

1985 - 2025

40 Calway Housing Association Limited

www.calway.org.uk

Summer 2025

Calway News

Date for your diary!!

Following the success of previous years'; our annual Gala Day is scheduled for Saturday 26 July from 12pm – 3pm. However, this year is a little bit more special, we are Celebrating our 40th Anniversary!

So why not come along and help us celebrate at the Calway Centre, 16 Calway Road, Glasgow. As always, there will be loads to see and do. So..... we will see you there!!!

NEW FACES, SAME EXCELLENT SERVICE

Gas Services

On **1st April 2025** Calway moved to a new gas maintenance contractor.

City Technical Services are now providing all of our gas servicing and maintenance services.

What does this mean for you?

- When you call our office to report an issue with your boiler/central heating you will select **Option 1** and this will direct your call to City Technical who will organise your repair or book your service
- A new phone number to report repairs direct to City Technical Services that will allow you to report central heating repairs both during and out with of office hours - **0333 202 0708**
- New engineers working in the area with different branding on their uniforms and vans
- Otherwise, the same level of service will be delivered
- The annual service of your boiler will be carried out by City Technical Services
- Please make sure to always ask for ID from anyone calling at your home to confirm they are who they say they are



Close Cleaning

On **Monday 21st April**, Calway Housing Association changed to a new close cleaning contractor.

CAS Contract Cleaning are now delivering the cleaning services to common

closes across our stock. You will likely have seen new signage and some new faces but still providing the same great service.

Calway stock will be attended **every Monday** by the dedicated team from CAS. If you have any questions or concerns about the service you receive then please contact us and we will do our best to assist you. The easiest way to get in touch with us via email, enquiries@calway.org.uk





Chairperson's Welcome

Welcome to the Summer Edition of Calvay News!

This is Calvay's 40th Anniversary – you may have noticed us using the special 40th anniversary logo. Calvay has come a long way in those forty years improving the housing and lives of all who have lived in Barlanark. Calvay was the first housing co-op (as we were in those days) in Easterhouse. We were the trailblazers for Easterhouse and helped many of the other Easterhouse associations set up.

We continue to work on improvements and are moving towards the completion of our £5M external wall insulation programme. This will mean over 250 homes are both warmer and cheaper to heat. Information about the ongoing work and how you can help us to ensure the work is finished on-time can be found on page 6.

Calvay's Community Day on Saturday 26th July will be a chance to celebrate Calvay's 40th anniversary and the completion of the External Wall Insulation contract.

Please do come along and join in – there will be something for everyone.

We've recently recruited two new tenant committee members, Sunday Okewole and James Irvine. Overall, there are now eight tenants on the committee out of a total of thirteen. Both the Chair (myself) and Vice Chair (Bryce Wilson) are tenants.



Hopefully by the time you receive the newsletter we will be enjoying sunny summer weather so we can all enjoy being out-of-doors. If you are out in your garden over the summer, please be considerate of your neighbours!

Steven Blomer
Chair

Another date for your diary

ANNUAL GENERAL MEETING 2025

The AGM will take place on Thursday 11 September 2025, at 7.00 pm, in the Main Hall of the Calvay Centre and all members of the Association should receive their AGM pack around mid August.

Members are invited to come along and hear about the Association's achievements over the last year and its plans for the future. If you are not currently a member of the Association but would like to join and pay your £1 membership, please contact the office for an application form. Applicants must be 18 years or over (or 16 years and over if you are an existing tenant).



CALVAY WELCOMES NEW MEMBERS TO OUR MANAGEMENT COMMITTEE

We are very pleased to welcome two new Members to our Management Committee.

James Irvine and Sunday Okewole, who both reside in the Calvay area, joined our Management Committee at our April meeting. They bring a high level of knowledge and commitment and we are looking forward to working with them both.



Staff News

We are delighted to welcome Ronnie Munro, our new Home Energy Advisor.

Funding from The Energy Saving Trust's "Energy Industry Voluntary Redress Scheme", will enable us to work in partnership with Gardeen Housing Association to support our most vulnerable households who are living in fuel poverty and at risk of high energy bills and cold homes.

Free advice aims to empower households with the knowledge to make informed decisions regarding the energy efficiency of their homes, how to use their heating systems, reduce high energy bills, choose affordable tariffs, manage fuel debt, and liaise with energy providers. Ronnie is part of our Wider Role team and will work closely with Angela, Calvay's Welfare Rights Officer and Elaine, Gardeen

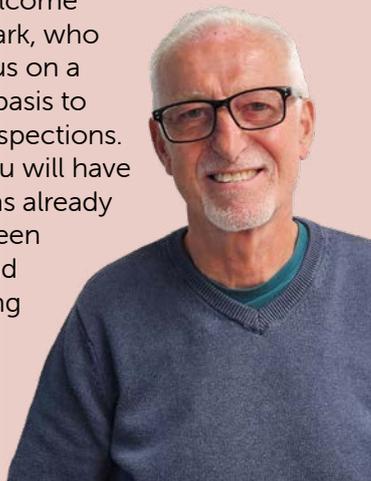
HA's Income Advisor who will refer the most vulnerable households on to this support.

Due to the already high demand for fuel bank vouchers, future availability may be limited.

If you are in need of support, please call Calvay HA's office on **0141 771 7722** and ask for Ronnie.



We also welcome Douglas Clark, who has joined us on a temporary basis to carry out inspections. Some of you will have met Douglas already as he has been busy out and about visiting various properties.



We are sad to be saying goodbye and good luck to Linda Smith, our Corporate Services Assistant. After nearly two years at Calvay, Linda has secured a promotion with another housing association and we wish her all the best in her new post. Linda played a vital role in the Association's Corporate Services team, particularly in the areas of IT, corporate communications and office management. We are currently recruiting to fill this post and hope to have someone new in place by the start of the summer.



KILT WALK 2025

A massive **WELL DONE** to those who took part in this years Kiltwalk. Rain..... Sunshine..... aching feet and all and they still absolutely nailed it, raising over £1000 for the Halliday Foundation. Congratulations!!



WAYS TO PAY YOUR RENT...

We offer many different methods of payment. Rent is due by the 28th, and we will accept payments made right up to the last day of the month by prior arrangement.

Please note: We no longer accept cash at our office. Cash can be paid at the Post Office or at Paypoint outlets.

The following payment methods are available to all of our tenants and are designed to be easy, convenient and some can be done without you even having to leave the comfort of your home.

METHODS OF PAYMENT



To pay by Debit/Credit Card simply contact the office on **0141 771 7722**. If you wish to pay by direct debit, your Housing Officer will be happy to explain the procedure. Direct Debits can be set up online or over the phone. You can set your Direct Debit up for either weekly, fortnightly, four weekly or monthly payments from your bank account. By agreeing to allow Calvay HA to collect your rent from your bank account on a frequency set by you, you don't need to remember to make payments and we can even apply any annual rent changes for you.



To pay over the phone, simply call **0330 041 6497**. You will be asked to enter your 19-digit allpay.net account number, which is the long number shown on the front of your payment card. You will then enter your own debit card details and the amount you wish to pay and you will be given a reference number as proof of payment.



To pay using the allpay.net Online Payments Service, simply log onto **www.allpayments.net** and follow the on-line instructions or download the payment app.



To make a card payment over the phone you can contact the office on **0141 771 7722**.

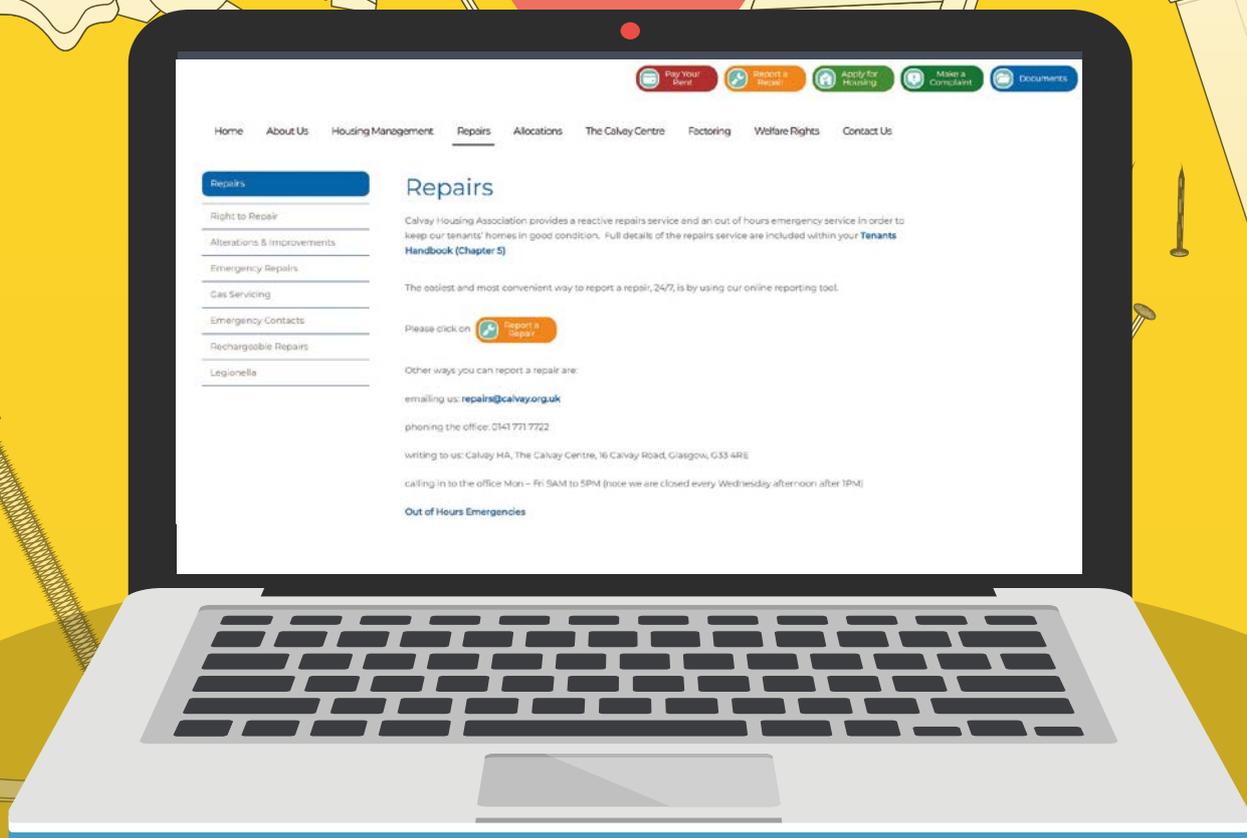


Payment can be made using your rent payment card at any Post Office or any outlet where you see the Paypoint sign.



To make a bank transfer please contact us for our account details. In your reference, please quote your tenant reference number, so that we know which rent account to allocate the funds to.

If you require a rent card, please contact the office and we will arrange for one to be sent to you, call **0141 771 7722**



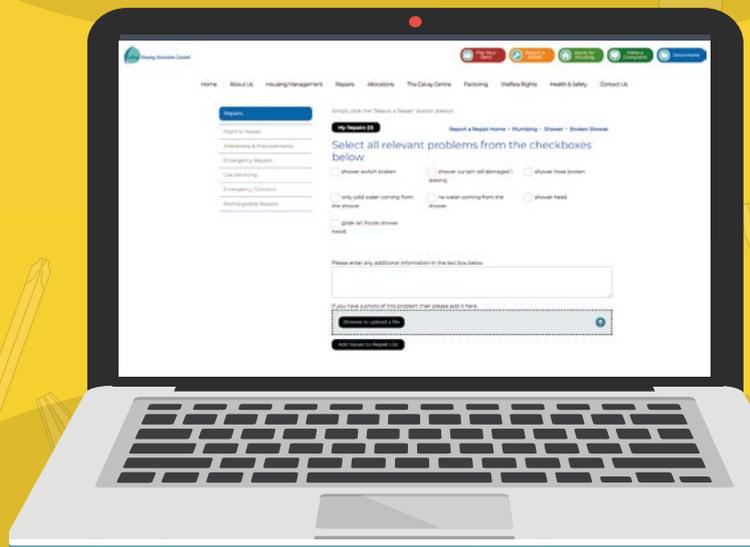
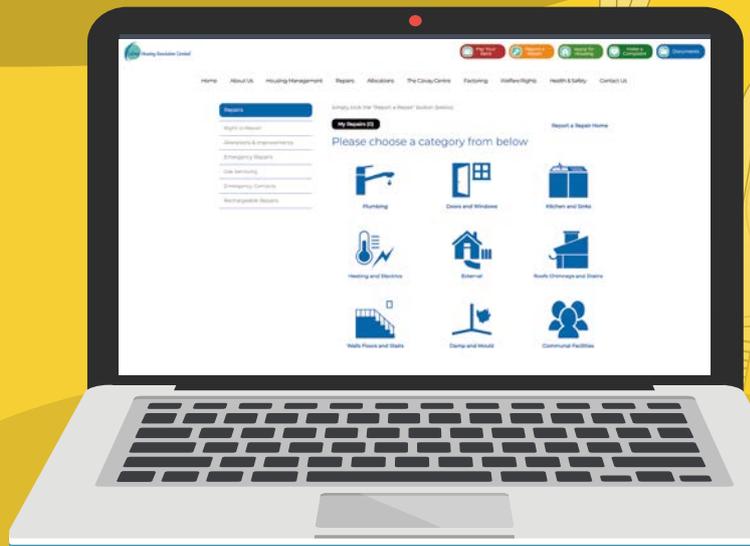
REPORTING YOUR REPAIRS

Did you know that you can now report repairs online day or night, 365 days a year. Calway now has an online repairs picker, which tenants can use to report repairs at their convenience. This means no waiting in telephone queues or having to come out in the cold winter weather to our offices.

To report a repair please go to calway.org.uk and click on "Report on a Repair"

This function should only be used for non-Emergency repairs. If you have an emergency repair then please call one of the following numbers:

- During office hours – **0141 771 7722** (select option 1)
- Out of Hours (Gas) – City Technical **0333 202 0708**
- For all other of Out of Hours – City Building **0800 595 595**



FINAL PUSH: Insulation Works almost completed



We are delighted with the progress we have made in insulating our homes on Calvey Crescent, Calvey Road and Barlanark Road as we near the end of this project. This programme is expected to finish by mid July 2025, however, there are still properties our contractor Procast, must access.

Some residents are still to agree a date to allow the changing of their gas flue. This is essential as part of the new building works.

Every property also requires adequate ventilation. For some, this means the installation of new fans. This will include any kitchens and/or bathrooms which previously did not have any fans. Without adequate ventilation the risk of dampness and mould which can be dangerous to your health is raised considerably.

If you are still to arrange a visit for your flue extension or your fan installation, then please contact

**Fraser on
07534 678 505.**

Your cooperation is appreciated in completing these works which will mean your home is warmer and will cost less to heat. If you have any other questions please email repairs@calvey.org.uk in the first instance and we will do our best to assist you.



PRIVACY VS SECURITY: The Battle Over Doorbell Recordings

As CCTV cameras, Ring doorbells and smart phones have become more affordable and accessible, Calvey has seen a significant increase in people using them within our developments. Along with this we have also had an increased number of complaints regarding properties within common areas that have these doorbells and neighbour disputes over the recordings.

Although use of these devices can be one possible solution to crime reduction, the owner must ensure they are following the principles of General Data Protection Regulation (GDPR).

Calvey Housing has liaised with Police Scotland for advice and guidance on how to proceed with complaints regarding recording devices. Police

Scotland can only deal with any issues that are a clear criminal offence. Otherwise, it is a civil matter and the best person to speak to is a solicitor or the ICO (Information Commissioners Office).

Calvey cannot take forward any complaints regarding CCTV, ring doorbells or neighbours filming on their phones unless it has been corroborated as a criminal offence by Police Scotland.



The Calvay Centre News



Issue 8 - May 2025

Calvay Community Events Committee

The CCEC is going from strength to strength in their support for the local community. They continue to work in partnership with the Calvay Centre to deliver a variety of activities, such as:

- Come Dine with Us
- International Women's day encouraged women to join in a chat at the Calvay Café with a free roll and a cuppa
- 50+ pie and peas
- Family monthly movies and munchies
- Kids eat free Holiday Food and activity programme, including arts and crafts, movie and munchies and easter Egg hunt

These CCEC activities, supported by The Calvay Centre, have been possible due to successful funding grants from "Awards for All", "Corra Foundation" and "Glasgow City Council Area Partnership".

There are a number of activities to look forward to over the Summer period, such as:

- Bus trips for the kids,
- BBQ's and fun days in Barlanark park,
- Senior's bus trips and afternoon tea socials
- and many more!

The Calvay Centre is funded and supported by Calvay Housing.

We want the community to use the Centre and to be part of the activities and events that take place.

Volunteering

Are you looking for a new focus, would like to learn new skills, have fun, and support the local community? Why not Volunteer?

Such as.....

Gardening

Do you have knowledge of gardening, planting, or growing fruit and vegetables?? Would you like to learn? Then the Calvay Community Garden could be just what you are looking for. We have 11 raised beds just waiting on you!



Gardening is a great way to meet others, enjoy a change of environment, reduce anxiety levels and enhance positive mental and physical wellbeing. So why not give it a go?

Annual Calvay Community Day and CHA

40th Celebrations

We are organising our annual community day at the Calvay Centre that will take place on Saturday 26th July from 12 noon to 3pm. This event will be extra special as it's also Calvay Housing Association's 40th Anniversary celebrations. So, why not come along and enjoy the day and maybe even help out with some of the activities.

Basic Home Energy advice

We have another new volunteering opportunity.

Would you like to provide basic energy advice to the local community and help out at events or drop ins at the Calvay Centre? Basic training will be provided by Home Energy Scotland, with ongoing support from our Home Energy Advisor and the Wider Role Team.

For all volunteering opportunities, call Ali for an informal chat. We can also arrange for you to pop in for a cuppa to discuss further. Contact Ali on Tel: **0141 771 7722** or Mobile: **07498 843 494**.



Highlights

April 2024 to
March 2025

With thanks to funding, donations, external partners, volunteers and participants, we had another great year at the Calvay Centre. Let's have a look at some of the highlights and fantastic achievements:

- Over 2300 free hot meals and snacks provided to school age children through the holiday food programme that ensured they had access to at least one hot meal/snack per day during school holidays
- Over 700 people attended our annual fun community day last year
- "IT for Me" pilot project: 100 members of the community have been supported to make the most of their devices and keep safe online
- 43 accredited certificates achieved, including Glasgow Life PC passport and Glasgow Kelvin College First Aid and Elementary food Hygiene (REHIS)
- 113 informal certificates achieved through Glasgow Life's Getting started in
- IT and Glasgow Kelvin College courses in Employability, Cookery, Yoga and Wellbeing Course, Mental Health First Aid, Foundation DJ and Karaoke Course, Nail & Art Gel Course, Digital Photography, Beauty and Safeguarding. These courses have been a great stepping stone to college part time or full-time courses. Provision of a creche has supported parents to take part in courses
- 39 families attended the children's Christmas party
- 125 Children (55 families) and 50 seniors attended two pantos
- 33 seniors enjoyed a Christmas bus trip to Edinburgh
- 45 families benefited from 135 free back to school free uniforms
- 5 Make a Difference Day (MADD) litter picks
- 70 volunteers (10 regular) contributed over 1600 volunteering hours.

Tae Kwon Do

Congratulations!!

XS Tae Kwon Do meets every Tuesday night at the Calvay Centre and caters for children age 3 to 16 years old.

The class recently competed in the English Championships and four participants age 8 to 11 years won an amazing total of 9 gold, 6 silver and 2 bronze medals. Well done!! What a fantastic achievement. There are really good benefits for children taking part in Tae Kwon Do, which can build confidence & self-esteem, enhance co-ordination, teach self-defence techniques and

is also great for meeting new friends. Contact Ali or Eddie if you would like to know more.



Barlanark Partnership

The Wider Role Team is always looking at ways that we can develop the Calvay Centre for the benefit of the local community. This includes networking with external partners, where we share information about knowledge, resources and access to funding opportunities. We currently work in partnership with Glasgow Life and Glasgow Kelvin College who deliver courses at the Centre along with our successful "IT for Me" project delivered by Fuse. They help support families, young people from Greyfriars Church Youth Project and seniors make the most of their own devices, whilst keeping people safe online.



The Barlanark Partnership consists of: The Calvay Centre, Fuse, Glasgow Kelvin College, Glasgow Life, Thriving Places, Greyfriars Church Youth Project, The Pavilion and Barlanark Community Centre. The Barlanark Partnership has a new Facebook page where you can access what's on in your local area and our up and coming activities.

Community Courses

The Calvay Centre delivers **Community Based Learning Courses** for all members of the local and wider community. Over the years we have worked in partnership with learning providers such as Glasgow Kelvin College, Glasgow Life, and private companies. The purpose of the Learning & Training Opportunities is to provide opportunities for community participants to develop new skills, have new experiences, enhance existing skills and knowledge, and to upskill their knowledge so that they can progress in the workplace and or move into further or higher education. To date we have facilitated local participants gaining over 100 recognised sector-based certificates / qualifications, and gaining over 300 certificates of attendance, participation and course completion.

Creche Provision

Thanks to funding from **Gem Workspaces Ltd** we have been able to put on a creche at each of our Community Based Learning Courses removing a '**Barrier to Participation**' and enabling people with childcare needs to participate in learning & Training Opportunities knowing that their child(ren) are close by in a safe friendly environment with qualified experienced childcare practitioners.

Baby & Toddler Sessions

Thanks to funding from **East Centre (Ward 18) Area Partnership** we will be able to continue with our successful **Baby & Toddler Sessions** on a Monday Afternoon: 1pm - 2.30pm and Thursday Morning: 10.30am - 12pm. These sessions are free to attend, and to date over 100 families have benefited from these informative, developmental, and interactive sessions that assist both children and parents to build positive experiences.



**BABY & TODDLERS
BOOK HERE**



SCAN HERE!



THEHFLASGOW

Community Meal Come Dine with Us!



Calvey Community Meals (2nd Thursday of the month)

A big thank you to the Calvey Community Events Committee for securing funding that ensures that there will be at least one **FREE** Community Meal per month in the Calvey Centre for the next year.

The purpose behind the community meals is to bring all sections of the community together for a couple of hours to enjoy each other's company, have a laugh with neighbours and friends, and save money, energy, and time from cooking.

Since starting our Community Meals in 2023, we have been able to provide over 1500 **free** 3 course meals to families and individuals, all of which have had a great time and experience.

Our Community Meals (Come Dine with Us!) will be held on the 2nd Thursday of every month in the Calvey Centre, so watch out for posters that tell you what's the theme and on the menu.



Burnmouth Court Residents Association

Over the past 6 months, the Calvey Housing Association's Wider Role Team have been working with the Burnmouth Court Residents Association to re-establish the community room / conservatory at the complex so that it can run by the Resident's Association and used by the residents for various activities and events. Since reopening the community room / conservatory in February 2025 they have established a bingo group, drop-in sessions, Male and Female groups, and wellbeing classes such as Chair Yoga.



Kids Eat Free

We would like to thank our contractors; ProCast Scotland, Atkinson Partnerships, CRD, TC Young, Caledonian Fire, Clyde Valley, and TR Aitchison for their donations that made this initiative possible. Also, a big thank you to the Calvey Community Events Committee for funding this initiative and providing a series of activities and events for all the families.



Holiday Food & Activity Programme

KIDS EAT FREE

The Calvey Community always ensures that the community comes first especially school age children, therefore Calvey Housing Association Ltd, The Calvey Centre, Calvey Community Café, and The Calvey Community Events Committee have come together to ensure that no school age child goes without access to food during the school holidays.

Over the past year this partnership has made sure that all school age children in the area have had access to at least one hot meal / snack during the school breaks (Monday – Friday). During this time, we have **served up over 2800 hot meals / snacks to school age children**, many of whom may have gone hungry if it were not for this initiative.

In addition to the hot meals and snacks, the Calvey Community Events Committee facilitated many activities/events for school age children & families throughout the school breaks, as we knew that these would help the families and alleviate the boredom for the children.

We would like to thank the many contractors of Calvey Housing Association Ltd who made generous donations towards this initiative and made it all possible!

Carer Support Payment

Carer Support Payment is money to help you if you're a carer. You can get paid £83.30 a week if you're eligible.

Carer Support Payment became available across Scotland from November 2024. This benefit replaces Carer's Allowance in Scotland.

You cannot get Carer Support Payment and Carer's Allowance at the same time.

If you get Carer's Allowance and live in Scotland, you do not need to apply for Carer Support Payment. Your benefit will move to Carer Support Payment. This is happened between February 2024 and Spring 2025.

Carer's Allowance Supplement is an extra payment for people in Scotland who get Carer Support Payment or Carer's Allowance on a particular date.

Carer's Allowance Supplement is paid 2 times a year.

June 2025 payment

The next payment will be £293.50 from June 2025. You'll get this payment if you were getting Carer Support Payment or Carer's Allowance on 14 April 2025. If you're due to get a payment, you'll get a letter

from Social Security Scotland before the payment is made.

December 2025 payment

This payment will be £293.50 from December 2025. You'll get this payment if you're getting Carer Support Payment or Carer's Allowance on 13 October 2025. If you're due to get a payment, you'll get a letter from Social Security Scotland before the payment is made.

Social Security Scotland

Social Security Scotland pays Carer's Allowance Supplement and Carer Support Payment.

Carer Support Payment

Carer Support Payment has replaced Carer's Allowance for carers in Scotland.

From 2024, carers who get Carer Support Payment will also get Carer's Allowance Supplement. You do not need to apply for it.

BEST START GRANT

If you are a woman on a qualifying benefit, you can claim Best Start Foods as soon as they know you are pregnant and can continue to be paid until a child is three years old.

Best Start Foods provides:

- £21.60 every four weeks throughout pregnancy
- £43.20 every four weeks from birth until a child turns one or reaches the first anniversary of its estimated delivery date, whichever is later
- £21.60 every four weeks from one until a child turns three.

Best Start Grant Pregnancy and Baby Payment helps with the costs of being pregnant and having a baby. People can apply for the payment from the end of the 24th week of pregnancy up until 6 months after the baby is born. Pregnancy and Baby Payment is £767.50 for the first child and £383.75 for a second child and any more after that.

NEW CLAIMS FOR PENSION AGE DISABILITY PAYMENT CAN NOW BE MADE ACROSS THE WHOLE OF SCOTLAND

Pension Age Disability Payment is the Scottish Government's replacement for DWP's Attendance Allowance for eligible customers living in Scotland.

New Claims for Pension Age Disability Payment have been accepted in pilot local authority areas since 21 October 2024. From 22 April 2025 the Scottish Government has expanded this coverage to the whole of Scotland.

All eligible customers living in Scotland will now make a new claim to Pension Age Disability Payment instead of Attendance Allowance.

Customers living in Scotland and already receiving Attendance Allowance do not need to take any action. They will have their claims transferred to Pension Age Disability Payment by the end of 2025.

Welfare
Rights

...information

Transfer of Disability Living Allowance claims to Scottish Adult Disability Living Allowance

From 24 March 2025, the remaining Disability Living Allowance claims for customers aged 18 or over and living in Scotland started to transfer to Social Security Scotland.

Social Security Scotland will pay Scottish Adult Disability Living Allowance.

All Disability Living Allowance claims will be transferred to Social Security Scotland by the end of 2025.

Customers do not need to take any action to start the transfer but must continue to report any change in circumstances to DWP until their claim is fully transferred. DWP will send customers a letter when their Disability Living Allowance claim has been selected for transfer.

If you need any further advice, please do not hesitate to contact our Welfare Rights Officer, Angela Martin.



NEW CHANGES TO OUR PHONE SYSTEM

Following the recent change to our Gas Service Contractor, the options have now changed when you call our office.

The options are now as follows:

Option 1 – CITY TECHNICAL SERVICES

Option 2 – to report a repair

Option 3 – to make a payment over the phone towards rent, rechargeable repairs, factoring fees or garden maintenance.

Option 4 – to discuss your housing application

Option 5 – to speak to your Housing Officer directly.

Option 6 – for any other queries such as making an appointment with the Welfare Rights Officer or to speak to a member of the Corporate Services or Wider Role teams.

Please ensure you select the correct extension.

ALTERNATIVE FORMATS

Accessing our documents in alternative languages, large print, Braille, or with sign language interpretation is a straightforward process.

Simply contact our office, and they will assist you in obtaining the format that best suits your needs.

We are committed to providing a hassle-free and efficient service to ensure that everyone can access our materials in the format that works best for them.

Call us on **0141 771 7722** or email us at enquiries@calvay.org.uk

STAY SAFE, STAY HEALTHY



HOUSE FIRE WARNING AFTER E-SCOOTER BATTERY EXPLODES AT SCOTS HOME

House fires involving rechargeable electrical devices such as vapes, laptops and e-bikes are on the rise.

Statistics released by the Scottish Fire and Rescue Service (SFRS) show that there were at least 26 fires involving devices powered by rechargeable batteries recorded in Scotland last year. This compares to just three incidents in 2018.

Rechargeable batteries contain lithium-ion and are found in lots of household items, including mobile phones, laptops and vapes, as well as larger products like e-bikes, e-scooters and hoverboards.

If damaged, faulty or if improperly used, the batteries can catch fire, and in some cases cause explosions and the release of toxic fumes.



TAMPERING WITH UTILITY METERS: A RECIPE FOR DISASTER



Tampering with utility meters is dangerous and illegal. Under no circumstances should you tamper with the utility meters in your home.

Risks include: **Electric Shock, Burns, Electrical Fires & Gas Explosions.**

You not only put your own life in danger, but your family and neighbours too!

If you believe there is a fault or problem with the meter, you should report it as a matter of urgency to your utility supplier for urgent attention.

If you are found to have altered a meter within the property, it will result in possible legal action to recover your tenancy. Your utility supplier may take further action resulting in criminal prosecution.

If you are struggling to pay your or gas/electric bills please contact our Home Energy Advisor Ronnie on **0141 771-7722** who can provide you with free assistance and guidance.

WATER TANK SURVEYS AND DISCONNECTIONS

Last year Calvay started a project to disconnect our properties from cold water storage tanks and put all outlets onto a mains supply.

“Why?”

In the past, cold-water storage tanks were found in most properties. Usually kept within attics and lofts, these tanks supplied water to cold water taps and to hot water cylinders. With the move to gas central heating most properties are now typically mains fed, however, some outlets such as toilets and bathroom sinks were often left on the tanks. The tanks come with maintenance responsibilities, which are costly to deliver and time consuming for staff. There is also an increased risk of legionella and contamination, particularly during summer months when the warmer weather starts and temperatures rise. By disconnecting these tanks, we significantly remove the risk of legionella as the water comes direct from the mains supply.

“How?”

Our contractor will survey your property, including the loft, to determine what outlets are still connected to the tank. During the same visit it should be possible to disconnect from the tank and connect to the mains supply. The disturbance to your property is minimal as the disconnection takes place in the loft space. The tank will be left in place but drained down.

“Is this Necessary ?”

Yes. You are expected to allow access for your property to be converted to mains supply. This work means you will be safer in your home, particularly if you are elderly, have children or an underlying health condition. If we are unable to arrange access with you, we may have to eventually force access to your property to do this work. This only applies to properties built before 2000.

“How to arrange a survey?”

Many properties have already been disconnected and have significantly reduced the risk to themselves and their family. If you are still to be surveyed or want to check if you require a survey, then please contact the office. The best way to do this is via email, repairs@calvay.org.uk

LEGIONELLA



What is Legionella?

Legionella is a bacteria that can live in domestic hot and cold water pipes and tanks. The bacteria can survive and grow rapidly at temperatures between 20 and 45 degrees celsius. Higher temperatures kill the bacteria. Legionnaires Disease is a pneumonia-like illness caused by this bacteria. Although the risk of legionella being present in frequently-used domestic hot and cold water systems is not as high as in larger-scale water systems, it should not be ignored.

How can Legionnaires Disease be caught?

Legionnaires Disease is caused by breathing in water droplets or spray-mists which have been contaminated by the legionella bacteria. Those most at risk include elderly people, smokers and those suffering from long-term illnesses. It cannot be contracted through drinking contaminated water and cannot be passed from person to person.

What can YOU do to reduce the risk from Legionella?

If your house has a hot water tank, make sure that the water temperature is set at a minimum of 60 degrees Celsius on the tank thermostat. If you need help or advice on this please contact us. Regularly run all cold water taps for at least 2 minutes to flush them out. For hot water taps and showers, make sure they run at full temperature for at least 2 minutes. For taps used less often, this should be done weekly. Regularly clean your shower head and hose (if you have one) with a mild disinfectant solution. If your house is going to be unoccupied for more than two weeks at any time (particularly in the summer) drain down your water system and refill it on your return. If you need help or advice on doing this please contact us in advance of your holiday. By following these basic rules you will minimise any risk to you and those in your household from Legionella.

You said...

WE DID!

You could not reach our out of hours contractor.

We have reviewed how we share this information with our customers. We are now working on updating our Tenant's Handbook.

You want easier access to forms and information.

We are reviewing documents on our website to include forms which tenants may wish to use.

We received queries from customers concerned about their gardens on Calvay Road, particularly the lawns.

All lawns where scaffolding has been erected will be re-seeded come the better weather.

You wanted more activities for wellbeing at the Calvay Centre.

Our Centre Manager secured funding to provide 13 weeks of yoga at the Centre.

You wanted other ways to be consulted.

We have purchased new software to help us reach and consult our customers.

Happy 40th birthday Calway



Involving tenants – your way!

As part of celebrating 40 years of Calway, we're offering new opportunities for tenants to ensure that Calway are, and continue working towards, providing what's important to those living in the Calway community.

TPAS Scotland are independent tenant participation specialists. We are delighted to be working with Calway tenants to develop new opportunities with tenants - for tenants, but we need your input and ideas.

We want you to shape the way tenants get involved, and how and when you want to be involved.

There are a several ways you can let TPAS Scotland know:

- Eveline from TPAS Scotland, will be joining in the celebrations at the Community Day on 26th July. Come along and have a chat with her.
- Look out for posters advertising meetings where you can come along for an informal chat with TPAS Scotland
- Respond to short surveys
- Contact Eveline direct at eveline.armour@tpasscotland.org.uk

Tenants... having a say with Calway

Useful Telephone Numbers

Gas Repairs (All tenants) – City Technical Services	0333 202 0708
All other Emergency Repairs	0800 595 595
Cleansing	0141 287 9700
Gas (Scottish Gas Networks)	0800 111 999
SP Energy Networks (Power Cuts & Emergencies)	0800 092 9290 or 105
Water Mains Leakage or Bursts	0800 077 8778

Road & Lighting Faults	0800 373 635
Out of Hours Homelessness Services	0800 838 502
Police Scotland	01786 289070
Environmental Protection- Noise Pollution	0141 287 6688 or 0141 287 1060
Abandoned Cars	0141 276 0859
Crime Stoppers	0800 555 111

All of our contractors and consultants are required to observe our Equality Opportunities policy.