

Calway News

Autumn 2018



All change at Calway!

Calway Housing Association is going through its biggest management change in years at the moment, with a new Chair, new Office Bearers and new Director all due to be appointed in the next few weeks.

At the Annual General Meeting on Thursday 13 September, Pauline Barr stepped down after five years as Chair of the Management Committee. Her successor will be appointed at a meeting on 27 September, along with the other 'Office Bearers' of Vice Chair, Treasurer and Secretary.

All four positions will be filled by members of the Committee who were confirmed at the AGM: Alison A'Hara, Pauline Barr, Mima Bell, Linda Dick, Anna Ellis, Rebecca Howden, Rosemarie Lindsay, Janet Martin, Billy McIlroy, Sandra McIlroy, Annie Robertson, Wilma Running and Christopher Warwick.

Calway Corporate Services Manager Tracy Boyle explains: "As a community controlled housing association, the day-to-day control of Calway rests with our voluntary Management Committee. Supported by staff and consultants, the Committee oversees how Calway is run, setting policies and strategies, as well as monitoring and managing performance. The 13 people on the Committee can therefore have a real influence on improving the local community.

"We'd like to thank Pauline for all her efforts over the past five years and her much valued contribution to both the Association and the Calway community."

Following the retiral of Michael Dawson in April, Calway has appointed Nick Dangerfield as its new Director. Nick joins us from Hunters Hall Housing Co-operative in Edinburgh and takes up the role on 1 October.

Between Michael leaving and Nick starting, we've been fortunate to have had Brian Gannon act as Interim Director. Brian will now be returning to his post at Thenue Housing Association.

We'll bring you a further update in our Winter newsletter on the latest Committee developments and introduce you properly to Nick.

Want to get involved?

We currently have two vacancies on the Committee. If you're interested in joining the Committee and having a say in your community, please contact Tracy Boyle, Corporate Services Manager, at the Calway office on **0141 771 7722**.

A different hat

Once again I'm pleased to welcome you to the Calvay News, your quarterly newsletter from Calvay Housing Association. As you'll have seen from the front cover, there are a number of changes taking place at Calvay – one being my stepping down as Chair of the Committee. The rules of the organisation state that a Chair can only be in post for five years, and so my time is up! However, I am pleased to report I'll be staying on as a Committee Member.

It has been an absolute joy to serve Calvay as Chair. I was quite apprehensive when I first took over from my predecessor Peter Howden as it was a completely new role for me and I didn't really know what to expect. However, over the years I gained a wealth of experience and relished all that the role had to offer, from networking with staff and Committee Members from other associations, to being part of the interview panel to appoint Calvay's new Director.

I would like to thank all Committee Members and Calvay staff who have supported me during my time as Chair, and for their efforts on behalf of our organisation and our community. I look forward to working with the new Office Bearers and Members in due course as we continue to drive Calvay forward.

Best wishes,
Pauline Barr
Outgoing Chair and
Current Committee
Member



Farewell, Peter

We were sad to say goodbye to our longest serving Committee Member, Peter Howden, who retired after 25 years of service to Calvay.

Peter was our Chairperson for many years and worked tirelessly for the people of this community on a voluntary basis. We'll miss having Peter around, although we hope he'll continue to send us his short stories and poems, one of which is printed here.

All the very best, Peter.

Pictured above: Peter receives a Long Service Award from Eamonn Connolly, Director of Employers in Voluntary Housing (EVH).



Precious

*Dream please stay
Don't flee away
Towards the dawn
Because of a yawn
The morn will rise
Once awakes
No surprise
The dream forsakes*

Gain new skills with a Calvay bursary

Calvay's bursary programme offers five annual awards, up to a total of £200 each, to help local people develop a new skill, achieve accreditation or certification, or further their employment or personal goals.

Community Development Manager Yvonne Smith explains: "We want to help people who are serious about doing something positive in their own life, but stuck at a point where they can't get any further. As long as you have a clear purpose in mind and can show us how the bursary will help you progress it, we'll be interested to hear from you."

The bursaries are open to all local people over 16 years of age. For more information or an application form, please contact Yvonne at The Calvay Centre or call 0141 771 7722.

Tell us about it!

This is YOUR publication, so we want YOU in it! Please tell us your news, achievements and special celebrations so we can share it in the community - and if you can send us a photo, even better! We'll write the story, we just need you to give us the details.

Please contact **Yvonne Smith** or **Tracy Boyle** at the Calvay office or email tracy@calvay.org.uk or yvonne@calvay.org.uk

Deadline for next issue: **26th October**

Margaret McCaig

Margaret recently celebrated an incredible 20 years service with Calvay. Currently employed as our Property Services Assistant (Factoring), we caught up with Margaret to find out a bit more about what she does each day - and if she ever intended to stay so long!

Twenty years, Margaret – that's pretty good going!

I guess it is – especially as I only joined Calvay on a temporary basis! Back in 1998 I was offered a short-term contract in the Admin Department, working three days a week. I turned up on my first day only to be asked by Duncan McLean, who was the Director at time, if I could work five days a week instead. I was happy to do so and after a year was made a permanent member of staff. In 2002 I shocked all of my colleagues by announcing I was going to be a Mum at 40! When I returned from maternity leave I cut back to three days a week. Sixteen years later, here I am!

Tell us a bit about what you do

When Calvay went through a restructure in 2011 I moved to the Property Services Department and took on the role of Property Services Assistant (Factoring). I help provide our factoring service, dealing with all aspects relating to owners and sharing owners. I also send out rechargeable repairs to tenants and deal with queries about the gardening list/landscape maintenance contract. On a daily basis, I download and post all the rent/factoring/recharge payments and take payments in the office or over the phone. I also cover reception two half days a week.

What do you like best about working for Calvay?

No two days are ever the same and working with the general public I get to meet quite a few characters! As you can imagine, some days are very challenging but if I can help someone to resolve an issue and get the result they're looking for, then it's all worth it. I work with a great bunch of people and even after 20 years I still enjoy being here. I've seen a lot of changes - not only has the organisation developed, but the area has improved tremendously too. Part of the credit for that must go to the Committee who voluntarily give up their time for Calvay - without them we wouldn't be where we are today.

What do you do outside of work?

I relax by doing a lot of exercise - Pilates, body balance, aqua classes, swimming and, when I can drag my body there, I go to the gym. As Mum to a 16 year old daughter, I spend a lot of time being a personal taxi. I love shopping and going on holiday. I come from a family of all females, and enjoy spending time with my sisters and their families.



Margaret's milestone

As a thank you to Margaret for her 20 years of faithful service to Calvay, she received a bouquet of flowers from the staff team. Margaret has been a superb colleague and friend over the years and we look forward to many more to come!

WHAT'S ON AT THE CALVAY CENTRE

Monday	
Zumba	11.30am - 12.30pm
Yoga	12.30pm - 1.30pm
Youth Cooking (P5-P7)	3.30pm - 5.30pm
Tuesday	
Calvay Job Club	10.00am - 1.00pm
Calvay Community Café	11.00am - 2.00pm
Arts & Crafts	3.00pm - 4.00pm (£2.50)
Calvay Boxing Club	5.30pm - 7.30pm
Calvay All Stars Dance	4.15pm - 7.30pm
Wednesday	
Baby & Toddler	10.00am - 12noon
CAFI - Employment Support	10.00am - 2.00pm
English Language Class	4.00pm - 6.00pm
Bingo	7.00pm - 9.00pm
Thursday	
Calvay Community Café	11.00am - 2.00pm
Bookbug (Early Years)	10.00am - 11.00am
Youth Project	5.00pm - 7.00pm
Friday	
CAFI - Employment Support	10.00am - 2.00pm
Baby & Toddler	1.30pm - 3.00pm
Craft Club	5.30pm - 8.00pm
Saturday	
Gymnastics	11.30am - 1.30pm
Sunday	
Hope Barlanark Community Church	11.00am - 2.00pm

Plus...

Computer Room

Open weekdays between 9.00am and 4.30pm

Community Café

Open every Tuesday and Thursday 11 till 2

Ya Beauty! Salon

Open Wednesday - Friday 11 till 4

Welfare Benefits Service

Available Monday - Friday

Calvay Job Club

Every Tuesday, Wednesday & Friday

For further information on any of the above, please contact Yvonne Smith on 0141 771 7722 or call into the centre.



SUMMER FOOD FOR CALVAY KIDS

Local school children enjoyed delicious free food over the summer, thanks to our Community Chefs Beth Parker and Kelly O'Neill.

Funded by the Glasgow Children's Summer Food Programme, Beth and Kelly provided breakfast and lunch for our youngsters for four weeks during the school holidays.

We also worked in partnership with AXIS Health Hubs who provided free Healthy Cooking Workshops for parents, plus activities for the children. At the workshops, parents learned how to prepare healthy meals which were then enjoyed as a family group.



CALVAY PLAYPARK — UPGRADE WILL HAPPEN!

Despite no obvious signs of the upgrade of the Playpark at Calvay Crescent, we want to assure you the work will be going ahead.

Community Development Manager Yvonne Smith explains: "We've had delays with the nominated contractor and, as a result, we've had to look for an alternative. This means the work will not begin until later in the year, which isn't what we hoped for but unfortunately has been outwith our control.

"However, we can guarantee it will definitely be worth the wait and that our local children will have a bright, safe and fun area to play in for many years to come."



A Cash for Kids grant can provide a Christmas treat or meet material needs (which is felt most acutely at this time of year) for children whose families are unable to do so from their own resources.

We can nominate a family for a grant if we:

- know them personally
- are aware of their circumstances
- are certain that they need the support.

Remember, funding is awarded with a very specific purpose in mind - to pay for a Christmas present, winter clothing and shoes or, in some circumstances, towards fuel cards.

The Cash for Kids criteria for individual family grants is as follows:

- Name
- Address
- Child/children's date of birth
- Information on why the child/children is/are disadvantaged (evidence required)
- List of item/s requested
- Supporting letter from Community Development Manager Yvonne Smith

For more information, pop in to see Yvonne at The Calvay Centre or phone **0141 771 7722**.

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Eyes down!

Bingo at the Calvay Centre

Fancy trying your luck at bingo? Then come along to the Calvay Centre every **Wednesday night, 7-9pm**. You'll have the chance to play a few games and maybe even win a cash prize! It's also a great opportunity to meet and chat with other people from the area. Everyone's welcome, so hope to see you there!



YOUR CHANCE TO TELL US WHAT YOU THINK!

Social Survey

As part of our plans to continually improve our services, we're conducting a survey in the coming months to find out what local people think about their area and the services currently available.

The survey will be carried out by Research Resource, an external company who have experience of working in similar neighbourhoods. It involves face to face interviews with 250 people selected at random, and takes just 10 -15 minutes to complete.

Committee Member Billy McIlroy said: "Calvaly's core commitment has always been to bring good quality, affordable homes to the area. We know there's more to community than bricks and mortar, and we now want to look beyond the buildings to see how we can help bring more change to Barlanark. The Social Survey is the start of that process. Please help us and be part of this journey."

For further information, please contact Yvonne Smith on **0141 771 7722** or drop into The Calvaly Centre.

Young people's drop-in session

If you're aged 16-25 and live in Calvaly, we'd love to hear what you have to say about the area, the houses and the community in general. We want to know about a whole range of things, such as if you feel safe or if you're looking for work.

We'll be holding a drop-in session in The Calvaly Centre on Thursday 20th September, 5pm-7pm. Come along for an informal chat and a hot drink, and help us understand what we need to do to make things better for you.

This is your chance to influence the decisions that affect you and other young people living here, so please take it!



HOME IMPROVEMENTS

New contractors appointed – work starting soon!

Painting

Following a recent tendering exercise, we've appointed J S McColl (Painting Contractors) Ltd to carry out external and close painting of our houses over the next few years. The first phase will cover Burnett Road (odd numbers) and Barlanark Crescent. Repairs to gutters, balconies, canopies, etc. will also be carried out before the painting is done. We'll let all tenants and owners involved know in advance of any works starting.

Close Doors and Door Entry Systems

We also recently tendered for contractors to replace close doors and entry systems to a number of properties and have awarded this contract to McGill & Co Ltd. These new high quality doors and entry systems will provide added security to your properties, while also improving the external appearance overall. The initial properties to be included in this contract will be in Millbeg Crescent and Millbeg Place, with details of other properties to follow. Once again, we'll let all tenants and owners involved know in advance of any works starting.



Common Buildings Insurance

We operate a Common Buildings Insurance Policy for all our properties to make sure the buildings that we own and/or factor are adequately insured. This covers the full reinstatement costs of all common parts of buildings in the event of fire, storm, flood or other major disaster.

Cover is currently arranged via Zurich Municipal Insurance and Calvay, as Policyholder must co-ordinate any claims to be made via this Policy. Please note:

- If you're a factored owner you must contact Calvay in the first instance, if you wish to make a claim against the Common Buildings Insurance Policy.
- This insurance cover does NOT include personal belongings, furniture, decoration, etc for tenants or owners. It is your own responsibility to make sure you have adequate cover for these items by arranging your own separate house contents insurance. One company who can provide this is Thistle Tenant Risks.

For more information, contact the Calvay office on 0141 771 7722.

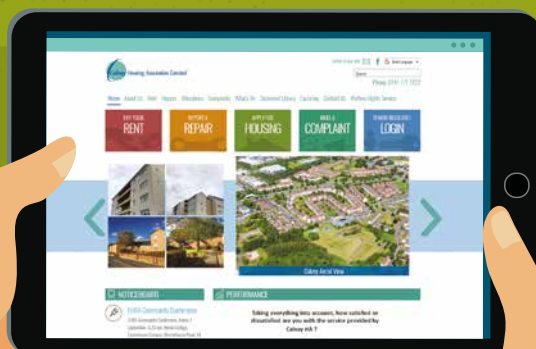


Keep track of your rent and repairs with our customer web portal

We recently introduced a portal on the Calvay website that allows you to look up your rent account and repairs history.

Some tenants have already signed up for the service and can log onto view their last six rent transactions and the last six repairs they reported.

It's really easy to use, just go onto our website at www.calvay.org.uk, click on the blue button to Register for a Log in, and follow the instructions from there. Once your details have been verified, your account will be made 'live' and you can log in any time you like.



DATA PROTECTION – HOW THIS AFFECTS YOU

At Calvay we've always been committed to protecting your personal data. However, with the new General Data Protection Regulations (GDPR) that came into force on 25 May 2018, there's an even higher level of responsibility on us to make sure your personal data is dealt with appropriately.

This means you may notice a change in the way we can handle your enquiries. Here's how it might affect you:

- In most cases, we'll be unable to discuss any personal information with anyone who is not the tenant, joint tenant, sharing owner or owner of one of our properties.
- In certain circumstances - and only where we have specific consent - will we be able to discuss the circumstances of an individual with a third party. If you have someone whom you wish to represent you in specific matters, you must obtain the relevant form from the Calvay office, confirming who your representative is and stating the matters for which you give consent for them to act on your behalf.
- If you're enquiring about a neighbour complaint, then we'll try to provide as much information as we can about the outcome. However, there may be certain matters we'll be unable to disclose.
- When you contact the office to discuss your tenancy, you may be asked to verify your identity by answering a few short questions.

Please understand we have to follow these new Regulations and cannot act outwith the guidelines.

Thank you for your co-operation



Gas central heating emergencies
Gas Sure.....01294 468 113

All other emergency repairs
Out of hours.....0800 595 595