



# Newsletter

## BIG SUCCESS FOR SUMMER FUN DAY

**FAMILIES** flocked to Thenue Housing's Community Event held in the summer with the emphasis firmly on fun.

As our pictures show, large crowds made sure the occasion was a great success with numbers greatly exceeding expectations.

The weather remained largely fine with just a few occasional showers in what was a great opportunity for people to enjoy themselves.

FULL STORY on a day to remember- see page 6.



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# Office & Service Centre Opening Hours

## 423 London Road Office

Monday 9.00am - 4.30pm \*

Tuesday 9.00am - 6.00pm

Wednesday 9.00am - 4.30pm \*

1st Wednesday of each month  
9.00am - 12.30pm

Thursday 9.00am - 4.30pm \*

Friday 9.00am - 4.00pm

\* telephone reception until 5.00pm

## Castlemilk Service Centre

49 Blaeloch Drive (Tel: 0141 634 7000)

Monday 2.00pm - 4.00pm

Wednesday 10.00am - 12.00 noon  
(Financial Inclusion Team)

Thursday 10.00am - 12.00 noon

## Cranhill Service Centre

Scottish Veterans Housing Association

Bellrock Close (Tel: 0141 774 3030)

Monday 9.30am - 12.30pm

Tuesday 1.30pm - 4.30pm  
(Financial Inclusion Team)

Thursday 1.30pm - 4.30pm

Thenue Housing Association Ltd

Registered Office

423 London Road, Glasgow, G40 1AG

Tel: 0141 550 3581

Email: [admin@thenuehousing.co.uk](mailto:admin@thenuehousing.co.uk)

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

[www.thenuecommunity.org.uk](http://www.thenuecommunity.org.uk)



# AGM Update



Busy AGM....Charles Turner addresses the meeting

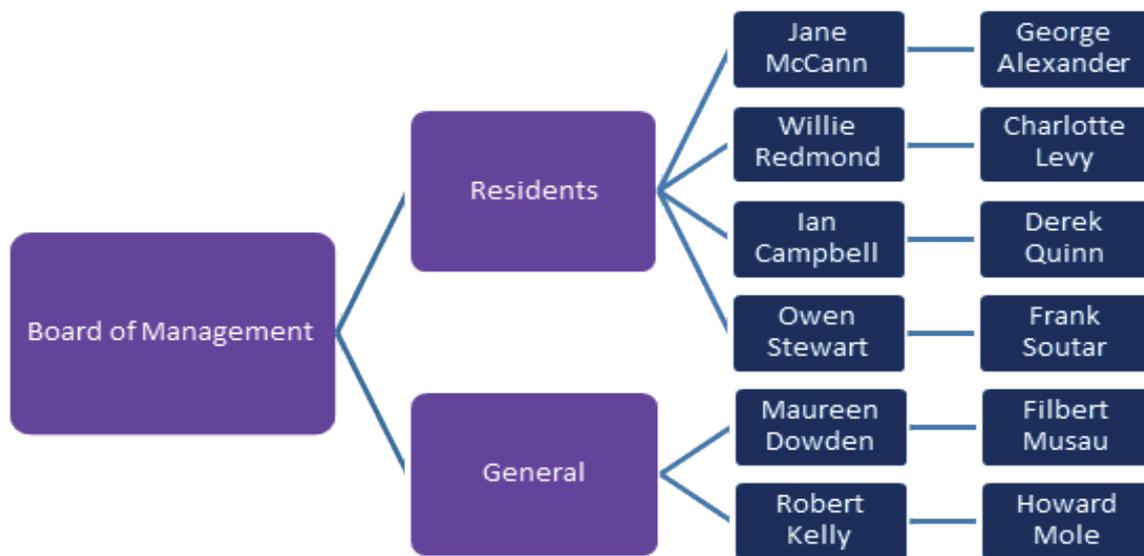
The Association held its 35th Annual General Meeting on the evening of 15th September.

The meeting heard from both Chair Owen Stewart and Chief Executive Charles Turner.

In his remarks Owen spoke of the successes of the past year notably the momentous achievement of creating so many homes at the former Commonwealth Games Athletes' Village.

He told the meeting that the Association remained committed to its regeneration work and that Thenue had the second lowest rent increase across Glasgow.

In his remarks Charles Turner continued that theme saying the Association was always striving for value for money but that welfare reform – running to billions of pounds - continued to pose real challenges for individuals and families adding: "We will always do our best to help residents in financial trouble."



The above table shows the composition of the elected Board of Management for the next twelve months, which is made up of twelve people; eight of the twelve being local residents. The Chairperson and the Vice Chairperson for the coming year are Owen Stewart and Derek Quinn respectively.

The Association is permitted to have up to fifteen people serving on the Board of Management. If anyone would like to know more about what that entails, then please contact Charles Turner on 0141 550 9506 or e-mail him at [charles.turner@thenuehousing.co.uk](mailto:charles.turner@thenuehousing.co.uk)

The evening concluded with a prize draw offering three prizes. The star prize was family tickets for the forthcoming Kings Theatre pantomime.



And the the winner is .....Catherine Cassidy who won first prize in the raffle receives her panto tickets from Charles Turner

# Award Triumph for Thenue's Scrutineers

A group of tenants whose job it is to scrutinise the work of Thenue Association has triumphed in a top award.

The Association's Resident Empowerment Scrutiny Team (REST)- set up just 18 months ago- has been named as one of the winners in the TIS National Excellence Awards.

The Awards recognise and celebrate "truly outstanding work" by those who are making a difference in their community and the housing sector.

Thenue's REST team of volunteer tenants won the Most Inspiring Scrutiny Group category which is a remarkable achievement given that the team was only set up so recently .

The win was revealed at a glittering ceremony at the 2015 TIS Annual Conference in Glasgow in what is the second awards triumph for REST in less than a year. Six Awards in total were announced by TIS.

The REST team triumphed at the Customer Scrutiny Inspection 2014 Awards in Manchester when it won the Recognising Positive Practice in Scrutiny Scotland category.

REST was created by the Association as part of its ongoing and strong commitment to transparency and to enable the team to look at its work in an impartial manner.

It is made up of tenants who, crucially, are NOT on the Board of Management further enhancing the impartiality of their work. REST has been described as a "critical friend" who is unafraid to examine and comment on the work of the Association.

Thenue Chief Executive Charles Turner has described Thenue's scrutineers as the "eyes and ears" of the Association.

Charles added: "We are delighted that REST has triumphed at the Awards and congratulate the team on their victory. This is the result of their hard work and commitment. All of us at Thenue Housing are grateful for what they do to ensure scrutiny remains an important component of transparency."

TIS Director Ilene Campbell said: "The TIS National Excellence Awards are all about celebrating the hard work of the volunteers who are going the extra mile and making a difference in their communities. We were thrilled to present REST with the Most Inspiring Scrutiny Award as they have demonstrated excellence in scrutiny practice that others can learn from and will inspire future tenant scrutiny development in Scotland."

If you live in Blackhill and are interested in joining our REST Team of volunteers, please contact Brian Gannon on 0141 550 9509.



# Impressive Sculpture A Reminder of Thenue's Proud City History

A STUNNING sculpture given to Thenue and carved from the red sandstone of one of Glasgow's most iconic buildings went on show for the first time in October.

Thenue was given the much-admired piece showing the mother of St Mungo – the city's patron saint - 15 years ago and has now loaned it back to the sculptor who made it.

The impressive sculpture of St Thenue who was also known as St Enoch - from which the housing association takes its name – was created by well-known Glasgow sculptor Tom Allan.

Now for the first time since it was generously given to Thenue, it has gone back to Tom in order that he can exhibit it at a show in Glasgow.

The sculpture was carved, appropriately, from the sandstone of the former St Enoch Hotel which was a well known city landmark overlooking St Enoch Square.

It was opened in 1876 for the City of Glasgow Union Railway Company next to St Enoch Railway station but was demolished along with the station in 1977 which is when Tom made the sculpture. The St Enoch shopping centre which now occupies its place opened later in the 1980s.

The Association said it was "delighted" to be loaning the piece back to Tom and was sure it would be much admired by many Glaswegians who will get to see it for the first time.

For the last 15 years it has been given pride of place in the housing association's registered office in London Road, Calton. It was donated by Tom to the housing association to mark the 21st anniversary in 2000. Tom Allan has been making sculpture since 1977. He trained at Glasgow School of Art and in Carrara, Italy. He works at his studio in Gartcosh, near Glasgow, and in Carrara. He also teaches stone sculpture classes.

Tom said: "I wanted to include Thenue in this exhibition because it was my first Glasgow piece, and the first time a building gave me an idea for a sculpture. The façade of the Hotel as it was being demolished suggested a mask, which became the strong face of the ancient British heroine and saint. It is a source of great pleasure to me that it now belongs to such a thriving element of Glasgow's community".

The exhibit will be part of "See Glasgow? - See Sculpture!" which will take place at the Royal Glasgow Institute of Fine Arts Kelly Gallery, 118 Douglas Street from October 6 to 17.



## Hitting the right note with the “WAILIN’ WEAVERS” Community choir

# SING-SATIONAL!

A COMMUNITY choir formed for the Commonwealth Games is in the running to recruit new members.

The “Wailin’ Weavers” made up of local people from Calton and Bridgeton aims to hit the right note with some new voices.

They have appealed for more people to come forward so the choir can grow bigger and blossom into a strong musical voice for the east end.

Its first musical opportunity came last year when it serenaded local people when the Queen’s Baton Relay arrived in the city as Glasgow’s golden games got ready to begin.

Since then it has gone from strength to strength thanks to financial support from regeneration agency Clyde Gateway.

The Choir meets once a week each Friday at 3.30 pm has begun its new season and alternating practice sessions between the two neighbouring districts. One week it takes place at the Calton Heritage and Learning Centre followed by a session not far away at Bridgeton Community Learning Campus.

Further details on the choir and how to join can be obtained from Rosie Robertson on 0141 550 9573 or on the centre’s Facebook page.



Singing together.....the Choir pictured at the Winter Garden next to the People’s Palace in the east end.

## Fun in the Sun!

Our Fun Day in the summer brought the crowds out for an afternoon of enjoyment designed for all the family as featured on Page 1.

The weather remained largely fine with just a few occasional showers in what was a great opportunity for people to enjoy themselves. Tenants came along from all areas where Thenue has our housing.

The gated car park at the rear of the offices on London Road - emptied specially to make room for stalls - provided the ideal child-safe environment for all the activities. Stalls included healthy eating advice, free financial advice, prize bingo, free hot dogs and ice creams, a hugely-popular Playbus, face-painting and balloon modeling, cycling tips and a bouncy castle.

Chief Executive Charles Turner said: “We hope people enjoyed themselves which was the aim of this summer community event. It was very busy indeed surpassing our expectations”.

# SUITS YOU!

## Dress to impress as Slaters step in with a helping hand for the unemployed

UNEMPLOYED workers bidding to get a job have been given a helping hand from world-famous menswear specialists Slaters.

The Glasgow business has kitted out five men from the city's east end currently on a job-seeking course FREE OF CHARGE.

The kind-hearted Glasgow business has provided suits, shoes, shirts and ties designed to impress employers when they turn up for an interview.

This week, Thenue Housing, which runs the hugely popular courses aimed at equipping long-term jobless people with the skills needed to pick up work praised the generosity of Slaters which made an instant decision to help.

The eight-week course is known as "Want2Work" began in March and operates two days a week. It is designed to help eastenders back into work by offering help on things like interview techniques, CV preparation and how to write job applications.

It is an extension of the award-winning and trail-blazing "Learning Works" course involving learning a variety of skills again aimed at getting them jobs. That Project, funded by Big Lottery Scotland, regeneration agency Clyde Gateway, the Scottish Government and NHS Scotland, is run in partnership with Glasgow Kelvin College.

However it was soon realised that purchasing proper attire for an interview was understandably beyond the means of those taking part in "Want2Work" and that's where Slaters stepped in.

**Pictured right - Thank you Slaters .....The men who were kitted out**

Course organiser Tracy Lennon of Thenue Housing explained: "Every Glaswegian has heard of Slaters so we phoned up and asked if there was any help we could get. We were astonished and delighted when Slaters said they would love to help.

"It has solved a major problem. Our course can help people with practical advice but looking the part is every bit as important when it comes to an interview and the effort needed to impress an employer. What was even more amazing was when Slaters said they would provide the suits, shirts, ties and shoes absolutely free.

"It is a gesture of extraordinary kindness by Slaters and I know the five men on the course are very grateful for this helping hand."

Managing Director Paul Slater said: "We're delighted to be able to support this initiative by Thenue Housing and assist in maximising the efforts of the men taking the course who want to look their best as they seek new jobs. We wish them the best of luck and every success."



# Going Green in Cranhill

## Energy tips and how to grow your own in Cranhill as eco project gets under way

**CRANHILL is going GREEN** thanks to a pioneering eco project designed to help local people.

The initiative known as URBAN GREEN aims to encourage residents in this community in the north east of the city to give growing their own food a go AND learn more about saving energy.

The project, led by Thenue in partnership with community arts charity Impact Arts, is being funded thanks to £150,000 from the Scottish Government's "Climate Challenge Fund" and will last until Spring 2016.

The Project is the first of its kind in Cranhill and has three key objectives :

- To encourage community food growing in gardens based on advice supplied by specially-recruited local volunteers
- To deliver energy advice and help gain access to energy saving grants
- To provide Arts Workshops for adults and kids with a climate change theme



.....Getting started.....some of those involved in Urban Green including teenage volunteers from the local community

The overall aim is to deliver a community project to help this community and engage residents in understanding more about climate change.

It will even encourage residents to grow their own food in their own gardens if they so wish.

Additional funding has been obtained from Inspiring Scotland via Impact Arts (Projects) Ltd – a partner in the project which is a charity and social enterprise and Glasgow Housing Association.

Community organisations the Cranhill Development Trust, Cranhill Area Association and Cranhill Arts Project are also key partners in the initiative.

# Going Green in Cranhill

Lawrence McCabe, Community Regeneration Manager at Thenue Housing explained: “The community food growing initiative will transform the garden at Cranhill Development Trust allowing local residents to get involved in growing their own food as well as providing support for those who want to grow food in their own gardens.

“A dedicated Energy Efficiency and Environmental Advisor is now assisting local people in reducing their energy bills and crucially, accessing grants which can help this energy efficiency.

“There will be opportunities for the whole community to get involved and have fun while helping to reduce their carbon emissions. It is also helping nine Cranhill young people who have been recruited by Urban Green by enhancing their skills and improving their chances of employability.

Newly appointed Energy Efficiency Advisor Ruskin Gammon has now started work in the community and will shortly embark on a series of visits to local residents.

## STV Turns The Cameras on Urban Green

Urban Green made its television debut all thanks to STV.

The channel featured the Urban Green initiative on STV Glasgow in the summer.

For Energy Efficiency Advisor Ruskin Gammon and colleague Nic Wood (pictured) from Impact Arts it was the first time ever in a television studio.



Ruskin told viewers: “My role as the energy efficiency and environmental advisor is to visit people at home and advise them on how to save energy and tell them if there are any grants available. The other strand of the project is to help people to grow their own – even in their own gardens!

“We have young people – nine volunteers – helping with the project all of whom have been recruited from the Cranhill area.

“It is a good example of a housing association doing so much more than collecting the rent – being deeply engaged in the community and doing what housing associations do best by helping others.”

# Area Association News



## Bridgeton and Dalmarnock Area Association

Bridgeton and Dalmarnock Area Association work to give the people in our communities a voice and provide support and activities for our communities. This year our Community Grant is open to applications again. This is funding that is available to local constituted groups and organisations to buy equipment or develop an initiative that directly benefits people in Bridgeton and Dalmarnock. If you have an idea you wish to develop why not apply? More information is available on request and all reasonable applications will be considered.

The group regularly put on fish supper nights for local people with excellent prizes and lots of fun. Our last event in April was a huge success and was held in Calton Heritage and Learning Centre. We are holding an Italian Night on Sunday 8th November with lots more great prizes to won. All proceeds raised from this event will be donated to charity.

## Calton Area Association

We have had a busy year which has been exciting and packed with lots of fun activities. We held a fantastic Gala Day on Saturday 1st August which saw lots of people in the community coming along and taking part. We had “Minions” and Elsa and Anna entertaining the kids and our tearoom provided some respite with tasty home baking.



Our bingo club is thriving and we are seeing more and more people coming along to participate, socialise and make new friends. Why not pop into Calton Heritage and Learning Centre to find out more and join in? We recently had a brilliant day trip to Ayr for people in Calton who are 50+. This was a great bus trip which was enjoyed by all and we even stopped off for some fish and chips. This trip would not have been possible without the help from Foundation who contributed £500.00 and £200.00 from Calton Area Association. We also now have a Facebook page to help us engage better with the community and provide a platform for you to share your views and keep in touch with us. You can find us on Facebook by searching for Calton Area Association.

The group are now based in Calton Heritage and Learning Centre and are available on a Monday and Thursday from 9am – 4pm so feel free to pop in and say hello. We still have our premises on Stevenson Street which will be used for different projects we are working on such as our Parent and toddlers group. For more information on this group and start dates please contact Claire via the Calton Area Association Facebook page.

Events to look forward to:

- Our Bingo Christmas Party this December in Calton Heritage and Learning Centre
- Our kids Halloween Party on 30th October in Calton Heritage and Learning Centre with lots of great prizes to be win for best costume
- The annual pantomime which will be Cinderella this December in Calton Heritage and Learning Centre Keep your eyes peeled for more information.



## Netherholm Area Association

Netherholm Area Association and Thenue have been successful in their first stage funding application to the Big Lottery for a Community Centre in Netherholm. Current service providers, Urban Fox, Jeelypiece, Streetwise and the Church Group are looking forward to using the centre. We are now working on the second stage of the application process, which will involve community consultation as to the services most needed by people in the area.

We have also worked in partnership with Thenue's Smart Communities Digital Inclusion project and Glasgow Clyde College to establish a 12-week Community Journalism Course for people in the area. The course included how to research, structure and write stories, and involved learning how to use digital technology. It was able to take place thanks to the support of the Castlemilk and Carmunnock Community Windfarm Trust, who awarded a grant to the Area Association. The grant facilitated the purchase of laptops, digital cameras and other equipment for the course. The course was a great success. The group created a splendid local newsletter "Netherholm News" which was distributed in the local area and all members of the group really enjoyed the experience of creating the newsletter.

Netherholm has also been working with the Smart Communities project and CoderDojo Scotland to bring a computer coding club to Castlemilk. The CoderDojo sessions have been running for about a year, and have now started back after a summer break. The sessions are for young people aged 8-14, who live in the Castlemilk area, and run on the second Saturday of the month. During the sessions, the young people learn all kinds of digital skills, from creating websites and games to making music by coding.



## Cranhill Area Association

Thenue staff and Cranhill Area Association have now moved into the Scottish Veterans Residencies. The venue is more suitable and better for people to access and we are enjoying the nice new building.

We have been working alongside Thenue's Smart Communities Project to bring an IT drop-in service to the area. The initiative focuses on providing people with access to computers and the internet as well as giving support to people who want to learn about the internet and its benefits.

As we all know, technology is moving at a rapid pace and everything is becoming digital so why not come along and get some help? The drop in is on every Monday from 1.30pm-3.30pm in the Scottish Veterans Residencies.

We are now accepting applications for our £500.00 community Grant scheme, so if you're a local group or organisation who requires some funding to buy equipment or fund a project why not get in touch. Application forms are available on request.

We will be holding our annual trip to see a panto in January 2016. Details of tickets and shows will follow so keep your eyes peeled.

We also have our Facebook page to help us engage better with the community and provide a platform for you to share your views and keep in touch with us. You can find us on Facebook by searching Cranhill Area Association.

**We are always keen on hearing your views and getting new members. If you would like more information on joining your local group please contact Dawn McManus, Community Engagement Officer on 0141 550 9576**

# Thenue Housing Association is on social media

You can find Thenue Housing on Facebook and twitter. We share great tips on things like energy saving and financial support. We also post updates about our properties to let, our community projects, like Learning Works - our award winning employability course which helps people gain skills and confidence, and Smart Communities - our free drop-in IT training courses. Additionally, we let you know what activities and events (like our recent gala day which was a huge success thanks to our residents!) we are running and how to get involved.

You can also get in touch with us via social media, feel free to post on our Facebook or Twitter page or send a direct message to us. Our pages are checked during normal office hours, leave us a message and we'll get back to you as soon as we can.



# Going Digital

## The Way Forward for Thenue

Thenue's Board recently approved a new strategy for Thenue which will see big changes in how we will deliver services in future and how we will engage with our customers.

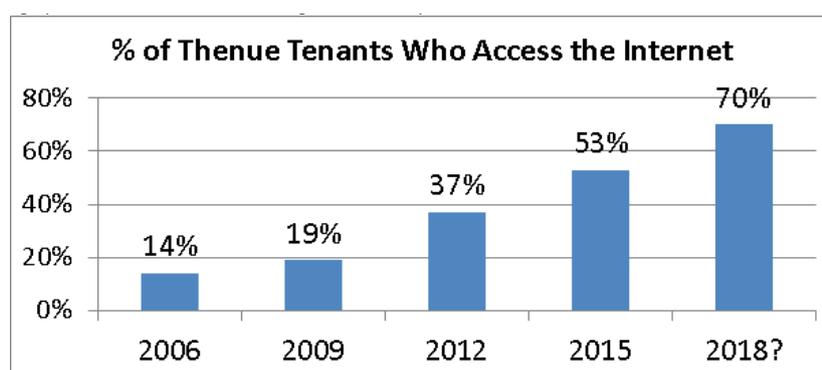
This document sets out in detail how we will:

- maximise our residents' access to the internet through supporting and encouraging them to go online, and
- at the same time deliver more of our housing services online for our customers

There are 5 key reasons why a Digital Strategy is important for Thenue and our customers:

- We know that people increasingly want to get on with their lives, with interaction with their landlord and other services being quick and easy at a time that suits them.
- The greater the number of our tenants who use our online services, the lower Thenue's costs (and ability to minimise rent increases) will be
- One of the core missions of Thenue is to help reduce social exclusion. Exclusion from the internet is a significant modern aspect of the social and economic exclusion of local residents.
- One of the most digitally unconnected groups in Scotland is tenants in social housing (42 of residents in social housing are not online, 22% in all housing).
- People who use public services most are social housing tenants. More and more public services (such as Universal Credit) are being delivered online.

The graph below summarises the change in how many of our tenants are online:



### 2014/2015

If this trend continues then in 2018 we expect around two-thirds of our tenants to be accessing the internet. It would seem absurd, if at that point, none of our key services were being properly delivered online, as is the case now.

Our Digital Inclusion Team will continue to support our tenants who need help to get online and future editions of our newsletter will give much more detail on our new online housing services that we plan to introduce.

If you would be interested in joining a small informal focus group of tenants which will help us discuss what services should be online, please contact Brian Gannon on 0141 550 9509.

# New Thenue Community Website

A brand new website has been launched which brings together all of Thenue's community regeneration work.



Newly launched.....  
Chief Executive  
Charles Turner  
reveals the new  
website

The website gives a new focus to the extensive community activities of the housing association and can be found at:

**[www.thenuecommunity.org.uk](http://www.thenuecommunity.org.uk)**

Helping people where the Association has its homes is a key part of Thenue's work in areas such as Bridgeton, Dalmarnock, Calton, Blackhill, Cranhill, Scotstoun and Castlemilk.

The aim of the new website is to make it easier for residents to connect with the work being done to help their local area and to understand it more fully.

Charles Turner, Chief Executive of Thenue Housing explained: "Thenue Community allows us to bring together all of our regeneration work in the communities we serve under one new name".

Current projects which feature strongly on the new website are:

**URBAN GREEN** This is a joint project between Thenue and Impact Arts and is designed to improve the local environment and reduce carbon emissions in Cranhill.

**SMART COMMUNITIES** This project offers a range of activities and events for people of all ages and abilities. It is designed to enhance people's digital skills.

**NETHERHOLM YOUTH PROJECT** A project with partners Urban Fox and Jeely Piece Club that provides services to children and young people aged 5 – 18 years in Castlemilk and Calton.

**LEARNING WORKS** is an award-winning and pioneering employability course between Thenue Housing and Glasgow Kelvin College to help unemployed people.

# Financial Help? ...Get it from Epic 360

Epic 360 will be delivering Glasgow Big Partnership for Welfare to help people throughout Glasgow improve their financial skills. The Big Lottery £1million funding comes at a time when many people are under increasing financial pressures as a result of welfare reform and the recent introduction of Universal Credit in Glasgow on 8th July 2015.



Lead partner ng homes will manage the three years Glasgow Big Partnership for Welfare – Epic 360 which will benefit Glasgow residents who are experiencing financial exclusion and difficulties.

Delivered in partnership with Greater Easterhouse Money Advice Project (GEMAP) and other housing associations the project aims to reach over 3,000 people throughout the city.

Our recent taster and information sessions attended by approximately 300 colleagues and staff from partner organisations was delivered to give awareness of the new service.



Epic 360 has 6 financial capability officers throughout the city, who will meet people in local venues between 9am-5pm Monday to Friday. Conversations will take place around managing your money, planning ahead, making choices and getting support. Information about opening a bank account, budgeting, borrowing and savings, welfare reform and universal credit, income and spending, debt and wellbeing are some of the topics we will talk about. We will help people to create their own personal financial plan and improve financial skills and knowledge.

You can self refer at [www.epic360.co.uk](http://www.epic360.co.uk) or ask for any other organisation you might be dealing with to make the referral on your behalf. Our conversations are free, confidential and person centred. If you would like to talk to us in confidence, please contact Niall or Susan on 0141.630.4324/25.

# Making a Universal Credit Claim

To make a claim online you will need to have some information to hand.  
To make a claim to go [www.gov.uk/universalcredit](http://www.gov.uk/universalcredit)

## Your personal information



## Phone Number



## Email Address



## Your Housing Information



## Address - Landlord Details



## Rent Charge



## Savings



## Salary



## Bank Account Details



If you require assistance please feel free to contact.

William Sinclair Financial Inclusion Coordinator 0141 550 9553  
[William.Sinclair@thenuehousing.co.uk](mailto:William.Sinclair@thenuehousing.co.uk)

Patricia McDonald Housing and Money Advice Support Worker 0141 550 9562  
[Patricia.McDonald@thenuehousing.co.uk](mailto:Patricia.McDonald@thenuehousing.co.uk)

# Ann Gray Retires After Almost 30 Years with Thenue

Ann Gray, our former Housing Support Officer in Calton decided to retire at the end of June! She has worked with the Association for nearly 20 years and prior to that was in a similar role for Glasgow City Council's Social Work department. Ann has been a highly valued member of staff and was well known and respected by our sheltered tenants in Calton. Ann always went the extra mile for tenants, many of whom have come to know her as not just a Housing Support Officer, but a friend. We wish Ann a long and happy retirement.



## Scottish Veterans Housing Association



The Association has recently relocated our Service Centre to the Veterans' Centre at Bellrock Close.

Our opening times and contact methods have remained the same where staff continue to be available at the Service Centre.

Full details of our opening times can be found on page 2 of this newsletter.

### THANK YOU ALISON!

Thenue would like to wish Alison Kevan well in her new job at Govanhill Housing Association.

Alison was with us for 10 years and, as Corporate Services Manager, had responsibility for the newsletter.

Alison has taken up a similar role at Govanhill where we know she will do a great job.



# Complaints of Anti-Social Behaviour

The Association responded to and dealt with 242 complaints about Anti-Social Behaviour in the last year, ranging from lifestyle disputes, arguments between neighbours, breaches of tenancy and serious antisocial behaviour.

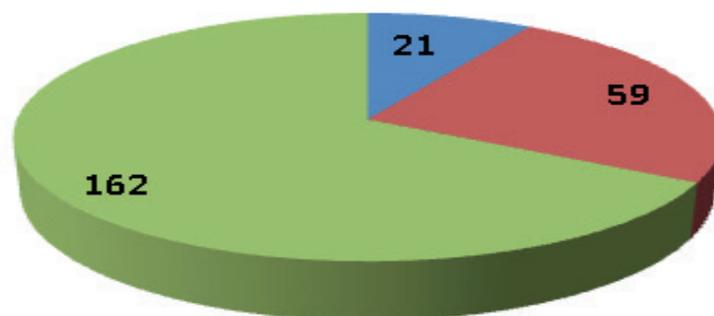
The table on the right splits those complaints into our 3 categories of complaint:

**Category A** are the most serious (such as drug dealing)

**Category B** less serious (such as excessive noise nuisance)

**Category C** which are more minor issues where tenants are not following their tenancy conditions (such as dumping rubbish, not cleaning their stair etc).

■ Category A  
 ■ Category B  
 ■ Category C



We have clear timescales and targets to both respond to and resolve these different categories of complaint:

Resolving complaints of anti-social behaviour and dealing with neighbour disputes is probably the most challenging task our Area Service Officers deal with on a daily basis. There are a number of reasons for this.

- Tenants are not always willing to provide the necessary evidence for Thenue to take action for fear of reprisal
- With some neighbour disputes it can be one person's word against another without anyone independent to confirm who is at fault
- We also rely on other agencies such as the police to provide the information we need to resolve a case or take appropriate action
- The court system doesn't always prioritise housing cases over criminal cases in court and resolution can take a long time. One drug dealing case took almost three years before the tenant was evicted.

Whilst achieving a satisfactory outcome for the persons complaining can sometimes be difficult to achieve, we aim to deal with your complaint and support you as best we can.

The Association reviewed how we dealt with complaints and have developed a general leaflet explaining our approach to responding to anti social behaviour and we have also drawn up a comprehensive booklet which we issue to residents once a complaint has been made.

When you make a complaint to us we will:

- Agree realistic outcomes with you
- Keep you informed of progress with your complaint
- Obtain your agreement to close a complaint (where antisocial behaviour has stopped)
- Follow this up with a customer satisfaction survey to find out who we (or Community Safety Glasgow) handled your complaint.

# Top Marks for Learning Works

MORE students have received a helping hand from our trail-blazing course designed to get them into work known as Learning Works.

The 11th “Learning Works” course – organised jointly by Glasgow Kelvin College and Thenue - has now been completed.

A special “Celebration of Learning” event took place at the Calton Heritage and Learning Centre.



Learning Works is designed to equip them with skills which will make them more appealing to potential employers. Eleven people were on the latest course.

Almost a year ago it was announced that an additional £445,000 was secured from Big Lottery Fund Scotland to allow Learning Works to continue over an above its original funding.

Thenue Chief Executive Charles Turner praised the funders saying that current supporters Big Lottery Scotland and Clyde Gateway were helping to make employment possible for those taking part in Learning Works.

Charles said: “Without this kind of financial support we simply would not be able to help so many people who have benefited from Learning Works and we remain very grateful to them for their support. We congratulate those completing the course this time on their achievement.”

Learning Works has been a remarkable success with over 110 people from the east end being helped since its launch in February 2012. Giving them the opportunity to learn new skills which employers are looking for in potential employees.”

The 12th Learning Works course is now under way.

## Housing Support & Allocations Tenancy Support Service



The Association has offered a Tenancy Support Service since 2012 and our Tenancy Support Officer is Avril McLaughlin.

Her role is varied and is essentially to assist tenants to manage better at home. From speaking to agencies on behalf of tenants, to making referrals to agencies which can provide support at home, to signposting onto other agencies or help to find suitable furniture or help with energy providers, nothing is too much trouble!

If you feel that you are having difficulty settling into your new home or struggling at home, contact Avril on 550 9550 or email [avril.mclaughlin@thenuehousing.co.uk](mailto:avril.mclaughlin@thenuehousing.co.uk).



## Mutual Exchanges Explained

**Is your home too small for you or too big for you? Do you want to move to another area? Have you thought about exchanging your home with another tenant?**

You can apply to exchange your home with another tenant of any other social landlord – Council or Housing Association. If you identify a suitable tenant to exchange with, you should contact your Area Services Officer then submit an Application Form. We will then arrange a home visit to you to check the details on your form and talk to you about the procedure for an exchange. We would also visit the tenant you propose to exchange with. There are certain criteria that require to be met, including, the home you plan to exchange to can't be too small or too large for your household and your tenancy requires to have been conducted satisfactorily. If the tenant you propose exchanging with is from another landlord, they also have to give permission for the exchange. The Association holds a register of tenants who would like to exchange homes – it is on our website under Home Seekers. This lets you look at anyone who is registered with us and also allows you to register your own details. If you need any help with this or would like more information, contact your Area Services Officer or the Housing Support Team.

## Applying for a Transfer

Twenty four percent (95) of all lets were made to current tenants during the period April 2014 – March 2015. These tenants had a mixture of reasons for needing to move including being overcrowded or underoccupying their previous home. Each year, our Board approve an agreed percentage of lets every year to different lists and for this year, 2015-16, our target for lets to current tenants is 15%. If you need a transfer and don't have a form submitted to us, please contact your Area Services Officer. You can apply online on our website under Home Seekers and we will contact you to let you know the outcome within 15 days of submitting it to us.

## Make Over at 71 Main Street Common Room

Plans are underway to install a bathroom and upgrade the flooring and furniture in the common room at 71 Main Street. We have held a meeting with the tenants in the building who are pleased with the proposals. It is estimated that the work will be completed by later in the year after which we hope that groups and activities can take place.

## Retirement Housing Service

In April, the Association's Housing Support Service changed to a Retirement Housing Service. It is available to tenants who live in sheltered housing. We are happy to report that the transition has gone smoothly and having recently held two open meetings, tenants have been positive about the new service. We are of course continuing to develop the service and our Focus Group will help us with this. Our Retirement Housing Assistants are based at our main office and are out and about every day carrying out their duties including holding the twice weekly surgeries, opening up the common rooms and carrying out their estate management duties.

We have spaces at our weekly lunch club held at 97 Main Street every Wednesday. If you are interested in coming along, or have any other queries regarding our service, contact your Retirement Housing Assistant. Their direct phone numbers are: Dot – 550 9561, Linda – 550 9565 and Isabel – 550 9564.

# Property Services

## Gas Servicing - Help Us Keep You Safe

Every year by law the association has to check and service your gas appliances to ensure that they are in safe working order. You will receive a letter in advance advising you of the date we will come to carry out the service. If this is not convenient please call us as soon as possible and we will arrange another appointment to suit you. Contact us on 0141 550 9547.

## Scottish Housing Quality Standard:

The association continues to invest in your homes to ensure that all our properties meet the Scottish Housing Quality Standard. This year we will be installing new kitchens in some of our properties in Castlemilk. The association received funding from the City Council at the end of last financial year to acquire 29 properties in Bridgeton and Calton and we will be carrying out works to these properties to ensure that they meet the Quality Standard during this year.



## Close Cleaning

All closes included within the contract are cleaned on a weekly basis: the stairwells are swept out and then washed down. (should temperatures drop close to freezing the closes will not be washed but will still be brushed down).

Where there is a lift on the premises this will also be cleaned weekly.

Walls, ceilings, doors, handrails and windows are cleaned monthly.



# Landscape & Backcourt Maintenance

Land Engineering continues to carry out the works to our common landscape areas and backcourts.

- Grass in the growing season cut approximately every fortnight
- Shrubs pruned at the start of growing season March/April and at end in October/November
- Litter is collected fortnightly and hard areas brushed
- Weed killer applied monthly April- September but weather must be dry
- Backcourts – are visited weekly following the refuse collection by GCC. Any excess rubbish is removed and backcourts cleared of litter and hard areas swept.
- Bulk items are removed to the agreed collection point on the allocated day for bulk uplift.



## Thenue looks at potential new housing sites

In March last year Glasgow City Council confirmed funding for Thenue to look into the **POSSIBILITY** of developing various sites within our communities in Calton and Bridgeton

These sites were:

### Calton

- Tobago Street/Abercromby Street sites
- St James School site
- Tureen Street School site

### Bridgeton

- Collapsed Tenement on London Road
- The site of the Care Home in Landressy Street
- The site of Old Dalmarnock School

**Please be aware that this study is simply looking at the possibility of new homes and we are not at this stage able to confirm if any new homes will actually be built**

The Association appointed Design Teams to develop outline plans and indicative costs for the various sites. The various Feasibility Studies will then be submitted to the Council for consideration and to determine if grant funding would be made available to support any development. None of the sites are in the Association's ownership and the Council does not currently have any of these sites in their funding plan so this is at a very early stage but we will keep everyone advised via the newsletter if there is any progress on any of the study areas.

# New Developments in Castlemilk & Bridgeton

The Association has now appointed consultants to develop both these projects to a point where we can apply for grant funding from Glasgow City Council to allow these projects to progress to tender stage.

## Castlemilk - (Holmbyre)

This development involves a potential 22 new houses for rent as well as a new community centre for the area.

Diagram below shows potential Castlemilk site.



## Bridgeton - (Rumford Street)

This site can house approximately 36 units with a potential further 12 units on the site at Reid Street

Diagram below shows potential Rumford Street site.



## Paint Work



We have carried out a comprehensive review of our paint work programmes and have developed a new 5/6 year programme covering all areas more systematically. The first year of this programme will be 2016-17 and we are currently working up the tender documentation to issue to the contractors. To ensure value for money we have developed a framework of contractors after advertising on the Public Contracts Scotland Website. Contractors on the framework will tender competitively for the various works contracts to ensure that we get the best possible price. The programme has been rationalised to ensure that we deal with all paintwork on an area basis creating a more comprehensive approach.



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