with your rent reference and payment amount already filled in.

If you know your payment reference number, you can use the following link to make a payment:

<https://pay.allpay.net/thenue/recipient/create>

If you want to know your payment reference number, please contact us.

Let's Find What Works Best for You

We want paying your rent to be as easy as possible. Our team is happy to help you choose the method that works best for you.

Call us on **0141 550 3581 (option 2)**
Email: financial.inclusion@thenuehousing.co.uk

*Making rent payments shouldn't be a hassle.
Now with more options and faster setup, it's
never been easier!*

RODENT CONTROL

Information and Advice on how to control/prevent rats



Introduction

Pests such as rats are always present in urban areas, and we know that it can be distressing seeing rats in your neighbourhood.

Rats seek out food, water and shelter. Sewers and drains are common rat dwellings, as well as hidey holes in sheds and outbuildings. We need to treat the source, which may include structures or holes that rats can live and shelter in.

Prevention is the best long term solution to get rid of rats. Everyone must work together to help control rats. It is easier to prevent infestations than to remove them. Killing them is not a long term solution as other rats will simply move into the newly available spaces if the food sources and shelter remain.

Treatment

We strongly recommend that residents and businesses get treatment conducted on their property if they have any concerns. The more people who have treatment conducted, the sooner the problem will be resolved.

Please note that Neighbourhoods, Regeneration and Sustainability (NRS) Pest Control **CANNOT** put poison and traps in open spaces such as back lanes and spare ground as this poses a risk to pets and wildlife, and people.

Prevention

Incorrect storage of business and household waste, fly tipping and littering can make pest problems worse by encouraging rats. Waste should be bagged, and placed in a suitable bin and bin lids should be kept closed at all times. Bagged waste should **never** be placed outside the bin.



Who to Contact

If you need to report a pest issue within a residential property, complete the Report a Pest Form on the Glasgow City Council website www.glasgow.gov.uk/pestcontrol or call 0141 287 1059 option 4.

If your bin collection is missed, please report this as soon as possible on the Glasgow City Council website using the online form at www.glasgow.gov.uk/missedbincollection

NRS Public Health may be able to assist in cases where there is a significant amount of waste, rubbish or other food sources at a location that may encourage rats. This might be a backcourt filled with black bags or a large fly tip area. They may also be able to assist if you suspect that a business or shop is encouraging pests/rats by poor waste management. If you have the property address you can email NRS Public Health at LES-PublicHealth@glasgow.gov.uk or by calling 0141 287 1059.

MyGlasgow App

You can use our app for a whole range of services, from requesting a bulky waste collection to reporting fly tipping or graffiti. Our "More Services" section also has handy links to useful information.



You can download MyGlasgow App

from the App store and Google Play

Scan QR Code to download the document in

- | | | |
|-----------|-------------|----------|
| ■ Arabic | ■ Mandarin | ■ Farsi |
| ■ Urdu | ■ Slovakian | ■ Polish |
| ■ Kurdish | ■ Punjabi | |



To reduce the risk of rats affecting your area take the following steps:

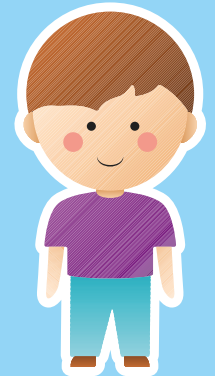
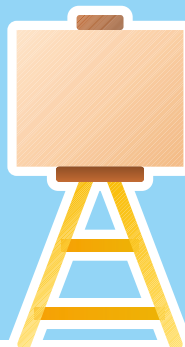
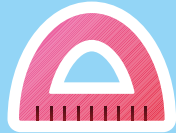
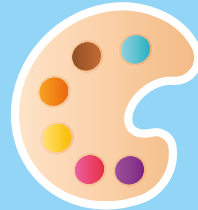
- Keep your garden free of waste and rubbish
- Place all rubbish in your bins and keep the lids closed, particularly the food and garden waste (brown) bin and residual waste (green) bin
- If you have waste, you cannot fit in your bin you can take this to one of our Household Waste Recycling Centres (HWRC) free of charge. However, if you use your recycling bins to sort your rubbish, you should have enough space in your residual waste (green) bin
- If you put out seeds or nuts for birds and other wildlife, clear any leftover food away at the end of the day. Rats will leave their nest at night to look for food and will eat any food that falls from wildlife feeders or tables. If you do not clear food away before night fall you will be **feeding the rats rather than the birds**
- Keep bins away from a fence or wall where possible as rats can climb then jump onto a bin to reach food
- Rats only need a gap of 15 mm to get through to gain access, so to prevent any access to your house seal up any gaps in walls or around pipes with cement mortar. **N.B Foam sealant is not rodent proof**





BACK to SCHOOL

WORD SEARCH PUZZLE



H	O	U	R	G	L	A	S	S	L	E	A	S	E	L
R	F	I	U	K	G	L	S	C	I	S	S	O	R	S
O	R	B	G	S	O	O	R	H	B	O	O	K	U	F
C	A	O	B	R	U	S	H	O	H	B	E	L	L	L
K	K	Y	Y	P	N	U	P	O	S	A	P	B	E	A
E	O	F	B	M	L	N	G	L	O	B	E	U	R	G
T	A	L	A	R	M	C	L	O	C	K	N	O	A	R
P	B	A	L	L	O	O	N	S	L	O	C	U	L	M
A	O	S	L	C	P	P	Y	R	A	M	I	D	C	A
P	A	K	A	P	N	S	C	H	O	O	L	B	A	G
E	B	S	N	S	T	T	C	L	O	U	D	S	R	N
R	A	P	P	L	E	U	T	U	B	R	A	M	U	I
C	I	T	K	A	C	D	I	G	A	P	Y	U	E	F
L	F	B	U	T	T	E	R	F	L	Y	A	G	A	I
I	I	U	B	K	A	N	A	L	L	G	R	P	A	E
P	L	M	A	P	N	T	P	A	L	E	T	T	E	R

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