

Calway News

www.calway.org.uk

Autumn 2019



Slammin' fun!



Wrestling stars are smash hit at Community Festival

Premier British Wrestling stars Lucha DS and Kreiger went down a storm at the Easterhouse Housing and Regeneration Alliance (EHRA) Community Festival in August.

Delighting the crowds with their antics, the pair went above and beyond the call of duty in keeping everyone entertained at the event held at Platform (The Bridge), Easterhouse.

The festival featured fun events for all ages, as well as Q&A sessions and a wide range of exhibitors covering topics ranging from health and fuel advice, to pension information for women and upcycling old furniture.

Organised by the EHRA group of housing associations, which

includes Calway, event co-ordinators were overwhelmed by the number of visitors who attended the festival, which had the theme "The Past – The Present – The Future".

Linda Cameron, Vice-Chair of EHRA said:



"I was delighted at the attendance level of this festival and to take part in one of the Q&A sessions about the community. Our focus was a look back, a recap as to where we are, but ultimately at the future. The young people of Greater Easterhouse turned out in force to not only enjoy themselves, but take part in their own Q&A and share their hopes and dreams for the future of our communities."

"Our young people are a great asset to the communities of Greater Easterhouse and their commitment to supporting the Community Festival is genuinely appreciated by us all."

Andy Gilbert,
the Glenburn Centre

"I was greatly impressed by the enthusiasm for community activism amongst all the participants of all ages."

Alison Watson,
Shelter Scotland

For more festival pictures, see our photo special on...

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Hello there,

Welcome to the Autumn 2019 edition of Calvay News.

In this issue we've included a message from Scottish Fire and Rescue about storing items on the common stair. At Calvay, we've had two close fires in the last few years. Fortunately, no-one was hurt as a result, but as we all know, fires can injure and even kill. It's so important you keep your close and stairs clear. So please help us to keep you and your neighbours safe by removing anything you currently store on your landing.

Here in the Association we have always promoted 'Wider Role' work, which means supporting activities such as English Classes, Youth Groups and Job Clubs. As featured in the Summer edition of Calvay News, our long-standing Community Development Manager, Yvonne Smith, recently left the organisation. We're taking this opportunity to carry out a thorough review of our Wider Role activities, including what goes on at the Calvay Centre. We sent out a questionnaire to all tenants and received over 100 responses telling us what was important to you, so thank you to everyone who got in touch. We plan to have the Wider Role review completed by Christmas and you'll find a brief update on this on page 6.

Many of you will have seen that the old Social Work building on Blyth Road has been demolished. We bought this site and carried out the demolition so we can build more homes. You can see pictures of the demolition on page 3. We have three sites we want to build on: Blyth Road, Garvel Crescent and Barlanark Road. We need to own all three sites before we can start building and at the moment, we're still negotiating with the Council to buy the Barlanark Road site. There's a slight complication in that this site has a protected species living there – water voles. So, we have to either find a way to allow the water voles to carry on living there or find another suitable location for them before we can start building! We'll keep you informed of progress in future editions of this Newsletter.

Best wishes from the Committee and Staff at Calvay.

Nick Dangerfield
Director



OFFICE CLOSURE

The Calvay Office will be closed for the September Weekend on

Friday 27th September 2019

Monday 30th September 2019

Please see the back page for emergency contact numbers.



cash for kids

**CHRISTMAS
GRANT FUND**

We are now accepting applications - £25 voucher per child under 16 for either Smyths toy shop or Asda Living.

Closing date for applications is

17th October 2019 – 12pm.

You must be a tenant of Calvay Housing Association and the child must be registered on your tenancy.

Please contact Melissa at the Calvay office to apply.

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 **Tracy Boyle** or **Eileen Stevenson** at the Calvay office or email tracy@calvay.org.uk or eileen@calvay.org.uk

Deadline for next issue: **Friday 25 October 2019**

Hello and cheerio!

News Update

The summer saw a few changes to the staff team here at Calvay.

We said goodbye to Pat Coll, who was covering as a Maintenance Assistant while Lindsey Roan was on maternity leave. Lindsey has now returned to her post on a part-time basis and Pat has moved onto pastures new. We wish him well for the future.

We also welcomed aboard two new members of staff. Caroline Kerlin-Scott joins us on a part-time basis (2 ½ days per week) as a Maintenance Assistant, while Eileen Stevenson has been appointed as a full-time Corporate Services Assistant. This is a brand new post for Calvay, with Eileen's duties covering areas of Corporate Governance and Finance.



Caroline



Eileen

Down it comes!

After serving the community well over the years, it was time for the old Social Work building on Blyth Road to go, to make way for our new homes.

In just three days, the building was flattened to clear the way for the new housing development.



YOUR RENT: 3 WAYS TO PAY

We're aiming to stop taking cash payments at the office for your rent.

Instead, you can pay by one of the following methods:

1. Rent card at any PayPoint outlet - if you need a new rent card or don't have one, contact **Melissa** or **Diane** in the office on **0141 771 7722**.
2. Credit/debit card - over the phone or in the office.
3. Online at **www.allpayments.net** - have your rent card and reference number handy, and follow the on-line instructions.

Post Office/PayPoint Rent Payment Error

In the past couple of weeks, a few errors have been made at the Post Office and PayPoint when processing rent payments. This can happen when your rent payment card does not swipe and the teller enters your payment number manually.

If you have made any payments in the past few weeks, please contact the Calvay office to check your receipts against your rent account balance to make sure there are no missing payments.

Please also contact **Melissa** or **Diane** in the office to order a new rent card if your current one does not swipe properly. Pop in or call them on **0141 771 7722**.



CRAIG BOYLE

Craig had just celebrated his 21st birthday when he first stepped through the doors of Calvey to take up the post of Property Services Assistant in 2004. Fifteen years later, and now as Property Services Officer, he's just as keen today as he was back then to help make things that bit better for our tenants. Here Craig tells us more about life in and outside of Calvey.

So Craig, at just 21, was this your first job working in housing?

Actually no, I already had a few years under my belt by then! I started out working for Housing Services when it was part of Glasgow City Council. Then when Glasgow Housing Association took over the houses from the Council, I transferred across to them.

Although I was young, I liked Calvey right away. The people are great and as an organisation, they look after and support their staff. Calvey put me through a Postgraduate Diploma in Housing Studies and I got a temporary promotion to Property Services Officer. That later became a permanent position which, I'm pleased to report, I still enjoy to this day.

Tell us what's involved in being a Property Services Officer.

Well, I do a bit of everything and am usually the main point of contact for my tenants. On any one day I could allocate a number of houses to applicants on the waiting list, recover valuable unpaid rent, inspect some properties, or deal with complaints about pretty much anything, including anti-social behaviour.

What do you like best about your role?

Leaving at 5pm...only joking! Helping people is what I enjoy most. Everyone who's in contact with me is doing so because they usually have a problem, want advice or need assistance, so I like being able to sort things out for them or at least point them in the right direction.

I also thoroughly enjoy working with my colleagues. They're a great bunch and we can have a right laugh at times, which makes difficult days that bit easier.

Sounds fun, care to spill the beans a bit more?

Em...probably best not to! Let's just say the odd practical joke has been played over the years, but I'm not admitting to anything!

And away from the office, what do you like to do?

In a few words: travel, food, football and beer. I love to travel and see new places. I'm just back from Italy after visiting three different places in the north. I generally prefer to get out and about seeing things while on holiday, rather than sunbathing.

I also really love my grub, so take the chance when I can to try new things and go to different restaurants. I'm no bad in the kitchen, and can whip up a few decent dishes, including a good chicken and chorizo lasagne!



ALL THE FUN *of the* FESTIVAL!

Easterhouse Housing and Regeneration Alliance Community Festival was a great day out for all generations! Here are just a few highlights from the event held at Platform (The Bridge) in August.



A huge thank you to everyone who came!

Look out for details on next year's event in future Newsletters.

Consultation Feedback: Update on the tall trees

We previously asked for residents' views as to whether the high trees between Barlanark Road and Calvey Crescent should be cut down. After receiving only one response FOR and two AGAINST removing the trees, we agreed not to cut them.

In our last Newsletter, we advised on a possible compromise of looking into removing alternate trees to try and thin them out – this would allow more light and

sun into the backcourts, while still retaining the wildlife and a sense of privacy, by backcourts not being overlooked.

However, our Landscape Clerk of Works has since investigated this suggestion and advised against it. Because the trees are currently so close together and intertwined, removing some would leave the remainder looking broken and scrawny. So we've agreed to leave them as they are.



Welfare Rights News

Our Welfare Rights Service offers Money Advice to local tenants, helping to make sure they're receiving all the benefits they're entitled to.

Dawn, our Welfare Rights Officer, recently spotted an error in a tenant's Housing Benefit entitlement. After much to-ing and fro-ing, Housing Benefit eventually paid back £8,700 in due Housing Benefit & Council Tax Reduction, dating from 2012.

If you think you may be entitled to more money, or simply want to know if your benefits are correct, make an appointment to see Dawn by calling **0141 771 7722**.



TAKING A WIDER VIEW

We're currently looking at how best to deliver our 'Wider Role' programme - that is, the activities and services outwith our standard housing service. To decide on our priorities, we need to ask YOU what you think and it's a two-stage process:

Stage 1

We wanted to identify broad areas which we should be getting involved in and sent a questionnaire out to all residents. From the 125 people who replied, some of the key responses included:

- Tenancy Support Worker
- Activities for young people
- More dog bins/litter bins
- Activities for older people
- Debt Advice Worker
- 20's Plenty speed limit on local roads
- More community events throughout the year
- Improved street lighting

- Youth Club
- Out of school care
- Low cost fruit & veg stall once a week in the Calvey Centre

Stage 2

Over the next couple of weeks, we'll be following up this initial Wider Role survey with a second one, aimed at identifying exactly what the priorities are for local residents. As with our first survey, everyone who enters will have the chance to win a £50 voucher for the Fort Shopping Centre.

Congratulations to our first Wider Role survey winner, Mrs Knox!



GCC'S BIN REPLACEMENT PROGRAMME

In our last Newsletter, we told you about the Council's plans to improve local neighbourhoods by removing the small metal dustbins within backcourts and replacing them with larger, wheeled bins for general waste and recycling.

We also advised we would be talking to GCC to help assess the impact of this on our backcourts and determine what needs to be done to modify our binstores to accommodate the new wheelie bins.

We circulated information and FAQs about the Council's Bin Replacement Programme, together with a questionnaire to help us gather your views or concerns:

- Only 10 people responded to this questionnaire
- All 10 agreed with the Council's reasons for replacing metal bins with wheelie bins

- 3 of the 10 highlighted specific problems with their bin area
- 3 of the 10 were concerned about the cost of modifying binstores for owners
- 5 of the 10 would be interested in coming to a consultation event with Calvay/GCC

Since our last Newsletter, we've appointed consultants to survey every backcourt and draw up plans of the various modifications that could be carried out to accommodate the wheelie bins. In some cases, there may be several options. We need this information so we can go out to tender and appoint contractors to carry out the necessary works.

We're holding a consultation meeting to discuss the various options and the likely costs on Thursday 3rd October at 6pm in

the Calvay Centre. All tenants and owners are welcome to come along. We look forward to seeing you there.

In the meantime, if anyone has any particularly concerns, please let us know.



EU CITIZENS IN SCOTLAND

THIS IS OUR COMMITMENT TO YOU

WE WANT TO HELP YOU STAY

The UK is preparing to leave the EU – and it may happen without a deal. To say it's a time of uncertainty is an understatement.

But, if you're an EU citizen living in Scotland, be sure of this: whatever happens, we promise to do all we can to help you stay. You're one of us. You're valued here.

And – like other citizens from across the world who come here to live and work – you make a huge contribution to our national life.

To help guide you through the steps you need to take, the Stay in Scotland package is here for you.

You can access support at mygov.scot/euexit

The common stair is your only means of escape in the event of a fire.



Have you ever thought what you would do if fire were to break out in your stair? It may not necessarily be in your flat! A fire started in a common stair could kill you and your family. Even a small bag of rubbish can create enough smoke to fill a whole stair. Items left in a common stair are often deliberately set on fire.

Keep it clear

- Get rubbish, old furniture, etc out of the building
- Make sure storage areas are kept locked
- For advice on uplifting items contact your local Council

If fire does start

- Keep doors closed to prevent smoke filling your house
- Dial 999 and ask for the Fire and Rescue Service, giving as much information as you can

For free home fire safety advice
CALL 0800 0731 999
or visit our website at
www.firescotland.gov.uk

EMERGENCY CONTACTS

Gas/Heating

For all gas central heating and boiler repairs, you should contact Gas Sure on **01294 468 113**. This number is available 24/7, but should only be used outwith office hours to report an emergency repair.

Smell Gas?

If you smell gas or suspect a gas escape, you should call Scottish Gas Networks on **0800 111 999** immediately.

If you smell gas or think you may have a gas leak, Scotia Gas Network provides the following advice:

- **DON'T** smoke or strike matches.
- **DON'T** turn electrical switches on or off.
- **DO** put out naked flames.
- **DO** open doors and windows.
- **DO** keep people away from the area affected.
- **DO** turn off the meter at the control valve.

Power Cut?

In the event of a power cut, you should contact SP Energy Networks on **0800 092 9290** or 105 free from your mobile.

Other Emergency Repairs

If you need any other emergency repair carried out while the office is closed, please contact City Building on **0800 595 595**.

Contact Details:

Calvy Housing Association, The Calvy Centre,
16 Calvy Rd, Barlanark, Glasgow, G33 4RE
Phone: 0141 771 7722 www.calvy.org.uk

Opening Hours: Monday to Friday, 9am – 5pm



Calvy Bingo

Every Wednesday

The Calvy Centre, 7-9pm

Freedom of Information

At Calvy we've always been proud of our openness and transparency, publishing a wide range of information on our website (www.calvy.org.uk). From November, however, new regulations are coming into effect which give you the right to find out more.

What are the new regulations?

From 11 November 2019, all Scottish Registered Social Landlords (RSLs), like Calvy, will be designated as 'public authorities' by the Scottish Information Commissioner, for the purposes of Freedom of Information Law. This means that RSLs must comply with the Environmental Information (Scotland) Regulations (EIRs) and the Freedom of Information (Scotland) Act (FoI).

FoI places three main duties on public authorities:

Duty to publish - Authorities must publish information about the work they do, the decisions they take and the services they provide

Duty to respond to requests - Authorities must respond to the requests for information they receive

Duty to advise and assist - Authorities must help people who want to access their information

How can I find out information on Calvy?

To comply with these Regulations, we'll shortly be publishing a Guide to Information. This Guide will act as a signpost to allow you to readily access information on Calvy. Examples of such information could be: Annual Budget; minutes of Management Committee meetings; performance information; and policies and procedures.

How can I make a request for information under FoI?

If you're making a request for information and wish the FoI rights to apply, you must:

- Submit the request in a form that can be kept for use such as email, letter, audio or videotape.
- Provide your name and address (email or postal), as Freedom of Information requests cannot be made anonymously.

Where can I find out more?

Look out for more information on our website between now and the enforcement date of 11 November 2019. In the meantime, you can find out more about the Freedom of Information (Scotland) Act and handy tips for requesting information on the Scottish Information Commissioner's website, www.itspublicknowledge.info