

# thenue newsletter

AUTUMN 2026



The newsletter of Thenue Housing Association

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

# TIME TO HAVE YOUR SAY!

## Tenant Satisfaction Survey under way and runs until mid November

**IT has been 3 years since our last large-scale tenant survey.**

We carry out these surveys usually every three years and they are essential in helping us to plan for the future and ensuring our resources are targeted in the right places.

All housing providers undertake such surveys and the more complete they are the better. We can then understand what things you rate as important, and ensure that our tenants thoughts and opinions are central to our decision making and at the heart of what we do

This year the survey began in September and will run until November 13.

If you have already participated thank you.

And if you are still to be contacted by the company tasked with undertaking the survey please help us by participating. Remember not everyone will be contacted.

This business is called Research Resource and it will undertake the survey using face-to-face interviews. The company has long experience of carrying out similar surveys for other housing associations.

Several hundred of our customers will be contacted.

Your views are being sought on a range of issues which include:

- Customer service
- How you rate our services
- How you think we are performing as a housing association
- What you think of our staff
- What you think of your neighbourhood

There will be other questions, too, and your answers will be treated in the strictest confidence.

**Story continues on page 2...**

**READ OUR  
PERFORMANCE  
REPORT  
PAGES 12-15**



# TIME TO HAVE YOUR SAY!

The interviews which Research Resource will undertake will last approximately 10 minutes and staff from the firm will carry identification badges so you know they are genuine.

NEVER let anyone into your home without proper identification. If you are unsure you should contact us at our offices straight away.

If you want to participate but you do not want to be visited by an interviewer, please let Research Resource know by calling:

FREEPHONE **0800 121 8987** or email **info@researchresource.co.uk**.

The company could then arrange a call back to complete the survey with you over the telephone.

A reminder that visits will be until 13th November, Monday to Friday (10am to 7pm), Saturday 11am to 6pm, and Sunday 12pm to 5pm. Research Resource will delete any personal information two months after the completion of the survey and will only pass “anonymised” data (information that doesn’t identify you) to Thenue Housing.

Donna Henderson our Chief Executive said “We thank or tenants in advance for participating in what is an important snapshot of how we are performing as your housing association. We aim to learn from what matters to you to improve our services and continue to be a responsive housing provider which listens to, and acts upon, what you have to say.”

## WE’RE ON YOUR SIDE!

### We deliver reassuring message to our Members at AGM

**We have sought to deliver a reassuring message to tenants and the communities we serve despite continuing cost of living pressures.**

At our September AGM we pledged to help you navigate the difficulties of the seemingly never-ending financial challenges caused by the soaring cost of living.

In her address to Members, Chair Lindsay Forrest said there were “significant economic challenges” but that Thenue was undeterred in delivering better homes and “stronger communities.”

Lindsay said tenant satisfaction remained very high at almost 93 per cent and that there was an ongoing drive at Thenue to “tackling poverty and promoting community wellbeing.”

Lindsay said: “We operate in a challenging environment but we are well placed to face them by building on our achievements as a housing association.”

In the Chief Executive’s report to Members, Donna Henderson said investing in homes “remains a clear objective” and that Thenue continued to be a “stable open and effective organisation.”

Donna reminded Members there was a strong Thenue development programme under way to deliver more affordable homes.

This included the creation of 42 homes in Calton which was also saving the facade of a “B” listed derelict former school which in turn helps preserve part of the built heritage of the city.

Then there is a particularly large development at French Street, Dalarnock which will create 119 homes. This is one of the largest housing developments seen in Glasgow in recent years.

The meeting also heard from the Association’s external accountants which gave the organisation a clean bill of health.



# Anson St, Bridgeton Update

Thenue is pleased to announce that a planning application has been submitted for a new affordable housing development at Anson Street in Bridgeton.

If approved, the development will provide 44 affordable rented homes, helping to meet local housing need and bringing a vacant site back into use. The accommodation has been designed to meet a range of needs and will include:

- 4 wheelchair adaptable one bedroom homes
- 28 two bedroom homes
- 12 three bedroom homes

The development has been carefully designed to complement the character of the Bridgeton Conservation Area while providing modern, energy efficient homes.

The plans also include a new community garden, which will be developed in partnership with Glasgow Women's Library, creating an attractive outdoor space for residents and the wider community to enjoy.



Designed by MAST Architects, the development represents another important investment in Bridgeton, providing much needed affordable homes while supporting the continued regeneration of the East End.

We will keep tenants and residents updated as the planning application progresses.



## CORRECTION TO TENANT INFORMATION LETTER ISSUED JULY 2026

In our recent letter about upcoming changes to Scottish housing law, we advised that the new right for Scottish secure tenants to request permission to keep a pet would come into force on 1 August 2026.

We have since been advised that this information was incorrect. While the Housing (Scotland) Act 2025 will introduce new rights relating to the keeping of pets, these provisions will not come into force on 1 August 2026. The Scottish Government is expected to introduce further regulations before these provisions take effect and a commencement date has not yet been confirmed.

We apologise for any confusion this may have caused. We will provide further information to tenants once the Scottish Government confirms when the new provisions will come into force.

## Tell us how we are doing!

**Take our repairs satisfaction survey and be in with a chance to win a £50 supermarket voucher!**

Following a repair you will be sent a satisfaction survey via text.

Everyone who replies will be entered into the draw – whether you were happy or unhappy with the service. We use all your answers, including negative feedback, as opportunities to review our performance and improve our services.

You will enter the draw for the same month you answered a survey and we will be in touch with the winner at the start of the following month.

# Coming Your Way – A New Dawn for Tureen Street

**We are pleased to report that work continues to progress at our Tureen Street development, with the demolition phase now well underway. This important stage is helping to prepare the site for the delivery of 42 new homes while ensuring the historic facade can be sensitively restored and brought back into use.**

We remain committed to supporting the ongoing regeneration of Calton and are keen to build on

the positive momentum that the Tureen Street development is bringing to the area. Alongside this, plans continue to progress for the refurbishment of St James' Janitor's House, which will transform another historic local building into a new affordable home. Together, these projects demonstrate our commitment to investing in Calton's future while preserving important parts of its heritage.

We look forward to sharing further updates as these exciting projects continue to develop over the coming months.



# A WALK AROUND CALTON



Pictured: The group on their tour of Calton

## **We recently held a “walk about” in our Calton community and invited key partners in housing and regeneration to join us.**

The brief tour included our Chief Executive Donna and Councillor Ruairi Kelly, City Convener for Housing, Development, Built Heritage and Land Use and also Deputy Leader of Glasgow City Council.

The aim was to identify possible sites for future housing and further familiarise our partners with the local community.

In Calton, Thenue is hard at work with construction company CCG Scotland in transforming the former derelict Tureen Street school into much-needed new housing with the facade of the “B” listed building being retained.

This will create 42 new affordable homes and it is backed by a £1.978 million grant from the Scottish Government “Vacant and Derelict Land Investment Programme” (VDLIP) as part of a £13 million project.

The retention of the facade of the former school along with an adjacent new build development is also helping

to preserve the built heritage of the city.

Also of note is the strong progress Glasgow City Council is making in creating a further Gaelic school in the also disused Green Street school not far from the Tureen Street ongoing work.

This work will transform a handsome red sandstone building of significant architectural merit – also “B” listed – into a restored place of learning for primary school children.

Donna said: “As a community-based housing association we value the partnership approach we have with Glasgow City Council and the Scottish Government that ultimately delivers new housing for the neighbourhoods we serve such as Calton.

“We want to thank those who came on our tour of the Calton community and hope it was instructive and worthwhile.”

We acknowledge the following which have contributed to the grant funding : Glasgow City Heritage Trust, NRS & Scottish Government for the Affordable Housing Supply Program Grant and VDLIP.

# MAKING RENT PAYMENTS EASIER FOR YOU allpay

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

## 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](mailto: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!

# Struggling with Rent?

## Discretionary Housing Payments Can Help

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

## What can a DHP help with?

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

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

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

## Who can apply?

You must already be receiving:

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



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

## Our team can help you apply

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

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



# 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

# SUPPORTING THE FIGHT AGAINST POVERTY WITH “CHALLENGE POVERTY” EVENT



We have reaffirmed our support in the fight against poverty

The Association - along with our charitable subsidiary **Thenue Communities** – hosted a well attended community well-being and family-focused event to coincide with “Challenge Poverty Week Scotland” in early October.

It took place at the Calton Heritage and Learning Centre and was supported by regeneration agency Clyde Gateway, Glasgow City Council and The Halliday Foundation.

Challenge Poverty Week is an important event as it shines a light on the ongoing task of challenging and ultimately defeating poverty wherever and whenever it exists.

The first Challenge Poverty Week was launched by the Poverty Alliance in 2013.

Its aim is to highlight the injustice of poverty in Scotland, and to show



Pictured: Here to help....staff members Julie (left) and Dawn on the Thenue stall

that collective action based on justice and compassion can create solutions.

Thenue was among the stalls offering advice which also included Jobs and

Business Glasgow, Citizens Advice, and Changeworks which gives impartial advice on energy and home heating.

## TAKE CARE WITH BATTERIES



**Glasgow City Council has recently had to deal with two fires inside refuse collection vehicles which were likely to have been caused by batteries or electrical items which contain lithium-ion batteries.**

They were deposited in domestic general waste or recycling bins. These fires occurred on 12 August in the City Centre and in the Kelvindale area of the west end.

These incidents were so severe that waste had to be unloaded onto the street so that firefighters could safely tackle the blazes. Thanks to the swift actions of

Council staff and emergency responders, no one was injured, but these incidents highlight the very real dangers of disposing of batteries incorrectly.

We are taking this opportunity to stress to residents the dangers of disposing of batteries and electrical goods incorrectly.

People are asked to dispose of their batteries and vapes, as well as other small electrical devices, in the dedicated recycling points found in shops that sell batteries, electrical stores and the council's household waste and recycling centres.

# In Conversation with...Norrie Innes

**Calton Heritage and Learning Centre recently held one of its successful “In Conversation With” events - this time featuring Norrie Innes.**

Norrie has a remarkable track record as an entrepreneur, footballer civil engineer and urban regeneration pioneer.

He is also the founder of BAaD (Barras Art and Design) and his inspiring chat with Susan Morrison was a not to be missed occasion.

Norrie spoke about his unique journey including his time at Hibs, Clyde and Motherwell FCs and the creation of BAaD which has helped transform The Barras into a vibrant cultural and community hub.

Pictured: Susan and Norrie in conversation



## Got an idea for your community? Then we want to hear from you!

**Here at Thenue we are always thinking of ways to help the communities we serve.**

But we recognise that often it's YOU who have the best ideas!

We are launching a new initiative in Calton, Bridgeton and Dalmarnock to enable you to take forward your idea to support our communities and the people who live there.

So, we want to hear what you're thinking.

We need you to bring your ideas, energy and skills, and in return we can offer support, resources and know-how.

Your idea might be a one off community event, a family

day, a street tidy-up, a survey about a needed service or club, or anything you feel could be useful locally.

We can help shape the idea, plan your first steps, provide office space and resources, help with promotion and walk through safety requirements.

This is an excellent opportunity to grow your confidence, build new skills, improve your neighbourhood and create a worthwhile addition for your CV.

The offer is open to parents of young children in the these three areas.

To find out more contact Christopher Somerville on **07979 056882** or email [christopher.somerville@thenuehousing.co.uk](mailto:christopher.somerville@thenuehousing.co.uk)

# Tenement Refurbishment Project

The contractor McConnell was awarded the contract this financial year for the Tenement Refurbishment Project.

The primary purpose of the project is to carry out essential common repairs and refurbishment works to preserve the buildings, address deterioration, prevent water ingress, and improve the overall condition and lifespan of the tenement blocks.

The scope of works includes the replacement of slate roofs, remedial stonework repairs and stone indenting to external walls, internal refurbishment works within common closes, the installation of new communal access doors, a controlled door entry system, and replacement IRS TV aerial systems.

The project is currently on site and is programmed for completion by the end of October.

## Kitchens & Bathrooms

CCG were awarded the contract for the replacement of kitchens and bathrooms across Thenue's housing stock. The programme is currently ongoing, with works on site and completion anticipated by the end of October 2026.

The project aims to improve the quality and modernise tenants' homes by replacing kitchens and



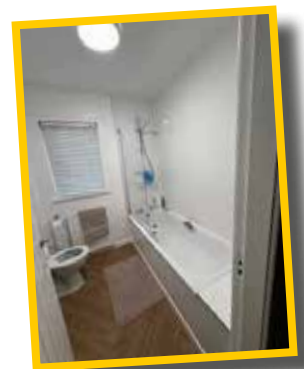
bathrooms that have reached the end of their useful life. The works have been carried out city-wide, with residents providing very positive feedback and expressing high levels of satisfaction with the quality of workmanship and service delivered by CCG.

This is a picture of a recently completed kitchen and utility room that formed part of the programme. The resident is absolutely delighted with the transformation and commented on the high



standard of workmanship, quality of the finish, and the significant improvement to both the appearance and functionality of their home.

The installation has transformed the space, providing the resident with a modern, high-quality bathroom that is both practical and attractive. Feedback such as this demonstrates the positive impact the programme is having on residents' homes and overall satisfaction.



## Clerk of Works (Development and Asset Management)

Welcome to Adam Glover, who has recently joined Thenue as our new Clerk of Works (Development and Asset Management). Adam will help deliver and monitor our development, major repairs and cyclical maintenance programmes and making sure our homes and projects continue to meet high standards.



# DAMP AND MOULD – YOUR RIGHTS

**New legislation has arrived in Scotland to help support and protect tenants with damp and mould issues in your home.**

- We will investigate your issues
- We will keep you informed throughout the repair
- We will take action and resolve the repair

Awaab's law – named after a child who died in tragic circumstances – gives you more assurances that damp and mould issues will be investigated, communicated and resolved in a timely manner, with tenant safety at the heart of decision making.

We have set up a dedicated damp and mould team to tackle these issues head on. You can get in contact with the team on our new webpage by filling in the contact form, or by calling our repairs line

**0141 404 9966**

**[bit.ly/47WWK0A](https://bit.ly/47WWK0A)**

**[dampandmould@thenuehousing.co.uk](mailto:dampandmould@thenuehousing.co.uk)**

For those of you who would like to read the full legislation this can be found on the Scottish Government website.

**YOU SAID...**

**...WE DID**

**...WE DID**

*We have created a dedicated Repairs Phone Line to make it quicker and easier for you to contact our Repairs Team.*

## **A New Dedicated Repairs Phone Line 0141 404 9966.**

At Thenue, we're always looking for ways to improve the service we provide to our customers. We regularly listen to feedback from tenants and use it to make positive changes.

**YOU SAID...**

*It can sometimes be difficult to get through on the phone when reporting a repair or checking on an existing one.*

This new phone line means that repairs calls can be dealt with more efficiently, helping to reduce waiting times and ensuring your enquiry reaches the right team as quickly as possible.

Whether you're reporting a new repair, looking for an update on an existing job, or seeking advice about a repair issue, our dedicated Repairs Team is here to help.

You can also report repairs on our customer portal.

We value your feedback and will continue to look for ways to improve our services. If you have suggestions on how we can do better, we'd love to hear from you.

Your feedback helps shape our services. Keep telling us what matters to you.

## **Following Up on Dissatisfaction**

At Thenue, we want every customer to be satisfied with the repairs service they receive. We know that sometimes things don't go as expected, and when they don't, we want to understand why.

**YOU SAID...**

*You wanted us to do more when a repair hasn't met your expectations.*

**...WE DID**

*Our Repairs Officer now contacts customers who tell us they are dissatisfied with the service they have received. These follow-up calls give customers the opportunity to discuss their concerns, ask questions and tell us how we can improve.*

By speaking directly with customers, we can:

- Resolve outstanding issues more quickly.
- Better understand what went wrong.
- Identify opportunities to improve our service.
- Learn from feedback to help prevent similar issues in the future.

Every piece of feedback helps us improve the service we provide, and we are committed to listening and acting on what our customers tell us.

# 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

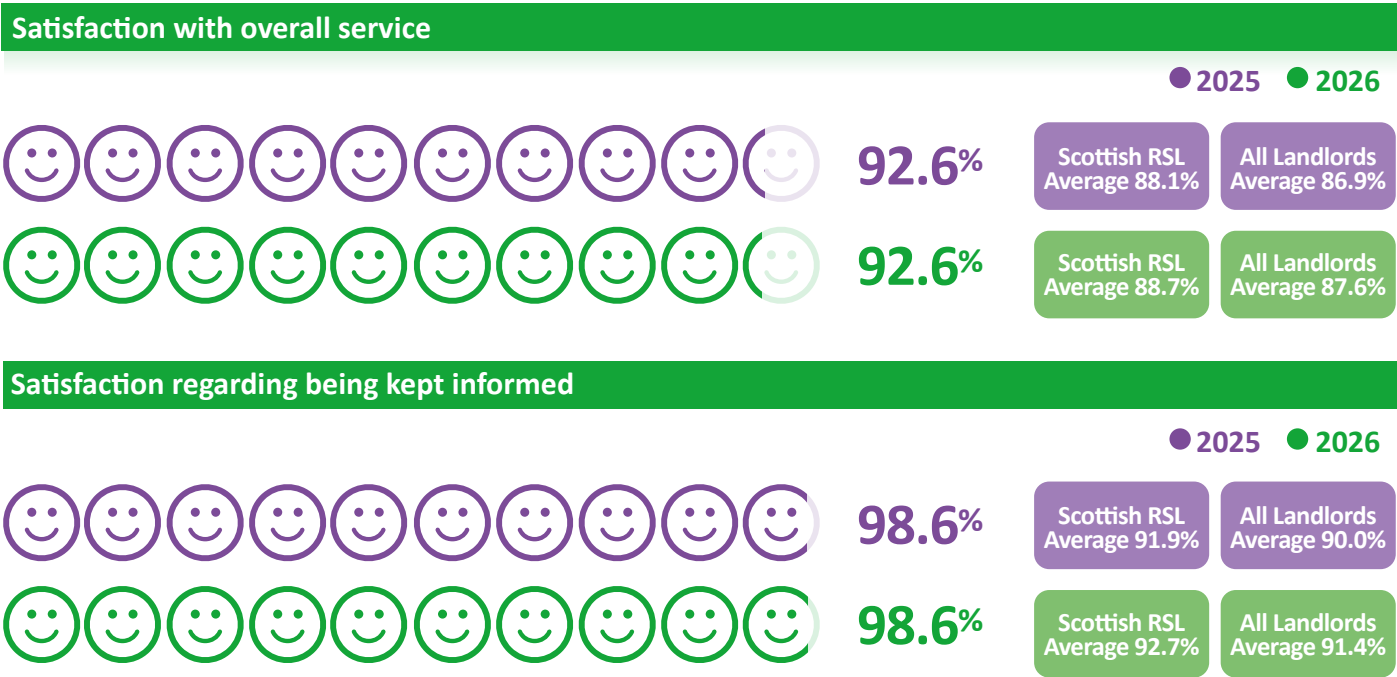
## Thenue’s Profile

Thenue is a registered Scottish Charity and we are governed by a voluntary Board of Management. We have been around since 1979; over the years we have grown our stock base to more than 3,100 properties, mainly but not exclusively situated in the East End of Glasgow. A breakdown of the total stock by area is shown in the table below.

| 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

● 2025 ● 2026



Scottish RSL  
Average 88.5%

All Landlords  
Average 86.3%

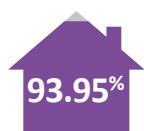


Scottish RSL  
Average 89.0%

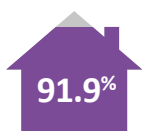
All Landlords  
Average 88.1%

## QUALITY & MAINTENANCE OF HOMES

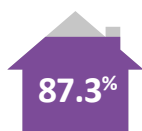
### Homes meeting the Scottish Housing Quality Standard



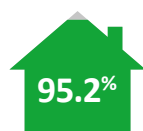
thenue  
HOUSING



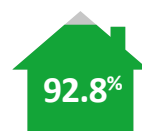
Scottish RSL  
Average  
2025



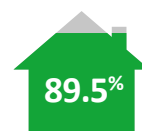
All Landlords  
Average



thenue  
HOUSING



Scottish RSL  
Average  
2026



All Landlords  
Average

### Time taken to complete emergency repairs



thenue  
HOUSING



Scottish RSL  
Average  
2025



All Landlords  
Average



thenue  
HOUSING



Scottish RSL  
Average  
2026



All Landlords  
Average

### Time taken to complete non-emergency repairs



thenue  
HOUSING



Scottish RSL  
Average  
2025



All Landlords  
Average



thenue  
HOUSING



Scottish RSL  
Average  
2026

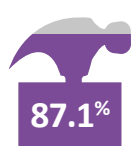


All Landlords  
Average

### Reactive repairs completed 'right first time'



thenue  
HOUSING



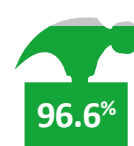
Scottish RSL  
Average  
2025



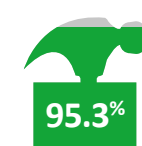
All Landlords  
Average



thenue  
HOUSING



Scottish RSL  
Average  
2026

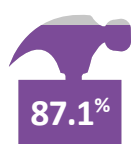


All Landlords  
Average

### Overall repairs service satisfaction



thenue  
HOUSING



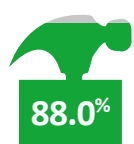
Scottish RSL  
Average  
2025



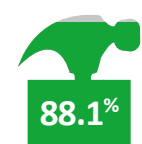
All Landlords  
Average



thenue  
HOUSING



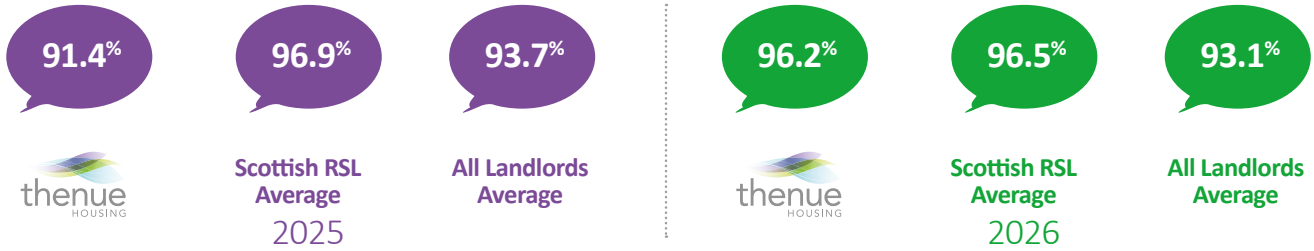
Scottish RSL  
Average  
2026



All Landlords  
Average

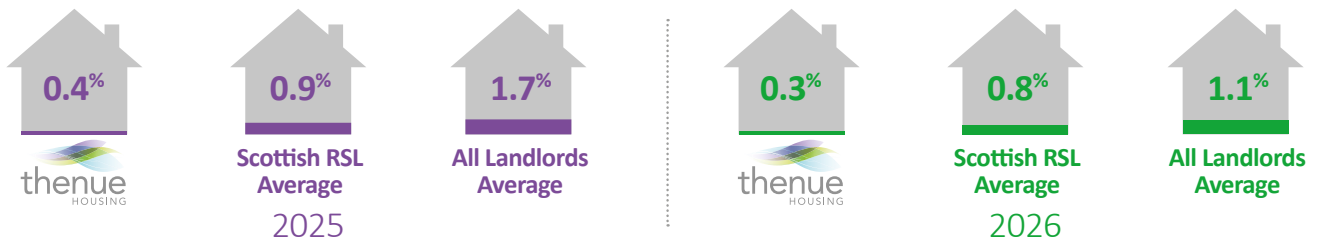
## QUALITY & MAINTENANCE OF HOMES (CONTINUED)

### Anti-Social Behaviour cases resolved within locally agreed targets

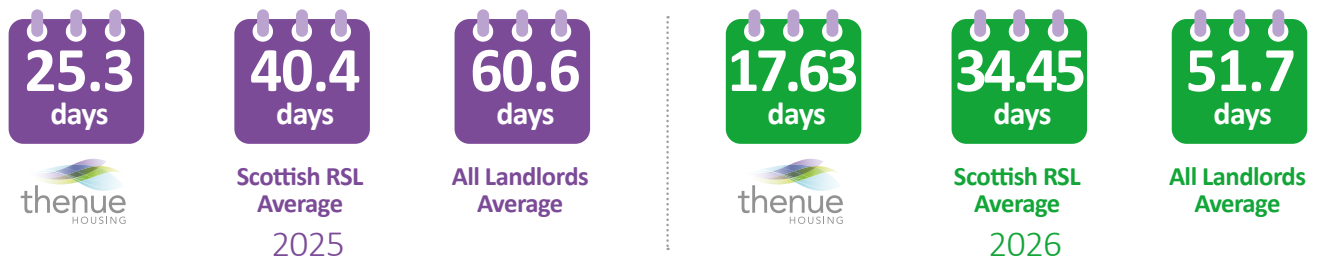


## VALUE FOR MONEY

### Rent not collected due to homes being empty



### Average time to re-let homes



### Average Weekly Rent

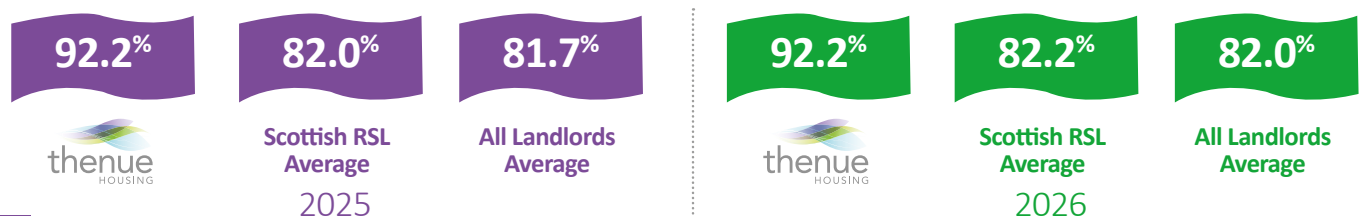


### Proportion of total rent collected



Thenue collected **£18.7m** against **£18.6m** in rent due during the year, representing a collection rate of **100.8%**.

### Tenants who feel their rent represents good value for money



## 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 77 complaints in total and the analysis is shown below.

### STAGE 1 (% ON TIME)

46



46



40



The average time in working days for a full response at Stage 1  
(Scottish RSL Average – 4.06 days)

**4.15 DAYS**

### STAGE 2 (% ON TIME)

31



28\*



26



The average time in working days for a full response at Stage 2  
(Scottish RSL Average – 16.84 days)

**19.46 DAYS**

\* Three cases received at end of March 2026 and replied to in April 2026, fall out with the reporting period. These will be included in next year's figures'



Received



Responded  
in full



Responded  
in time



**Thenue Housing Association Ltd**  
423 London Road, Glasgow, G40 1AG Tel: 0141 550 3581  
admin@thenuehousing.co.uk www.thenuehousing.co.uk

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



## 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](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.

## 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.

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 the Property Services Team on **0141 550 3581**.

## Is your information up to date?

Having your contact details updated with us means you can receive important updates about your tenancy.

We can also you up to date about your

appointments across various departments.

Updating your information is straightforward. You can call us on **0141 550 3581** or use the tenant portal.



# Netherholm Coding Club Steams Ahead!

**A pioneering club for kids embracing technology and fun has received a major boost.**

Netherholm Hall in Castlemilk run by Thenue Communities has for some time been running a popular STEaM Club which stands for (Science, Technology, Engineering, Arts, Mathematics).

Now it has managed to secure two new volunteer “coding tutors” to its already-packed roster of learning opportunities and events.

Two professional developers Paul Lagah and Craig Thomson have come on board to provide beginner-friendly classes for children and young adults.

Starting with learning the basics of coding, participants learn how to apply this to real world applications culminating in making their very own projects.

Coding is the process of writing step-by-step instructions in a programming language that a computer can understand and execute.



Pictured: Frank Soutar (left) with Paul and Craig

The latest development is a welcome addition to the current range of activities which are led by individual tutors in “Early Years Craft”, Science, Design and 3D Printing Technology.

The Netherholm STEaM Club is organised by the Netherholm Area Association which led the campaign to create a

neighbourhood hub for this area of Castlemilk.

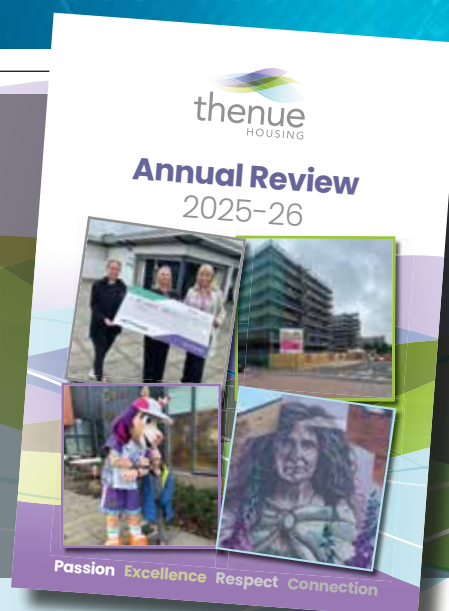
Taking the lead in running the club is husband and wife team Joan and Frank Soutar who – along with many other dedicated volunteers - devote much of their own time to ensure the success of the Netherholm Hall.

## READ ALL ABOUT IT!

**The 2025-26 Thenue Annual Review is now available to download from our website.**

Members received their copy around the time of the AGM but the publication is available to everyone.

It is full of information about Thenue in the financial year covered by the dates above including our programme of building new homes, how we are performing, the work of our area associations and a snapshot of our financial position.



# Area Associations News

## Molendinar Area Association

We would also like to offer a very warm welcome to the newest community group we are working with, **Molendinar Area Association**. Although newly established, the group has already begun working closely with Thenue to explore ways of addressing local needs and creating new opportunities within the Blackhill community. Over the coming months, the Association will be undertaking a community consultation to gather the views of local residents and better understand the issues, priorities and aspirations that matter most to them. The group is committed to ensuring that local voices are heard and will use the feedback received to help shape future projects and activities. Working alongside residents, community organisations and local partners, Molendinar Area Association is keen to build strong relationships and support positive and lasting change within the area.



## Cranhill Area Association

**Cranhill Area Association** continues to demonstrate its commitment to supporting older residents and strengthening community connections. Recently, the group organised a special Afternoon Tea event for local residents aged 65 and over, providing an opportunity for people to come together, enjoy good company and reduce feelings of social isolation. Events such as these play an important role in promoting well-being, encouraging friendships and helping residents feel more connected to their community. The Association is also busy preparing to launch the Dolly Parton Imagination Library initiative in Cranhill, which will provide free books to young children and encourage a love of reading. Families in the area have already signed up to this exciting initiative and will be receiving their first books in the coming months. Cranhill Area Association looks forward to helping local children access the many benefits that reading can bring.



## Bridgeton and Dalmarnock Area Association

It has also been an exciting period for **Bridgeton and Dalmarnock Area Association**, whose highly successful Comic Book Club recently came to an end with a fantastic exhibition held on 24 September. The event showcased the incredible creativity and achievements of the young participants, allowing family members and friends to view the artwork produced throughout the programme. Delivered in partnership with Spider Arts and Strange Field Studios, the project provided young people with the opportunity to develop artistic skills, improve confidence, learn about comic book

design and work collaboratively with their peers. Participants created their own comic book and even transformed elements of their artwork into merchandise, which they proudly displayed at the Glasgow East Comic-Con. To recognise their hard work and commitment throughout the programme, each participant was presented with a £60 voucher for Millers Art Store during the exhibition. The Area Association deserves enormous credit for developing and delivering such a meaningful and inspiring project for local young people.



## Netherholm Area Association

Meanwhile, **Netherholm Area Association** has continued to support residents through a range of well-being and community activities. The Holiday Food and Fun Programme proved to be a tremendous success, providing local children and families with access to nutritious meals, engaging activities and opportunities to socialise throughout the school holiday period. The programme was warmly received by participants and demonstrated the positive impact that community-led initiatives can have on family wellbeing. Building on this success, the Association

has also secured a further year of funding through the Glasgow Mental Health and Wellbeing Grant. This funding will allow the group to continue delivering a wide range of wellbeing activities, helping residents improve their physical and mental health, reduce isolation and build stronger connections within their community. The continued success of Netherholm Area Association is a testament to the dedication of its volunteers and their ongoing commitment to supporting local people.



## Calton Area Association

**Calton Area Association** is entering a typically busy season with preparations for the festive period with the making of Christmas decorations and gifts.

A date for your diary is Sunday December 6 for the annual Xmas Extravaganza at St Lukes, Bain Street aimed at the whole community.

There will be the Christmas tree light switch on with carols led by Santa Claus at 3.45 pm. The entire event lasts from 1.30 to 4 pm.

Activities will include face painting, balloon modeling, food, caricaturist and a magician not forgetting the famous "cough medicine".

Meanwhile the area association is working on an exhibition showing local history and the work will include a stained glass memorial to Emma Semple who worked in Calton not just with the Pipe Factory but also with other clubs and schools.

The area association has also started a theatre group which has proved very successful with visits to Rutherglen Town Hall which is a marvelous venue. Everyone is welcome to participate in the activities of the area association and new members are always welcome.



## BEWARE OF BOGUS CALLERS AND SCAMS

**We have recently become aware of reports of individuals posing as staff members of the Association.**

Please be advised, if an individual from Thenue contacts you or visits your property, please ensure that they identify themselves first.

Do not let any individuals into your property without proper identification and you can contact our front desk to ensure you are speaking with the correct person, if you are unsure.

The office number is **0141 550 3581**. Common scams can include:

- Individuals posing as meter technicians looking to take a reading.
- Individuals trying to sell you something or encourage you to provide private details or bank information.



## BULK COLLECTION

### Putting out items for bulk collection?

Follow these easy steps to ensure your collections are picked up without fault or delay.

- Ensure to tie up or bag your smaller items
- Ensure that glass is secured safely or taped over to prevent it from smashing and risking safety for your neighbours

- Make sure items are stacked and organised safely and neatly, out the way of major walkways or entrances

Taking a shared pride in the places we live is up to everyone. With your help we can ensure that all our homes and communities are safe and tidy for everyone.

# 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.**

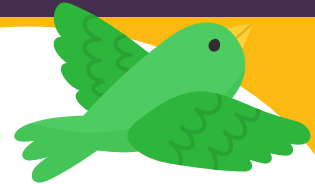
Home contents insurance isn't compulsory, but it's a good idea to consider what a policy would cover you for. Home contents insurance can help protect your belongings from risks like fire, theft, water damage, and many more household risks, giving you peace of mind.

## 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](http://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](http://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](http://www.thistletenants-scotland.co.uk/call-back)

Thistle Tenant Risks is a trading style of Thistle Insurance Services Limited. Thistle Insurance Services Limited is authorised and regulated by the Financial Conduct Authority Firm Reference Number 310419. Registered in England under No. 00338645. Registered office: Rossington's Business Park, West Carr Road, Retford, Nottinghamshire, DN22 7SW. Thistle Insurance Services Ltd is part of the PIB Group.

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

## 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](mailto:info@goodmorningservice.co.uk)

# Supporting Tenants Affected by Domestic Abuse

Everyone deserves to feel safe in their own home

**Sadly, domestic abuse affects thousands of people across Scotland every year and can have a devastating impact on individuals, families and communities. It can affect anyone, regardless of age, gender, disability, ethnicity, sexual orientation, faith or background.**

At Thenu, we are committed to supporting anyone affected by domestic abuse. That is why we have recently launched our new Domestic Abuse Policy, ensuring our services reflect the latest legislation, guidance and good practice and that tenants can access support in a safe, sensitive and supportive way. The policy has been updated to reflect the provisions of the Housing (Scotland) Act 2025 and the Domestic Abuse (Protection) (Scotland) Act 2021, strengthening our approach to supporting victim-survivors and helping people remain safe in their homes wherever possible.

## What is domestic abuse?

Domestic abuse is much more than physical violence. It is a pattern of behaviour used by one person to control, intimidate, harm or frighten another.

Domestic abuse can include:

- Physical abuse
- Emotional or psychological abuse
- Sexual abuse
- Coercive or controlling behaviour
- Financial or economic abuse

- Harassment, threats and intimidation
- Technology-facilitated abuse, such as monitoring phones, emails or social media

Abuse can be carried out by a current or former partner and can happen in any relationship.

## Domestic abuse isn't always obvious

Many people experiencing domestic abuse do not immediately recognise it as abuse. Some common warning signs can include:

- Being constantly criticised, belittled or made to feel afraid
- Being prevented from seeing family or friends
- Having your phone, online accounts or movements monitored
- Being denied access to money or benefits

- Being pressured into debt or financial commitments
- Being threatened, intimidated or controlled

No one should have to experience these behaviours, and support is available.

## Domestic abuse in Scotland

Domestic abuse remains a significant issue across Scotland. The latest Scottish Government statistics show that Police Scotland recorded 64,967 incidents of domestic abuse during 2024/25. Around 81% of incidents involved a female victim and a male suspected perpetrator, and almost nine in ten incidents took place within a home. However, experts recognise that many people never report abuse, meaning the true scale of the problem is likely to be much higher.



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Credit: kieferpix

## Strengthening our support

Thenue has signed the Chartered Institute of Housing's Make a Stand Pledge, demonstrating our commitment to supporting tenants and employees affected by domestic abuse and ensuring that our services respond appropriately and compassionately.

Alongside the launch of our new policy, we have invested in training and partnership working to strengthen the support we provide.

Staff have recently completed specialist domestic abuse training delivered by specialists Addressing Domestic Abuse, helping them to better understand domestic abuse, respond to disclosures appropriately and provide trauma-informed support.

We also recognise that abuse can include economic abuse, where someone controls a person's access to money, benefits, employment or financial independence. Relevant staff have undertaken specialist economic abuse training and have become members of the Economic Abuse Response Network, helping us identify this form of abuse and provide appropriate support, advice and referrals.

In addition, we are working closely with Glasgow Women's Aid and other specialist organisations to ensure our services reflect best practice and that tenants can access expert support whenever it is needed.

## How Thenue can help

If you are experiencing domestic abuse, you do not need to face it alone.

We can:

- Listen without judgement
- Agree a safe way to contact you
- Discuss your housing options
- Help you access specialist support services
- Provide tenancy, welfare benefits and money advice

- Work with partner organisations to help keep you safe

You do not need proof of abuse before speaking to us. We understand that every situation is different and we will always aim to respond in a confidential, sensitive and supportive manner.

## Need support?

- If you are in immediate danger, call 999.
- Scotland's Domestic Abuse and Forced Marriage Helpline **0800 027 1234** (24 hours a day, 7 days a week)
- Glasgow Women's Aid **0141 553 2022**
- ManKind Initiative (support for

male victims of domestic abuse)  
**01823 334 244**

- Say Women (support for young women aged 16-25) **0141 552 5803**

## We're here to help

If you are experiencing domestic abuse, are worried about someone you know, or simply want to speak to someone in confidence, please get in touch with Thenue. You do not need to be in crisis before asking for help.

***Domestic abuse is never the fault of the person experiencing it.***

***You are not alone. Support is available, and we are here to help.***

The leaflet features the Thenue Housing logo at the top left. The main title 'Domestic Abuse' is in large blue font, followed by 'We're here to help' in red. A red warning icon with an exclamation mark is next to the text 'In immediate Danger? Call 999 immediately.' Below this, a pink box contains the helpline number '0800 027 1234' and states it is available 24 hours a day. A blue box titled 'What Thenue will do' lists five bullet points: Listen without judgement, Believe what you tell us, Agree safe ways to contact you, Discuss your housing options, and Help you access specialist support. A green box titled 'What is domestic abuse?' defines it as a pattern of behaviour used to control, harm or frighten another, and lists types of abuse: Physical, Sexual, Emotional or psychological, Financial or economic, and controlling or coercive. A purple box titled 'How we may help' lists: Extra security measures at home, Support to move to another property, Changes to your tenancy where possible, Support with homelessness or housing applications, and Rent, benefits and money advice. A pink box titled 'Talking to us is confidential' states that information is shared only if there is a legal duty to do so. A final purple box titled 'How to get in touch:' provides the address, phone number, email, and website. The leaflet ends with the Thenue Housing logo.

**thenue**  
HOUSING

## Domestic Abuse

### We're here to help

**You are not alone**

If you are experiencing domestic abuse, we can listen, help you understand your options and connect you with specialist support.

You do not have to be in crisis to contact us. We can also talk to you if you are worried about a friend, family member or neighbour.

**What is domestic abuse?**

Domestic abuse is a pattern of behaviour used by one person to control, harm or frighten another.

It can include:

- Physical abuse
- Sexual abuse
- Emotional or psychological abuse
- Financial or economic abuse
- controlling or coercive behaviour

It can happen to anyone, regardless of gender, age, background, sexual orientation or relationship status. Abuse is not your fault.

**In immediate Danger?**

**Call 999 immediately.**

If it is not safe to speak, stay on the line and follow the operator's instructions.

**Need Support Now?**

Scotland's Domestic Abuse and Forced Marriage helpline:

**0800 027 1234**

Available 24 hours a day, 7 days a week.

**What Thenue will do**

- Listen without judgement
- Believe what you tell us
- Agree safe ways to contact you
- Discuss your housing options
- Help you access specialist support
- Respect your choices wherever possible

**How we may help**

Everyone's situation is different. We can talk through options such as:

- Extra security measures at home
- Support to move to another property
- Changes to your tenancy where possible
- Support with homelessness or housing applications
- Rent, benefits and money advice

**Talking to us is confidential**

We will treat what you tell us sensitively and carefully. We will only share information if we are seriously worried about someone's safety, a child's safety, or where we have a legal duty to do so.

Tell us the safest way and time to contact you. We will not contact the person you are telling us about.

If you are worried about someone else, you do not need proof to get in touch. We can talk through how best to help.

**How to get in touch:**

Thenue Housing Association, 423 London Road, Glasgow G40 1AG  
0141 550 3581 | admin@thenuehousing.co.uk | www.thenuehousing.co.uk

**thenue**  
HOUSING



# HALLOWEEN



## WORD SEARCH

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BAT

COFFIN  
MOON  
CASTLE  
CANDLE

CANDY  
PUMPKIN  
SPOOKY  
POTION

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