

# thenue newsletter

SUMMER 2016



The newsletter of Thenue Housing Association

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

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

## VOLUNTEERING? IT'S UP TO YOU

### Thenue Housing launches major initiative to get people volunteering



A MAJOR drive to get people volunteering to support others has been launched by Thenue Housing.

The aim is to recruit people to volunteer their skills and time which in turn helps the community.

The initiative, funded by Clyde Gateway, was the subject of a high profile launch by the housing association which wants to tap into the willingness of people to share their skills and abilities with others.

#### VOLUNTEERS

Housing associations like Thenue are no strangers to volunteering – our Board of Management is made up of volunteers who devote their time and skills to the housing association movement.

Now the biggest ever drive by Thenue to get people volunteering is under way and many are signing up for a variety of opportunities.

Thenue is now encouraging tenants to do their bit as well.

The Association has even appointed its first ever “Volunteering Co-ordinator” – Margaret Anne Gachagan to lead the initiative.

Margaret Anne explained: “Volunteering is a two way thing as volunteers contribute to the community and this enables them to gain experience and skills whilst the community has more opportunity to participate in events. There are a number of benefits. It means people are giving something back, enhancing their skills and making them more appealing to employers. People know that they are valued and have a sense of purpose and belonging.”

#### WORKING WITH OTHERS

“Working with other organisations we will be matching people and what they want to do in terms of volunteering with what is needing done. We anticipate it will be a great long-term success.”

**FULL STORY AND PICTURES FROM THE LAUNCH INSIDE**

## OUR FREE FUN DAY IS COMING - IT'S ON AUGUST 3

### ARE YOU LOOKING FOR A FREE FUN PACKED DAY OUT?

### THENUE HAVE A GREAT DAY OUT ORGANISED FOR YOU

After the great success of last year's information and fun day we are delighted to announce the date for this year's great free day out

**DATE:** WEDNESDAY 3RD AUGUST

**TIME:** 12:30 – 3:30

**PLACE:** THENUE HOUSING  
423 LONDON RD, G40 1AG

Buses/transport will be provided for people living in Castlemilk, Dalmarnock, Blackhill, Scotstoun and Cranhill.

For further information and to ensure that you have reserved your seats on the buses please contact Gemma Gollogly at Thenue Housing on 0141 550 9504.

More details inside plus a reminder with our fabulous pictures of the fun we had last year!



# LEADING THE WAY ON VOLUNTEERING!



A great turnout at the launch



What you had to say



Here's what we're saying

Thenue's Volunteering drive is already bringing results – and helping people doing their bit to feel valued members of the community, too!

Charlie Turner, Thenue's Chief Executive said: "Volunteering is something which underpins the success and proud history of the housing association movement. Without volunteers sitting on Boards or Management Committees there would be no housing associations.

"It is this kind of dedication we are endeavouring to replicate in other walks of life by tapping into the skills and enthusiasm of people in communities across Glasgow where we have our homes. We know from the initial response to



Give us your ideas

our volunteering initiative that this is something which has caught the public mood and that people want to do their bit."

Training is provided and where possible people are matched with a role that best suits their abilities and enthusiasm.

Volunteers are supporting events, have been trained as energy advisors and have given presentations at community events.

Thenue currently has 27 volunteers engaged on projects.

Another volunteering is John who says he has had an "amazing" experience since starting with Thenue's job helping programme Learning Works in August 2015.

John took part on the launch day of the volunteering initiative and now tries things he has never done before.

As a result of being referred to a course he had a piece of his creative writing displayed in an exhibition in the Mitchell Library as part of the Aye Right festival as our picture shows. John also volunteers for Barnardos and is loving his new found confidence and zest for volunteering.



John at the Aye Write festival

John said: "I can't believe all the things that are happening just now with the volunteering and the writing course. I am feeling great and really enjoying myself. It's so much better since I have been on the Learning Works course. Everyone looks out for each other and I feel that I have friends now that I can talk to, especially when I get stressed about stuff. I would say to people ... get on a course and give it a go because I can't believe the difference it has made to me! Now I am trying out different things, you meet new people and I've found out new things I like doing."

## Here's what some have said:

**"I am really enjoying and getting a lot out of this. Who would have thought I would be giving energy advice and talking in front of groups"**

Margaret, 62

Bobby, 59, said:  
**"I always said you can't teach an old dog new tricks, but now I know you can! I am proof of it and I am enjoying helping at theatre nights, serving the teas and coffees and setting up the hall. Trust me you will never look back!"**

**"This has saved me, I was isolated in my flat, now I am putting all I learned on the course, Learning Works, into different volunteering and more courses. I would say grab this chance to do stuff and get involved in your local community. I cant get enough of it. I love it'.**

Debbie, 52

# A HELPING HAND WHEN YOU'RE STARTING OUT

## Thenue introduces "starter packs" for new tenancies



TENANTS taking on their first tenancy with Thenue are to be given a helping hand.

The Association has announced it is introducing "starter packs" to be handed to new tenants when they are given a tenancy.

The starter packs consisting of a range of household goods will be targeted at people taking on a first tenancy and who are coming from a homeless situation with little or no belongings.

They are seen as the ideal boost for someone needing household items ranging from kitchenware to bedding right away.

The decision to introduce the starter packs came about after the Association underspent on money from the Move & Connect Project funded by the Big Lottery Grant.

Thenue went back to Big Lottery Scotland to ask permission to use the money for starter packs and the organisation gave the idea the thumbs up.

The starter packs include things like duvets and pillows, a dinner set and other essential kitchen utensils right down to things like a can opener.

Some housing providers offer starter packs to people who meet certain criteria when moving into their first home but funds don't always stretch to such initiatives.

Willie Sinclair, Financial Inclusion Co-ordinator at Thenue



Willie with some items from the Starter Pack.

said: "This is an important step forward in providing a helping hand to people who are eligible for these starter packs.

"Purchasing bedding and kitchen items can be a significant expense and a starter pack helps alleviate that by providing essential items needed in the home.

"We are delighted that we are able to do this and particularly grateful to Big Lottery Scotland for their willingness to allow us to channel unused funds into this important development. The starter packs will make a big difference."

## A PAT ON THE BACK!

Sometimes we get correspondence from people we have helped. On this occasion Thenue received a letter from people assisted by our Financial Inclusion Service. Here's what they had to say:

Quotes from tenants using our Financial Inclusion Service

*"I'm so grateful for you making all the calls on my behalf, I wouldn't have the patience or know where to start with what to say to people"* TENANT A

*"Thanks for sorting out my backdated benefits. It felt like it was taking forever when I was doing it by myself and I was getting nowhere – having the money backdated and increased ongoing will really help me out massively"* TENANT B

*I really appreciate all of your help offered as I really did just bury my head in the sand I even stopped telling my family it got that bad – I was so scared of being evicted – but now you have sorted my benefits out I definitely wont get into that mess again"* TENANT C

*"I don't know how I'd have sorted all this out whilst back and forward to the hospital daily for my chemotherapy – It helps knowing I can concentrate on my health and my finances will be ok"* TENANT D

## BREAKING NEWS!



Thenue has become a finalist in Scotland's Housing Association of the Year competition.

The winner in this category of the Scottish Home Awards 2016 will be announced in June at a ceremony in Edinburgh.

Thenue is one of four finalists in the category for associations with more than 2000 homes.

# REPAIRS AND MAINTENANCE

## Gas Servicing

Help us to 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

## 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 kill 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.

## General

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

# “MYSTERY SHOPPERS” REQUIRED

Anyone fancy being a mystery shopper? Here at Thenue we always like to test ourselves so we are looking for volunteers to be “mystery shoppers”. It doesn't matter if you have never been to see us before or if you come in every day! Young or old, almost anyone can be a mystery shopper, from students, to retired people, to full-time workers. You don't need qualifications, just a good eye for detail.

We are looking for a variety of people as we are passionate about making a real and lasting improvement to our performance. Your feedback is then used to measure quality of service and to gather information about housing and related services.

Register with us at [lynne.mckenzie@thenuehousing.co.uk](mailto:lynne.mckenzie@thenuehousing.co.uk) and we'll give you all the training you need to be a mystery shopper. Mystery shopping can be applied to face-to-face, telephone-based,

correspondence-based and internet-based services. Training will be delivered by TIS, (Tenants' Information Service), who provide independent advice, support and training for tenants and landlords across Scotland.

So how does it work? Trained evaluators pose as Thenue 'customers' and they record the details of their experiences, e.g. time taken for their presence to be acknowledged; staff friendliness, attentiveness and knowledge of the service, how effective our responses and actions are, and a whole variety of other related issues.

All in all it is a rewarding experience carried out at times of the day that totally suits you. Register now and learn how to be a mystery shopper with us. You will help all our customers to receive an even better service from us!

# TIS



# NEW STRATEGY FOR ENGAGING WITH ALL OUR CUSTOMERS

Thenue's Board of Management recently approved a new draft strategy which sets out the ways in which we will listen to and engage with our customers to improve housing services and build stronger communities. Our Board now want to know what you think of this new strategy before they finally approve it.

Thenue's customers include: tenants, sharing owners, factored owners and housing applicants and also other partner agencies.

## KNOWING OUR CUSTOMERS

But we are now asking how well do we really know our customers? How effective will we be at customer engagement or if we have limited knowledge of the needs, preferences and motivations of our customers?

We know some of our customers very well but the majority of our customers we have limited engagement with. We need to get better at recognising our different customers and not only listen to the views of a limited customer group.

At Thenue we want to recognise that different customers have different needs and preferences and then consider how best to:

- Engage with each customer type
- Design our services to their different needs and preferences.

For example:

- some customers do not have English as a first language
- some customers prefer and need face to face contact
- some prefer their service to be provided online or quick and easy at a time that suits them.
- some customers prefer to complete a quick survey to give their views
- some prefer to give up their time to participate in meetings and focus groups.
- some customers always pay their rent on time and have very little need for our service other than to report the odd repair
- some customers are very vulnerable with a range of complex needs.

Not all our customers are the same. So we recognise that we need to avoid taking a one-size-fits-all approach to our customer service delivery.

## INTERESTED?

We are interested in whether you agree with our new focus of engaging with a wider group of customers and what you think of our new customer engagement strategy. A copy of this is available on our website at [www.thenuehousing.co.uk](http://www.thenuehousing.co.uk) : click on latest news on the front page of our website to read a copy of the full strategy. There is also a link to an online survey form which you can complete.

If you do not have access to the internet a copy of the strategy can be collected at any one of our offices or you can request it to be posted out to you. Please phone our office on 550 3581.



# LET THE FUN AND GAMES BEGIN



Our FREE family fun and information day was such a success last year that we're doing it all over again in August!

We will be writing to you nearer the time but why not get the date in your diary now – **Wednesday August 3rd!**

It is sure to be a fun packed day and we're hoping for sunny weather.

Some of the pictures on this page show you how much fun we all had last July. And here's some of the things that will be going on and there's the chance to **win driving lessons in our fabulous free prize draw!**



OUR MARQUEE AREA WILL PROVIDE LOTS OF FREE FUN FOR ALL THE FAMILY

## Visit a wide variety of information stands...

We will be offering help with all things digital  Not got an e-mail address our smart communities team will get you started.

Meet our teams in Finance, Technical, Housing Support, Property Services, Area Services, Repairs, Community Regeneration, Income Maximisation, Corporate Services

Meet our Area Association Committees and find out how to get involved.

Would you like to join our scrutiny panel come and talk to our Management Team and find out about the work they do.

**Scotcash**  
approachable finance  
Basic Bank Accounts

Want to Volunteer  
please speak to our Volunteer Co-ordinator

  
**HEALTH**  
WE HAVE GOT IT COVERED

 Saving for Christmas

 Home Insurance

**Always wanted to play the Piano?**  
Visit the Piano City stand to find out about their free Piano Lessons



- ### VISIT OUR AFTERNOON TEA TENT
- BOUNCY CASTLE
  - PLAY BUS
  - FOOTBALL CHALLENGE
  - PLAY AND PEDAL - Balance bikes for age 3 – 5
  - GLORIA'S BALLOON MODELLING – BACK BY POPULAR DEMAND
  - CRAFTS FOR CHILDREN and ADULTS
  - GLITTER TATTOOS AND MUCH MORE
  - DJ MANUS – REQUEST YOUR FAVOURITE MUSIC
  - COOKERY DEMONSTRATION THROUGHOUT THE DAY

  
**WIN 10 FREE DRIVING LESSONS**



**IMPORTANT**

# FIRE SAFETY ADVICE FOR ALL RESIDENTS

Please read this important information. Listed below are some of the ways Thenue aims to minimise the risk of fires in our blocks of properties:

## **SMOKE**

Thenue fit smoke detectors to all our tenanted properties. All alarms that are fitted are checked once a year and have a battery backup power supply for mains powered systems. If you have any doubts about whether your smoke alarm is working, you can test it by pressing the test button on the detector. If you are still in doubt about whether it is operating correctly, please contact Thenue.

## **ELECTRICAL CHECKS**

Thenue carry out regular electrical installation safety checks. We do this at least once every 5 years or every time we relet a house.

## **ESCAPE ROUTES**

We ask that all residents make sure ALL common close entrances, corridors, stairways, deck access areas etc (escape routes) are kept clear. We inspect all common closes and deck access areas on a regular basis to make sure that residents have not left anything which can burn or clutter the escape route for residents leaving the premises in the event of a fire. If you have a concern about a neighbour who is doing this, please contact your Area Services Officer.

## **ADVICE**

If you feel vulnerable because of a particular issue with someone who is resident in your home please seek advice from your local Fire and Rescue Service who are able to offer fire safety advice to residents.

We protect where necessary any empty property with security with regards to arson. We ask tenants to help us make sure all outdoor bin areas are tidy and free from combustible materials.

## **MOBILITY SCOOTERS**

Mobility scooters should not be stored, parked or charged in staircases, enclosures or communal corridors forming part of means of escape routes within buildings. Mobility scooters introduce a considerable fire risk as well as causing an obstruction hazard within these areas.

If you need any further help with fire safety in your home, please contact your local fire station to request a free Home Fire Safety Visit.

## **IMPORTANT NEWS.....!!!**

REVISED OPENING TIMES FOR OUR FINANCIAL INCLUSION SURGERIES AT CRANHILL AND CASTLEMILK SERVICE CENTRES FROM 13TH JUNE 2016

For the past month we have been reviewing our opening times and in order to meet demand our opening times will be changing to the following:

Cranhill Service Centre @ 2 Bellrock Close will be open every Tuesday 1.30pm – 4.30pm

Castlemilk Service Centre @ 49 Blaeloch Drive, 0/2 will be open every Wednesday 10.00am – 4.00pm

Please note these changes will not start until Monday 13th June 2016.

## **THENUE'S SCRUTINEERS**

Thenue is looking for people to serve on its Scrutiny group known as REST.

REST which stands for Resident Empowerment Scrutiny Team examines and comments on the work of the Association.

It is all part of the transparency which Thenue believes is important to our vital work in housing.

New members are needed now and the meetings held are not time consuming. But the role is a rewarding one.

Chief Executive Charlie Turner said: "We regard REST as a critical friend - scrutinising our work and feeling able to raise matters that are considered important to tenants."

Crucially, REST members are not on the Association's Board of Management.

If you would like to know more, on a no obligation basis, write to the Association, phone us or drop Charlie an email to [charles.turner@thenuehousing.co.uk](mailto:charles.turner@thenuehousing.co.uk)

# HOUSING SUPPORT UPDATE

## Retirement Housing

Our Retirement Housing Service celebrated its first birthday on 1st April and we are delighted to report that the service has bedded down well over the course of the

last 12 months. Tenants have reported that they are happy with our new service and staff have adapted well to the changes. We have a Focus Group which meets

quarterly to review how the service is operating and if you do have any comments about the service or would like to join our Focus Group, please let us know.

## Retirement Housing – Social Activities

### Calton

Our Arts and Crafts Group has restarted and meets on a Wednesday at 10.00am at Tureen Street.

If you would like to join the group, contact us for more information or just come along on the day. If you have any wool or craft items which you could donate, please let us know.

The annual bus run will take place in August – a date still to be finalised

A BIG thank you to Tesco who have donated a number of items for raising funds for the social activities.

Further information is available from either Isabel or Linda, tel: 550 9565/9564 or 0796 937 4811.

### Bridgeton

We still have spaces at our lunch club, every Wednesday at 97 Main St – why not come along for a tasty, value for money lunch.

Further information on our Bridgeton activities is available from Dot, tel: 550 9561 or 0778 631 2143.

Remember, our weekly surgeries are held in Tureen St and 97 Main St every Tuesday and Thursday between 10.30am and 12.30pm.

## How did we let our houses?

In the year April 2015 – 16 we let 251 properties and below is a breakdown of how we let them:

Register	Total	Percentage
General Transfers	25	10%
Medical Transfer	10	4%
General Waiting List	153	61%
Medical Waiting List	20	8%
Referrals - Homelessness	42	17%
Referrals - Other	1	0.3%
Total	251	100%

A total of 17% lets were allocated to applicants with either Urgent or High Priority, 17% to those with Homeless Priority, 55% to applicants with Medium Priority, and the remaining 11% were let to those with Standard Priority.

Unfortunately, in the same period, we had to deal with 28 tenancies which were “abandoned”. This means that either the tenant didn’t complete the form needed to end their tenancy or didn’t return their keys to us after they moved out. If you do plan to move out, you require to provide us with 28 days written notice by completing our Tenancy Termination form. We do also like to talk to you about the reasons you are moving out. If you don’t contact us and move away without letting us know, we are required to carry out an “abandonment” procedure which means a delay in your tenancy coming to an end, and your rent charge running for an extra 28 days. This could have an impact on any tenancy reference we may be asked for in future. If you are thinking about moving out, please let your Area Services Officer know as soon as possible. There is more information about the process on our website under Residents, Tenant Services then Tenant Advice.



## Online Applications for Rehousing

We are working on an electronic only form for applicants who wish to apply to us for rehousing. When it is introduced, if applicants don't have access to a computer, staff at our office will be able to support them to do this using a computer in our office. Watch this space as we hope to launch it later in the year.

## Planning Ahead!

No doubt many of you will be familiar with the forecasts that our older population is set to increase in future. In Scotland, it is estimated that the number of people aged 60 years and over will increase by 43% by the year 2037.

In light of this, we are taking the opportunity to set out how we plan to provide suitable housing for older tenants in the future. We will take into account the housing we currently have, the predicted increase in population and the evidence that most older people would prefer to remain in their own home for as long as possible.

We would like to get views of our older tenants to help us with our strategy so if you are interested in getting involved, contact Paola Doyle 550 9548 for further information.

## Tenancy Support Service

Did you know that we have a member of staff who can assist tenants to manage better at home?

Avril McLaughlin, our Tenancy Support Officer can help with a range of tasks which you may be having problems with at home. For example, she can make referrals to agencies which can provide support at home, signposting you to 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 are struggling at home, contact Avril on 550 9550 or email [avril.mclaughlin@thenuehousing.co.uk](mailto:avril.mclaughlin@thenuehousing.co.uk)

# PAINTING UPDATE - KEEPING THINGS LOOKING GOOD THIS YEAR AND NEXT



The paint contract is underway for 2016/17 and is being carried out by Novus Property Solutions. Please see the programme attached. You will be advised by letter from our contractor prior to the works commencing in your location. If you would like information of the individual streets please visit our website or call our office on 0141 550 3581.

Here is an update on our painterwork plans covering the following streets:

Estate	Year 1 (2016-2017)		
	Closes	Windows/ Fascia	Fencing etc
Steel Street	✓	✓	
Abercromby St Sandstone	✓		✓
Gallowgate Sandstone	✓		✓
Millroad Drive Area			✓
332-352 Gallowgate		✓	✓
McKeith St		✓	✓
Finnart Street Sandstone	✓		
Madras Street		✓	✓
Tullis Street Sandstone	✓		
18 Bridgeton Cross / 175B James St	✓	✓	✓
3 Bridgeton Cross	✓	✓	✓
376/388 Abercromby/499-505 London Rd	✓		
9 & 11 Landressy St	✓		
71 Main Street	✓		
48 & 60 Dalmarnock Road	✓		
Dale Street			✓
Kinnear Road	✓	✓	✓
Woddrop St/Allan St	✓	✓	✓
Gear Terrace		✓	✓
Springfield Road		✓	
Ruby St		✓	
Dunn/Main/Rumford/Reid St	✓		
Blaeloch Drive/Holmbyre Road & Court			✓
Beacon Place/Bellrock Crescent/ Gartcraig Road/Loretto Place & Street			✓
Bellrock Street/Milford Street/Ruchazie Road/Startpoint Street			✓
Edinburgh Road			✓
Claythorn Avenue, Circus, Terrace & Court/ Chalmers Court, Gate, Street & Place	✓		✓

# WHAT IS THE NEW NATIONAL LIVING WAGE?

The UK Government introduced a New Living Wage from 1st April 2016.

Not everyone will receive this amount as the table below shows:

25 and over	21 to 24	18 to 20	Under 18	Apprentice
£7.20	£6.70	£5.30	£3.87	£3.30

While this has been widely welcomed, there are possible unforeseen consequences for tenants.

## Non-dependant charges

If you have a non-dependant in your household who is aged 25 or over, you may have your housing benefit reduced, as a result of them receiving the New Living Wage.

This will depend on the number of hours they work. If they work 40 hrs per week, then the non-dependant charge will increase from £46.20 per week to £75.60 per week.

If they work 35 hrs or less there the charge will remain at £46.20 per week.

## Household income

If your income has increased as a result of the National Living Wage, from the previous Minimum Wage, it is likely that your Housing Benefit will be reduced.

## Informing Housing benefit

It is important that you inform Housing benefit if any of the above changes have taken place. This will prevent any overpayment of housing benefit, which could lead to you having rent arrears.

# MANAGING YOUR RENT

Our dedicated Income Maximisation Officers are here to manage your rent account for you and with you. We will provide you with all of the advice and assistance you will need and can agree to send you reminders and make contact with you when a payment is due or when a payment has not been received. To do this, it is important we have your up-to-date contact details so please ensure you always advise us of any changes to the information we already hold on record for you.

## Rent Arrears

Some interesting facts from 1st April 2015 to 31st March 2016:

- 193 Notice of Proceedings issued
- 205 Court Instructions
- 51 New cases booked to Court
- 11 Eviction Decrees granted

## How do I contact you about my rent arrears?

You can email the team on [IncomeMaximisation@thenuhousing.co.uk](mailto:IncomeMaximisation@thenuhousing.co.uk) or phone us on 0141 550 3581 and choose option 2 followed by option 1.

## How will my Income Maximisation Officer help me?

Our officers are trained to deal with your problems in a friendly and confidential manner. They can agree affordable payment arrangements for you to pay your rent and arrears.

## What will happen if I ignore my arrears?

We will do everything in our power to help you stay in your home but we will consider taking legal action against anyone who does not communicate with us and allows their arrears to increase.

## Do you provide money, benefit and debt advice?

We have a very experienced Financial Inclusion Team who can work with you to try and resolve any financial problems you may be experiencing. They can also give you advice and assistance on housing benefit and other benefits you may be entitled to. **Please contact our Financial Inclusion Assistant, Lorraine Morgan on 0141 550 9554 or [lorraine.morgan@thenuhousing.co.uk](mailto:lorraine.morgan@thenuhousing.co.uk)**



## Why is it important that we collect rent?

A large part of your rent goes directly into repairing and maintaining your home so non-payment of rent will have an impact on the work we can do.

If you are currently in rent arrears or experiencing financial difficulties please contact us on any of the contact details and we will be more than happy to meet with you. If you wish to discuss any aspect of our Income Maximisation service please contact our **Income Maximisation Manager, Gail Gribben on 0141 550 9510 or [gail.gribben@thenuhousing.co.uk](mailto:gail.gribben@thenuhousing.co.uk)**

# UC *Universal Credit*

## WHAT YOU NEED TO KNOW



YOUR eligibility to claim Universal Credit depends on where you live and your personal circumstances. A national rollout making Universal Credit available to single claimants started in Glasgow in June 2015.

Universal Credit will be available to people who are in work and on a low income, as well as those who are out of work. You will be expected to apply online to the DWP and manage your claim through an online account.

The new single payment will be paid monthly, in arrears, to one person in the household although alternative arrangements are possible in certain circumstances.

### How to get ready for these changes:

#### Find out how the changes will affect you and start to plan for them now

- Open a bank account that allows you to pay bills and your rent by direct debit. Consider specialist banking support such as Scotcash or a credit union.
- It is important that you let us know as quickly as possible, if you are being transferred onto Universal Credit.
- If you need assistance in making your claim online, we can help.
- We can advise you on how much Universal Credit you will receive.
- We can arrange to have your Housing Element paid directly to us.
- Advise about a hardship payment and how to apply.

## 2016/17 INSURANCE RENEWAL



We are continually striving to ensure we achieve value for money from all of our services and we have a thorough and regular tendering process in place to ensure costs are kept as low as possible. In line with this, we have recently re-tendered the insurance service which resulted in a saving of over £100,000 in the year ahead.

## FACTORING - ONLINE PAYMENTS

We would take this opportunity to remind all owners that your factoring balance can be paid online at your convenience. All you need to do is contact your Factoring Officer on 0141 550 9534 or by email to [nicola.rankine@thenuehousing.co.uk](mailto:nicola.rankine@thenuehousing.co.uk) to request an Allpay card which includes your individual reference number. You can then log on to [www.allpayments.net](http://www.allpayments.net), follow a few simple steps and make a payment towards your factoring account using your debit card. Alternatively, you can continue to make payments using the methods listed below, however please note that we cannot accept cash payments.

- Monthly Direct Debit Payments
- Telephone Payments (Credit and Debit Cards)
- Chip and Pin Payments at our Main Reception (Debit Cards Only)
- Allpay Card Payments (at Post Offices and 'PayPoint' Stores)
- Cheque

Please contact Nicola Rankine if you wish to discuss any of these options further.

# AROUND THE AREA

## Calton



Calton Area Association has been given an award of recognition for the work they have done in their community at a local fundraiser held in St. Lukes. Well done!!!



The group has a busy year ahead and have been planning lots of exciting activities for the community and are looking forward to bringing everyone together. Recently the group held a cinema afternoon in CHLC for local kids and watched "Inside Out" - everyone had a fantastic time with 10 children

coming along and had lots of fun eating ice cream and popcorn.

The group are also organising a summer trip to Blair Drummond Safari Park. If you are interested in going along please contact Claire on 07542 810010.

### Up and coming events with Calton Area Association

Date	Activity
07/08/16	Annual Gala Day
19/08/16	Play (CHLC)
16/09/16	Trip Down Memory Lane
07/10/16	St. Trinian's 60's Night
31/10/16	Halloween Disco
01/11/16	Templeton's Memorial Night
25/11/16	Fashion Show
11/12/16	Christmas Lights Switch On and Santa's Grotto



Calton Area Association



## Blackhill

Molendinar Tots and Teens have been delivering activity sessions for over 10 years now in their local community, Blackhill. The session runs every Tuesday from 3.30 – 5.30 in the Molendinar Community Centre and brings children and parents together from the local and surrounding areas. Recently the Smart Communities Digital Inclusion Project have been working with the kids, helping them learn new skills using a computer and are about to start a Digital Art project which will be exhibited in the main foyer of the Molendinar Community Centre.



Molendinar TOTS & TEEN



# EA ASSOCIATIONS

## Netherholm

Netherholm Area Association have been working very closely with us to help us apply for funding to build a much needed Community Facility in the area. The application was submitted to the Big Lottery at the beginning of May with a decision being reached in August. If we are successful the building work will start in November with the proposed completion date being August 2017. We would like to thank Netherholm Area Association for all of their effort and hard work and we look forward to continuing our work together. The group have been busy working with local partners including Urban Fox, Streetwise, Jeely Piece, Smart Communities and Coderdojo to bring new and exciting services to the community.



The proposed new centre.....pictured in the middle between housing



**Netherholm Area Association**

## Bridgeton & Dalmarnock and Cranhill

The Area Associations for Bridgeton & Dalmarnock and Cranhill are fully constituted groups made up of local people who contribute to the services, projects and resolving of community matters in our neighbourhoods. Anyone living in any of the communities can become a member of the associations and help us bring new and innovative ideas to life. Both groups have a management committee who meet regularly to discuss projects,

events, funding, new initiatives and to raise any concerns and look at ways of resolving these. They have been involved with many projects with various partners in the communities and have contributed support and funding to ensure people living in the areas have access to lots of opportunities. The groups are keen on getting new members and management committee members, so if you think this sounds like you, the group would love to hear from you.

The groups have a Community Grant Programme that welcomes applications from local organisations/projects. The programme provides small amounts of funding for specific projects that will be of benefit to people living in their communities.

The groups are planning community events for later in the year that will bring people and organisations together to have fun and enjoy themselves. More information to follow.



You can contact and follow Cranhill Area Association on Facebook simply by searching for the group's name. You can also contact Bridgeton and Dalmarnock Area Association by emailing their secretary Elaine Black at [elaine.black521@icloud.com](mailto:elaine.black521@icloud.com)

## Local Letting Plan for Cranhill

At the recent meeting of Cranhill Area Association it was agreed that the Area Association would recommend to Thenue's Board that a local lettings policy would be introduced which gave priority for a transfer to any available Thenue cottage flats on Edinburgh Road to any current Cranhill tenants over 55 who are under-occupying family sized homes.

Before the report goes to Thenue's Board however, we want to hear what local Cranhill tenants think of this proposal. Please contact Brian Gannon at Thenue on 550 9509 or email him at [brian.gannon@thenuehousing.co.uk](mailto:brian.gannon@thenuehousing.co.uk) with any comments you have on this proposal before 30th June 2016.

# HELLO AND FAREWELL!

THENUE Housing has announced three key appointments to its staff team.

Lynne McKenzie joins the Association as Corporate Services Manager after seven years as Senior Corporate Services Officer at Knowes Housing Association.

Sharon Craig-McLeary becomes Area Services and Repairs Manager stepping up from the role of Senior Area Services Officer with Thenue.

Claire Nolan takes over the role of Senior Area Services Officer vacated by Sharon and was previously a Factoring Officer with Thenue.

Meanwhile, Lorraine Dallas our Area Services & Repairs Manager has left Thenue after 18 years to take up a new post at Barrhead Housing Association as Director of Customer Services. Lorraine has made an outstanding contribution to Thenue and leaves with our very best wishes.



Taking up their posts (left to right).....Lynne, Claire and Sharon

## NEW DEVELOPMENTS IN CASTLEMILK & BRIDGETON

The Association has now appointed consultants to develop both these projects. We have commitment from the council to grant fund the projects and we are currently out to tender to contractors to develop the sites. We are hopeful of a site start in late autumn and the development should be completed 18 months later.



### Castlemilk

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



### Rumford St

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

**Interested in what benefits you may be entitled to.....**

Contact our Social Media Surgery on Facebook & Twitter

Mon – Fri between 2pm & 3pm

We can answer any questions you have on managing your money and maximising your income



# YOUR PRIVACY WITH THENUE

## What information do we hold about our customers and how will Thenue use your mobile number and email to communicate with you?

### What information do we collect about our customers?

We collect information in a variety of ways on various forms and through our ongoing contact with you.

If you provide us with personal information relating to members of your family or your associates we will assume that you do so with their knowledge and their consent to the collection and processing of the information. It is important that you notify us of any changes to your personal information.

### What customers do we collect personal information about?

We collect information about current, former and potential customers, who live in our properties or access our support and other services, and could also include their family and people associated with them.

### What information do we collect and why?

We will collect, process, share and securely store personal information in compliance with the Data Protection Act 1998. We keep these records to allow us to make allocations, manage tenancies, receive rent and service charges, ensure bills and benefits are accurate and paid accordingly, provide a repairs and maintenance service, offer help with debts and benefits, provide Support services which help customers achieve their goals, prevent & detect crime and resolve disputes, promote safety and the quiet enjoyment of our neighbourhoods & communities, engage with customers and make improvements to our products and services, promote equal opportunities and fair treatment for all colleagues and customers, provide employment and training advice and opportunities.

### How do we share the information we collect about you?

Your personal information will be kept secure and confidential. Usually we will not disclose personal data without consent but we may share information with contractors or third parties and other agencies we work with, including Local Authorities, Social Work, Police, other social landlords and other agencies when Thenue believes it is in your or the public's interest to do so, or as required by law.

### In particular, please be aware:

Current or forwarding addresses may be shared with utility companies and Council Tax offices to ensure billing details are correct.

If you default upon any tenancy, information about you may be provided to authorised debt recovery agencies, to enable them to recover the debt. This may affect future applications for tenancies, credit and insurance.

We may discuss your financial situation, rent payments (including any arrears) and any claims made for welfare benefits with; an external debt advice agency, Welfare rights advisor, the housing benefit department or the local authorities housing advice and homeless prevention team to make sure that benefits are paid correctly.

### What about sensitive information about me or my household?

Under the Data Protection Act certain personal information is classified as "sensitive". Sensitive data is information relating to physical or mental health, sex life, religious or philosophical beliefs, political opinions, membership of a Trade Union, allegations of criminal offences and criminal convictions and offences.

We minimise our holding and use of sensitive categories of personal information but, given the services

we provide, there are times when we use it, for example when providing accommodation for disabled persons or those with problems around substance abuse, when resolving neighbourhood disputes involving alleged criminal activity or when helping someone to access care services.

When we collect specific sensitive data we will notify you of how we will use it, including who it may be shared with.

### What do you use my mobile number and email address for?

Many of our customers have given us their mobile number and or email address. As we move to communicating with our customers by electronic means to provide a quicker and more efficient service to our customers it is important that you know how we will use both. If you have provided either to us please read the important information below:

### What will we do with your phone number or email address?

We will not pass on to a third party without your permission.

We will use your mobile number or email address to contact you with information about any account you have with Thenue (rent, factoring, rechargeable accounts etc) or other personal information about your tenancy or account with us.

What if I don't want Thenue to use my mobile number or email address to communicate personal information about my tenancy or account to me?

If you do not want to use the mobile number or email address that you have given us for these purposes you must contact us to tell us this. We will then ensure that neither is used by Thenue for this purpose. A flag on our systems will be set to prevent this happening.

# SMART COMMUNITIES – HERE TO HELP YOU



Smart Communities is a community-based Digital Inclusion project which supports local people to build up their digital skills. One of the main ways we do this is through local Digital Drop-ins. Digital Drop-ins are informal learning spaces, where anyone in the community can pop in and learn new digital skills. We provide access to computers and the internet, free of charge, or you can bring along your own device to learn on, if you prefer. There's no set course, and Smart Communities staff and volunteers work with participants on an individual basis to find out what skills would be most useful for them. So far, our participants have received support to complete a whole range of digital activities including:

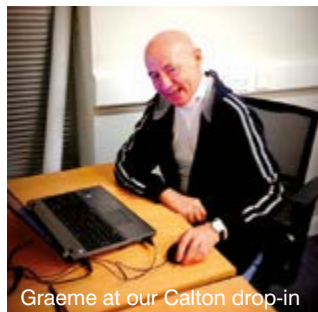
- Applying for work online
- Setting up and using email addresses
- Sending and receiving photographs from loved ones
- Keeping in touch with friends and family using Facebook and Skype
- Buying things online
- Learning how to use their own tablet or smartphone

Here's what some of our Drop-in users have said about the service:

*"I'm really over the moon about it, because for example, the photographs that I can send to my brother in Australia, you've taught me all that."* William, Cranhill.

*"The project has helped me become more confident which has helped me make new friends. It has broken my isolation of being in the house all the time and got me out through the week. Being involved in the project has given me more confidence using a computer because before I had never used one because I was scared of them."* Graeme, Bridgeton.

What	When	Where
Digital Drop-in	Mondays 1.30pm-3.30pm	Scottish Veterans' Centre, 2 Bellrock Crescent, G33 3HU.
Digital Drop-in	Tuesdays 1pm-3pm	Legacy Hub, 301-307 Springfield Road, Dalmarnock, G40 3JL
Job Club Drop-in	Wednesdays 9.30am-11.30am	Calton Heritage and Learning Centre, 423 London Road, G40 1AH
Digital Drop-in	Wednesdays 2pm-3.30pm	Thenue Service Centre, 97 Main Street, Bridgeton, G40 1QD
Digital Drop-in	Thursdays 1pm-3pm	Retirement Housing, 35 Tureen Street, Calton, G40 2SL
Digital Drop-in	Fridays 10am-12pm	Calton Heritage and Learning Centre, 423 London Road, G40 1AH



Graeme at our Calton drop-in

## Want to find out more?

Contact:

Shay Anderson  
Digital Inclusion Community Worker

phone 0141 550 9575

email [shayron.anderson@thenuehousing.co.uk](mailto:shayron.anderson@thenuehousing.co.uk)



## DIGI know

The place to get Digital Know-How

**Make-do and Mend**

Bring along your old/ broken devices and we'll do our best to mend them

**Save a Pretty Penny**

Bring along a utility bill and we'll help you compare prices online!

**Every Day's a School Day**

Access free one-to-one or group IT training!

**Come Along:**  
**Thurs 30th June**  
**11am - 2pm!**  
 Calton Heritage & Learning Centre

Free Lunch Provided!