

A NEW WAY OF ACCESSING THENUE SERVICES ONLINE WITH OUR WEB PORTAL



Do you want to view your rent account or report a repair online (and do much more) via your PC/Laptop/Tablet/Mobile Device?

Some people prefer or need to access services on a webpage rather than through an App, so for that reason we have invested in the design of a web site/web portal for tenants where they can login and access all the same fantastic services (report a repair, see all rent transactions, report anti-social behaviour) which users of our Self Service App currently enjoy.

This is now available by going to Thenue's website and clicking on the link at the top of our Home Page to register (note tenants who have already registered with our Tenant Mobile App can use the same login details for the App to access the web portal).

Also, if your first language is not English the Web Portal easily translates all text to your first language.

All tenants who register with the Web Portal will also be entered into our Prize Draw.



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ACCOUNTABLE**

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PRIZE DRAW

**WEB PORTAL
PRIZE DRAW**

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NE'ERDAY LUNCH MAKES EVERYONE FEEL WELCOME

CALTON HERITAGE AND LEARNING CENTRE THREW OPEN ITS DOORS ON NEW YEAR'S DAY

The Calton Heritage and Learning Centre rolled out a new year welcome to people in the local community on New Year's Day.

The doors of the Centre were thrown open so people could come along and have a Ne'erday Lunch.

The move was a first for the Centre which plays a vital role in the community since it opened just over four years ago with support from Thenue Housing and widespread community backing.

The aim on January 1st was to make sure people who were perhaps on their own on the first day of the year would have somewhere to go for companionship AND to enjoy a lunch.

Not content to offer lunch at the Centre, volunteers then went out into the city centre and provided food for the homeless even calling at a hostel to provide food to even more people.

Nineteen people were helped on the streets, 34 at the hostel and 31 came to the CHLC.

Centre Manager Rosie Robertson explained: "The CHLC plays an important role in the Calton community. We wanted to make sure that we marked the first day of the year by doing something worthwhile which benefits the community we serve.



PICTURED: Having a great New Year's Day....some of those involved in making the day a great success.

"That's why we opened our doors to those keen to join us for a lunch and it was a big success. Going out into the city centre to help homeless people and those at a hostel was equally important.

"I want to thank those volunteers who came in on New Year's Day and gave up their time to help others. It was a real team effort and we are so grateful to every one of them."

THENUE INSTALLS NEW COMMUNAL WIFI SYSTEM TO BLOCK OF FLATS IN BRIDGETON

At Thenue we want to help all our tenants access the internet and gain from the benefits of being online. As a community housing association we see that our role is not just about providing affordable housing but to help tackle social and economic exclusion too in all our communities.

One of the ways that people can be excluded today is by not having affordable access to the internet in their home. Being online brings so many benefits to our tenants by

helping them and their household:

- access our housing services 24/7 through our App and Web Portal
- apply for benefits and access other public services
- apply for and keep a job with their education
- save money as services and goods are often cheaper online
- maintain contact with friends and family
- access technology enabled care

So we have developed our first Communal Wifi Project at 71 Main

Street, Bridgeton as a pilot. 25 tenants (and their families) in this block can now access affordable wifi for only £1 per week!!

If successful we plan to roll out to other blocks of flats across our communities.



1.6 MILLION PERSONAL INDEPENDENCE PAYMENTS' CLAIMS TO BE REVIEWED

A total of 1.6 million of the main disability benefit claims will be reviewed, with around 220,000 people expected to receive more money.

It comes after the Department of Work and Pensions decided not to challenge a court ruling in December 2017 which said changes to PIP were unfair to people with mental health conditions.

Minister for Disabled, Sarah Newton, has said that the review will include those who didn't get an award of PIP.

We have been advised that this review could take up to two years to complete and that there would not be a further medical required.

The Department will directly contact anyone who is affected and additional payments will be backdated to the effective date in each claim. This means that if you are to receive a backdate and your PIP claim was made before November 2016, you will receive a backdate from November 2016. If your claim was made after that date, any increase you may receive would be backdated from the start of your PIP claim.

JOBS FAIR AT CALTON HERITAGE AND LEARNING CENTRE – 18TH APRIL

Working in conjunction with JOB CENTRE PLUS a Jobs Fair will be held at the Calton Heritage and Learning Centre on Wednesday 18th of April from 10am to 4pm.

A range of employers and local service providers will be in attendance.

On the day Thenue will also provide a range of services outlining the work we do and the help on offer across a range of issues.

The Financial Inclusion service will be providing in- work benefit checks to let you know everything you would be entitled to and how this could affect your rent and council tax.

Our Digital Inclusion team will be providing help with getting

an e-mail address and help with computer skills. They will also help with CVs.

Home Energy Scotland will also be present as part of the Big Switch campaign which will check your energy usage, check if you could be on a cheaper tariff and assist in helping you to switch.

We are also hoping to invite the East End Carers to give advice to carers who may be looking for employment and worried about their caring responsibilities.

ANTISOCIAL BEHAVIOUR – WE'RE ON YOUR SIDE

We understand the importance of tenants having a safe, peaceful home to live in.

We take reports of antisocial behaviour seriously and an Area Services Officer will address these reports quickly and effectively to stop this type of behaviour before the problems escalate.

Should this intervention be unsuccessful, we utilise the specialist skills of partner organisations such as Community Safety Glasgow, Police Scotland and Social Work Services, as well as our solicitors to employ serious prevention, enforcement, and, ultimately, legal measures and action to resolve it.

One such case of antisocial behaviour within one of our communities very recently resulted in the person responsible receiving an Antisocial Behaviour Order (ASBO), which was hoped would stop the pattern of behaviour. Unfortunately this did not correct the conduct and further breaches of tenancy, as well as criminal charges and convictions, occurred in and around the property.

At this stage, the only course of action available to us was to raise court action to end the tenancy. An eviction decree was granted by the Sheriff at court and the tenant was ultimately evicted.

If you are experiencing problems with antisocial behaviour which is having a negative impact on your enjoyment of your home, please contact your Area Services Officer to discuss your situation with them.

YOUR RENT AND THENUE

Each year we review our costs on your association going forward and consequently also our rents. This year the increase was 3½%.

We will always aim to limit any increase in a way:-

- that means we can continue to provide you with first class housing and related services.
- that is comparable to other housing providers.
- that remains affordable to our tenants.

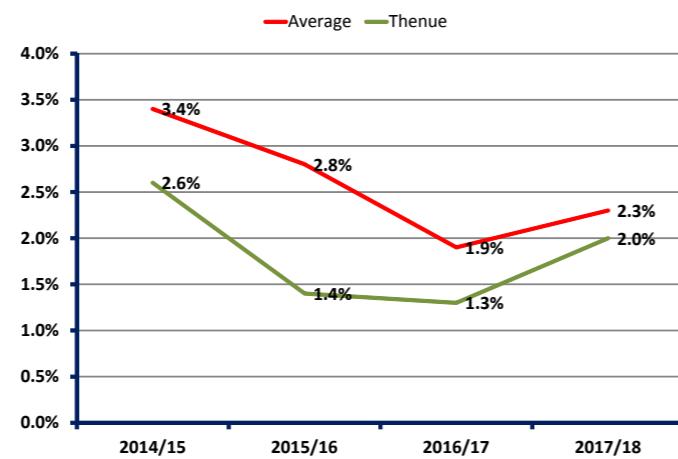
Our rise of 3½% compares very favourably to increases by other landlords, which we believe in some cases to be marginally above our 3½%.* On that we would like to make you aware of three things:-

Thenue's increases over the past years have always been less than the Scottish average, (see the graph).

Some 77% of our tenants feel that the rent they pay represents good value for money overall.

Initially, we consulted on an increase of 3.9%. The strong and robust points made by the network of our Scrutiny Panel and Area Associations resulted in the increase eventually being lower once we had taken into account the important things they had to say.

If you feel that you have some time, (roughly 10 meetings over a year for our Scrutiny Panel), to become more involved, then just get in touch with us. Write, phone, text or e-mail Dawn McManus, our Community Engagement Officer. dawn.mcmanus@thenuehousing.co.uk 0141 550 9576



The four resident groups that we consult with are



* We can't report accurately on this until the Regulator publishes information in August.

GENERAL DATA PROTECTION REGULATION

As you may already be aware the European Union General Data Protection Regulation (GDPR) comes into force on the 25th May 2018 and this will replace the Data Protection Act 1998. Although many of the main concepts and principles of the Data Protection Act 1998 remain the same, it does change the way we have to handle and protect your personal data. Failure to comply will involve significant fines if it is found there has been a failure to protect data.

Personal data is defined as information relating to an identifiable living individual. It can be anything from a name, a home address, bank details, email address and so on.

The GDPR places greater emphasis on transparency and accountability. Being transparent with you about what personal data is collected, stored and potentially shared with other organisations and being accountable will require us to keep records of all personal data processed.

Your rights under GDPR have been enhanced in the following areas:

- The right to be informed
- The right of access
- The right to rectification
- The right to erasure
- The right to restrict processing

- The right to data portability
- The right to object
- Rights in relation to automated decision making and profiling.

We have set up a working group within the Association to ensure our policies and procedures are updated to reflect the responsibilities we will have under GDPR.

Shortly we will be issuing you with a Fair Processing Notice which will explain to you exactly how we use your personal information.

If you would like further information on GDPR visit the Information Commissioner's Office website at www.ico.org.uk

WHAT'S GOING ON IN NETHERHOLM?

It's all systems go in Netherholm as the development of our community centre takes shape with the aim of a launch in the summer. We have been working closely with local tenants, residents and groups to help us develop opportunities and projects that you have told us you would like to see in the new centre. Some of these

suggestions have included: services for young people, services for older people, employability support, sports activities and volunteering opportunities. We have also been working with the board of Thenue Communities to develop a new brand identity and to confirm the name of the centre. We are delighted to reveal it is to



be Netherholm Community Hall and the vibrant logo can also now be unveiled.

MEET THE TEAM...

ROSIE ROBERTSON



Rosie will be the manager of Netherholm Community Hall. In 2013 Rosie was given the keys to our brand new centre in Calton and has since built it into a successful community hub. The centre welcomes thousands of people each year who get involved in a range of activities such as bingo, youth projects, adult learning, gardening, volunteering and much more. Rosie is looking forward to bringing this experience to the community of Netherholm and working with local people to create a community facility that really makes a difference in the area. In her spare time, Rosie loves to decorate, garden (quite badly by her own admission) spend time with family and occasionally enjoys a bit of karaoke.

ROSS CAMPBELL



Ross will be the Senior Facilities Officer at Netherholm Community Hall and, like Rosie, has a wealth of experience. Ross has been the senior facilities officer at the Calton Heritage & Learning Centre for the past 4 years. His job is to support the Centre

Manager in the day to day running of the centre including looking after the building, centre users, IT equipment and ensuring the health and safety of everyone in the centre. Ross said: "Every day is a new challenge which is great & lots of fun. I am really looking forward to working in Netherholm, meeting & getting to know the local people in the area". In his spare time he likes to play football & enjoys golf.

If you are interested in helping out at the centre, some opportunities that will be available are reception support, assistance with organising events and gardening opportunities. You can contact Rosie on: 0141 550 9573 or email: rosemary.robertson@caltonhlc.co.uk

NETHERHOLM AREA ASSOCIATION

Netherholm Area Association have played a key role in the development of the Community Hall and have supported the application as well as being involved in the decision-making process. The group recently ran an art competition in a local school, asking students to create a piece of artwork that will be displayed in the entrance of the new community hall. The group would like to congratulate Stephanie Marie McCafferty from Castlemilk High School for her winning piece of artwork. Stephanie has won some fantastic arts and crafts materials which will be presented to her by a member from the group.

HOW WE'RE MAKING SURE THENUE IS WELL RUN

BY CHARLES TURNER, CHIEF EXECUTIVE

Making sure Thenue is well run is a top priority as we deliver a range of vital services to our various communities.

Ensuring we collect the rent, delivering a good repairs service and making people's lives better through our regeneration work all count towards what makes a good housing association.

Another important aspect to our work is to ensure "good governance". What do we mean by that?

The Scottish Housing Regulator defines governance as "the arrangements for the leadership, strategic direction and control of a registered social landlord" which Thenue is.

The Regulator is there to ensure organisations like Thenue are well run and crucially, to "safeguard and protect" your interests.

We have included in this newsletter a special article on what's known as governance and how we examine our governance arrangements to ensure we are meeting the requirements of the Regulator.

These include things like:

- are we honest and act with integrity?
- do Board members and Staff have the skills needed to be effective?
- do we manage our financial resources to ensure we are a financially-robust organisation.

When we test ourselves to make sure these things are being met we often act on them to make improvements where necessary.

You can read more about what we found in our latest review of Governance and what we are doing. I would encourage you to read it so that you can learn more about how we always strive to make Thenue a good landlord.

THENUE AND THE SCOTTISH HOUSING REGULATOR – OPENNESS AND ACCOUNTABILITY



The Scottish Housing Regulator is an independent Non-Ministerial Department, directly accountable to the Scottish Parliament. Their statutory objective is to "safeguard and promote the interests of current and future tenants of social landlords, people who are or may become homeless, and people who use housing services provided by Registered Social Landlords (RSLs) and local authorities"

It requires us periodically to assess our governance arrangements against their six standards of governance and financial management. They are:-

■ The governing body leads and directs, in order to achieve good outcomes.

■ We are open and accountable for what we do. We understand and take account of the needs of our tenants. Our primary focus is the sustainable achievement of these priorities.

■ We manage our resources to ensure our financial well being and economic effectiveness.

■ Our Board bases decisions on good quality information and advice. It identifies and mitigates risks to the association's purpose.

■ We conduct our affairs with honesty and integrity.

■ The Board and staff have the skills and knowledge they need to be effective.

We have recently completed an assessment of how we meet these standards and thought it a good opportunity to share our findings with you. They are summarised in the table below:-

What we found	Things we did, (or plan to do), differently as a result of the self-assessment
When we carry out tenants surveys, we have never included tenant opinions on rent increase options.	Questions were included in 2017 tenants' survey. They were to do with tenant choices and the possible range of choices.
After our Annual General Meeting, it's not easy for new Board Members to be able to quickly make an effective contribution.	Induction and governance training is now completed very soon after being appointed to our Board.
Factored owners, as well as tenants should be asked about our performance and their levels of satisfaction at regular intervals.	We have a web portal at http://www.thenuehousing.co.uk/forum/ for owners open 24/7. In addition we will complete a survey in the summer of 2018.
We know that we are accountable to our tenants, but we also have a wider public accountability.	In addition to giving all our tenants a copy of our annual Charter Report, we will shortly make this publicly available on our web site http://www.thenuehousing.co.uk/index.php
Code of conduct and any declarations of interest are regularly carried out and recorded in a register. The register is available for public inspection.	We will post this information on our web site so that it becomes readily accessible to anyone that wishes to see it.
The association always conducts its affairs with honesty and integrity. We always adhere to our rules.	For anyone to see, our rules are on public display at http://www.thenuehousing.co.uk/search/?s=rules
The actions of the governing body and staff uphold the good reputation of the association.	Minutes of Board of Management meeting are up to date and displayed at http://www.thenuehousing.co.uk/documents/
The association's governing body and senior staff have the skills and knowledge they need to be effective.	Board and Senior staff résumés are available at http://www.thenuehousing.co.uk/documents/
We pay due regard to the need to eliminate discrimination and advance equality. We undertake equality impact assessments. We ensure that all our staff know their roles and their jobs.	All our staff undertake regular training, not just in areas of their direct work, but across the broad parameters of their role, e.g. new service standards, equalities.
The governing body annually assesses the skills, knowledge and diversity it needs to provide capable leadership and control.	We have completed this process for a number of years, and plan to introduce it to our new subsidiary company also in 2018.

We recognise that as a partially publicly funded body we should be open in our dealings and accountable for our actions. At the same time we recognise our duty to stakeholders to keep personal or sensitive information confidential. We are open about what we do and publish information about our activities. We will always provide information that people ask for, unless there are justifiable reasons for withholding it.

We will always make public our annual reports, any of our policies, and other key documents, and provide a range of information to tenants and other stakeholders in the interests of accountability and to encourage involvement in decision making.

If there is something that you want to know – then just ask us at charles.turner@thenuehousing.co.uk

NEWS FROM YOUR HOUSING SUPPORT TEAM

CALTON

Thanks to the generosity of the Glasgow Disability Alliance, another 6 weeks long course has just been completed for older tenants in Calton. The course covered a range of activities including Aromatherapy/Massage and Tai Chi. The course was very well attended and opposite is a photo of some of the participants enjoying their session. A big thanks to GDA who provided the course free of charge!



Glasgow Disability Alliance provide lots of opportunities to meet others, make connections, build confidence, skills and have fun throughout 2018. Their full programme is available on their website at www.gda.scot or you can telephone them on 0141 556 7103 for more information.

CALLING ALL OLDER PEOPLE IN BRIDGETON!



Do you know we hold a lunch club every Wednesday at 71 Main St? A two course lunch is served up at 12.00 noon and costs £3.00. We are looking to increase the numbers that attend so if you are interested in a good value, nutritious meal every Wednesday, please come along and join in. For more information contact Dot Murray on 0141 550 9561 or mobile 0778 631 2143.

HANDYPERSON SERVICE – IT'S HERE!

We are delighted to announce that we are offering a FREE handyman service to any tenant aged 65 and over or anyone who has a disability or long term health condition. The Service is part of Glasgow's Care and Repair Team which is based at Southside Housing Association.

So if you fall into the above noted categories and you need for example, curtains hung up, items of furniture moved or a key safe installed, from 1 April, you, or someone on your behalf, can contact:

Tel: 0141 433 2749 or email careandrepair@southside-ha-co.uk

and you will be provided with a suitable appointment for the work to be carried out. Tenants will be asked to pay for materials only, so, for example, if you want a shelf put up, you would have to provide the shelf.

The operatives will carry photographic identification and will have a password which they will provide to you to confirm their identity. Our leaflet providing full information is available from our office and Service Centres and can also be downloaded from our website www.thenuehousing.co.uk You can also contact our Repairs Admin Team or one of our Retirement Housing Assistants – Dot, Fiona or Linda for more information.

LOOKING TO LIVE A HEALTHIER LIFESTYLE?

We hope Drink Wise, Age Well will shortly be running a course for any tenant over the age of 50 to be held in Tureen St, Calton and Main St, Bridgeton. The 6 weeks course aims to raise awareness about drinking in older age and will provide tips and advice on how to achieve a healthier lifestyle as you get older. More information is available from Dot Linda or Fiona in the Housing Support Team or check our website – www.thenuehousing.co.uk where we will provide full details of dates and times.

More information is also available from the Drink Wise, Age Well website – www.drinkwiseagewell.org.uk or telephone them on 0141 221 8390.

TIMETABLE OF EVENTS 2018-19 – OLDER TENANTS, BRIDGETON AND CALTON

We have a diary of weekly activities which take place in Bridgeton and Calton. These are open to all our tenants over 60 years of age. The timetable has been issued to our Retirement Housing Tenants and is available on our website for other older tenants. If you would like any more information again contact Dot, Fiona or Linda.

FOCUS GROUP VOLUNTEERS CRANHILL AND BLACKHILL

We are still seeking volunteers for a Focus Group in Cranhill/Blackhill. If you are an older person and have an interest in joining us to discuss issues which are affecting older people in these areas, please do contact Paola Doyle – 0141 550 9548 or email paola.doyle@thenuehousing.co.uk

A GLOWING REPORT!

We have recently completed a Satisfaction Survey to assess our Retirement Housing Service. We are delighted to report that a huge 96% of tenants receiving the service in Calton rated us as either Excellent or Good, with Bridgeton scoring 95%.

Although a few tenants reported they are missing the local offices in Tureen St and Mackeith St, 94% report the change to our Service has had no impact on their ability to manage at home. As one tenant commented "I just want to say thank you for everything. I feel very safe at home and know if I needed any help, I would get it".

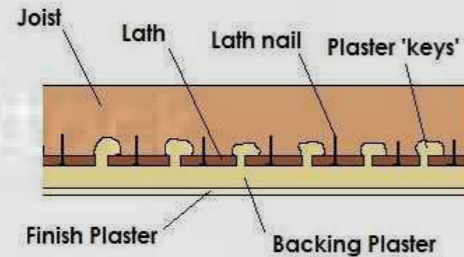
We are reassured to know that tenants feel our Retirement Housing Service continues to help them live independently at home and that overall, despite the changes we were required to make, tenants are happy with the service they are receiving. A report on the outcome of the survey has been discussed at our Focus Group meeting and we plan to continue to develop our Service to meet the ongoing needs of our older tenants.

CASTLEMILK – UPDATE ON OLDER PERSONS FOCUS GROUP

We recently held a meeting of this Focus Group to identify activities and events which they would like to see being held in the new Community Centre. We will be pursuing these ideas and hope to be able to provide tenants with a timetable of all the events planned to take place in the Centre before it opens in the Summer. If you are interested in joining our Group, contact Paola Doyle.

CEILING IN OLDER PROPERTIES

In some Thenue properties (built before the 1940s) there are ceilings that do not have plasterboard which is used in modern houses. The ceilings (and walls) are made of what is called "lath and plaster" (see diagram below).



These ceilings could last another 100 years but sometimes they can fail, particularly if there was previously a water leak in the flat above, for example.

If you have any concerns about a ceiling in your home, we can address this for you.

Does your ceiling have:

- Significant cracks (not hairline cracks which are normal with all ceilings)?
- Sagging in some places, or
- Some movement in the ceiling.

In these circumstances, please call our Repairs Team (0141 550 3581) and we can inspect the possible faults in your ceiling and address them if necessary.

Note: A sagging or cracked ceiling does not necessarily mean that the plasterwork has broken away from the lath. Old houses settle and the ceilings move with it. So, if your ceiling is sagging or cracked, it may still be OK.

GOOD PROGRESS ON OUR NEW HOUSING DEVELOPMENTS

Thenue currently has three major developments on the go with two nearing completion.

In BRIDGETON work is progressing well and this development of 45 properties will soon be totally finished.

In CASTLEMILK, 22 homes are being built along with a new much-anticipated community centre for Netherholm. This work on the houses is also approaching completion. We have even handed over keys to some families and they have moved in.

In MONTEITH ROW not far from our London Road office, work got under way in mid-January on the redevelopment of the former Monteith Hotel with new homes

being built on the same site. Forty three properties will be built while six will be created in the impressive original blonde sandstone building which dates from 1891.

It will be the final one of the three developments to be finished and this will be in 2019.

The total cost of these new homes amounts to £23.6 million and represents Thenue's fulfilment of our promise to keep on building much-needed new homes for our tenants.

We readily acknowledge the involvement of Glasgow City Council and the Scottish Government in helping to fund these important projects which will make a real difference to people's lives.



The homes at Bridgeton



The homes at Castlemilk

MUTUAL EXCHANGES

Do you know you can apply to swap your home with another tenant of a local authority or housing association? We have a Home Swap Register on our website where you can register your details and check for a suitable property.

We also offer a 3 month registration to the UK wide Homeswapper website which advertises properties from all over the UK. If you would like more information on this, contact the Housing Support Team.

WORKING FOR A BETTER BRAES!

The Castlemilk Community & Business Association is campaigning to improve the Braes shopping centre.

Most people agree that something has to be done to improve it. Your housing association is fully behind this campaign.



Many people want to support the businesses which are already there and others that may choose to set up shop in the future.

The Castlemilk Community & Business Association is made up of local businesses at the Braes and local people keen to get things moving.

One of the key priorities is to persuade a supermarket to move into the centre.

If this can be done it will be great for Castlemilk and would undoubtedly be a success.



The former Monteith hotel just before work got under way



HERE'S YOUR CHANCE TO WIN!

In our winter newsletter we announced that we would be holding a quarterly prize draw for those tenants who downloaded our self service App. Everyone who had already signed up to the App was entered into the first draw that took place in January. The winners were Miss J McKee, Miss K Proudfoot and Mrs A Lesniak.

Anyone who has downloaded the App since the first draw will be

entered into the second draw, so this is your chance to win. Our quarterly draw offers one £50 prize of a gift card for retailer Currys PC World and two other gift cards of £30 giving you THREE chances to win.

The benefits of the App are clear – you can access all your rent account transactions and repairs history, make a request for a service from Thenuue 24/7, 365 days a year! There is no need to wait for Thenuue's offices to open.



Annual Round Up

From April 2017 - March 2018 we have:

Worked with
370 people!

Helped **106** people learn to use their Smartphone or Tablet

Supported **81** people to look for work online

Supported **70** people to maintain their own device

Encouraged **70** young people to take part in CoderDojo and learn new skills for their future

Provided **250** drop-in sessions!

Helped **16** people with repairs & maintenance of their devices, saving them **£2845** altogether

