

Calway News

www.calway.org.uk

Spring 2019



Colin Cameron,
Chairperson of EHRA and
Aileen Campbell MSP

Cabinet Secretary Comes to Calway

The Calway Centre played host recently to a special visit by Aileen Campbell MSP, Cabinet Secretary for Communities and Local Government.

The visit was part of an event organised by EHRA - Easterhouse Housing and Regeneration Alliance - which is an umbrella organisation that represents the eight community based housing associations and co-operatives in the Greater Easterhouse area, including Calway.



Following the Scottish Government's commitment to reform and strengthen local democracy, EHRA submitted a paper to them about the possibility of local housing associations and co-ops in Easterhouse taking responsibility for delivering more services.



In the paper, EHRA advised the Scottish Government that its community based housing associations and co-ops believe they can help to deliver a new approach to public services, working both on their own and in partnership with the City Council and other public bodies.

At the meeting in the Calway Centre, Committee Members from EHRA, including Calway, had the opportunity to question Ms Campbell about the Scottish Government's ideas. The MSP answered the questions put to her and agreed the Scottish Government would keep in touch with EHRA as it developed its policy on community decision making.



Calway Director Nick Dangerfield said: "We were pleased to host the visit of Aileen Campbell MSP on behalf of the EHRA group of housing associations and co-ops on 23rd January. The Cabinet Secretary for Communities and Local Government listened carefully to what we had to say and we look forward to working with her in the future to further improve the lives of residents in the Greater Easterhouse area."

Hello there,

Welcome to the Spring 2019 edition of Calvay News.

By the time you receive this Newsletter, the worst of the winter should be behind us and we can all look forward to longer days and better weather.

Last October, following the Annual General Meeting, the Office Bearers were elected for the upcoming year and, as reported in our Winter Newsletter, there were quite a few changes. In December we welcomed two new members to the Committee, John Lyon and Laura Sneider, who were appointed to fill Casual Vacancies. (Casual Vacancies are created when people leave the Committee between AGMs, and people who fill these vacancies do so only up to the next AGM.)

The new Committee is determined to make sure tenants and factored owners get the best service possible from Calvay.



New Committee Member John Lyon

In January, the Committee and Staff took part in an Away Day to make plans for Calvay for the upcoming year. The Away Day was the first part of our business planning process for 2019/2020 and during it we agreed Calvay's four values:

- Customer Focus
- Professionalism
- Integrity and
- Respect

The Staff team has also been working hard to write and implement Delivery Plans to improve the service that we deliver to our tenants and factored owners.

In the wider community, Calvay continues to play its part. Calvay is a member of Easterhouse Housing and Regeneration Alliance (EHRA), an umbrella organisation that represents the eight community based housing associations and co-operatives that operate in Greater Easterhouse. You'll see from our cover story that a meeting between EHRA and Aileen Campbell MSP took place at the Calvay Centre in January.

Wishing you a good break at Easter-time.

Nick Dangerfield
Director



Winter Wonderland

It was sadly a bit too late for Christmas, but to the delight of our local children, the snow came to Calvay in January! For our Director, Nick, it was his first experience of snow covered Calvay streets and he couldn't resist taking a few pics.



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: **Thursday 23 May 2019**

Diane Steel

Diane has worked in housing for almost 40 years, joining Calvay in 2014 as one of our Property Services Assistants. Here she tells us a bit more about life at Calvay, a career in Housing and how she loves to holiday.

Forty years, Diane – you must really love housing?

Oh I do! But before you think I'm ancient, can I just say I started out in housing straight from school – and I left there in 4th year! I'm from the East End and I've spent my entire working life providing housing services within the Greater Easterhouse area. I've no regrets, quite the opposite in fact. A home is the biggest thing in people's lives after family, and over the years I've played my part in helping people get their first home, move to a bigger home or make a fresh start in a new home. Knowing I've made a positive contribution to people's lives is really rewarding.

So what do you do in at Calvay?

Well I've been here just over five years now, and for most of that time it's been in the Property Services team. I'm involved in the whole housing allocations process, from counselling applicants on their housing expectations and processing Housing Application Forms, to maintaining the Waiting List, and then processing offers of housing and signing up new tenants. I also deal with the less pleasant side of housing, like pursuing money owed for former tenant rent arrears and court expenses. I help cover reception too, so I know a lot of our regular visitors to the Calvay Centre.

What do you like best about your role?

I really enjoy the customer-facing aspects. I like talking to customers about the type of home they're looking for, helping them through the process, and keeping them up to date about what's going on. When someone has been waiting for a house, and then one comes up, you feel pleased that this is the start of a new chapter for them.

And what about Calvay – good organisation to work for?

The best! The staff at Calvay are brilliant, everyone works as a team and nothing is too much bother when you ask for help with something. The main focus for everyone is helping our customers and providing excellent services for them, which is as it should be. I work very closely with Melissa – my partner in crime! Although we're usually really busy, we still manage to find time for a few laughs too.

Any funny stories to share?

Plenty of funny stories, but definitely not to share! Over the years I've seen quite a lot both in at the office and out on customer visits. But in the interest of confidentiality, it's probably best that I keep them to myself. Let's just say I could write a book – then leave it at that!

You've convinced us you genuinely love your job. But what about life outside of work?

The thing I love most is going on holiday. I try to get away a few times every year, mainly to Spain and Greece. Sometimes it's just me and my husband, and others with a large family group. My brother-in-law's 60th birthday is in June this year and there are 20 of us already booked to go to his party over in Spain. Cannot wait! Away from my travels, I spend my weekends meeting up with family and friends, but during the week after work I'll quite happily settle down with a good book.



Changes to Scottish Secure Tenancy – *don't get caught out!*

Scottish Housing Law has changed recently. This could affect you and your family. For example, if you do not tell us who is living with you, they might not be allowed to carry on living in your house if you die. We've explained everything below, but please ask us if you have any questions or queries.

All tenants have a Scottish Secure Tenancy agreement with us. The Housing (Scotland) Act 2014 will make changes to Scottish Secure Tenancy rights. Some come into effect on 1 May 2019 and others from 1 November 2019. In October 2018 we wrote to all our tenants informing them of the changes ahead. We've outlined them again below:

From 1 May 2019

- There are additional new grounds for how a Scottish Secure Tenancy can be ended or changed if there has been serious anti-social behaviour or criminal offence in or around your property.
- Some properties are designed or adapted to meet the particular needs of a tenant or a person living with the tenant. Sometimes that person moves to a different property or dies. From 1 May 2019, we will be able to apply to the Court to recover the property if it is not being occupied by anyone who needs the adaptations. We would only do this if we need the property for someone who needs the adaptations. In these circumstances we will offer you suitable alternative accommodation and you would have the right to challenge the decision.

From 1 November 2019

Significant changes will be introduced to the rules which govern the following situations:

- Adding someone to your tenancy (joint tenant).
- Transferring your tenancy to someone else (assign your tenancy).
- Subletting your property.
- Deciding who can take over your tenancy after you die (succession).

Please note:

- Members of your household (including children and carers) will be subject to a new 12-month qualifying period in connection with these changes.
- This means there will be a 12-month qualifying period before you can apply for permission to make any substantial changes to your tenancy, AND the 12-month qualifying period only begins on the day we receive written notification from you of any changes.
- This is particularly important if someone has given up their own home to move in with you to care for you.

Household Details

To ensure your tenancy rights are protected, it's vital we have accurate information about who is living in your house and that you advise us **in writing** of any changes to your household.

If you do not tell us **in writing** that someone is in your property, then:

- They will NOT be eligible to become a joint tenant.
- You will NOT be able to seek permission to transfer your tenancy to them (assign the tenancy).
- They will NOT be entitled to take over the tenancy if you die (succeed).

For more information
on these changes please
contact the Calvary Office
on 0141 771 7722.





Add your voice, help us improve services...

Would you like to help improve social landlord services in Scotland? The National Panel is one of the ways that the Scottish Housing Regulator can hear what people think and make sure they focus on the important things.

Panel members are asked for their views on a range of issues affecting people who use social landlord services. You will receive occasional surveys, information updates and invites to take part in other feedback exercises. Participation is always optional, and you can leave at any time.

The Regulator wants to include as many different voices on the Panel as possible, including people who are not involved in other ways of giving views on landlord services (most members are not part of local tenant forums). Members include **Council and Housing Association tenants**, people who are using or have used **homeless services**, home owners who receive **factoring or common repairs** from a social landlord, and people living on **social rented Gypsy/ Traveller sites**.

Find out more and join...

Online at www.bit.ly/shr-panel

Call Engage Scotland (who manage the Panel) on **0800 433 7212**

Request a printed form by email natpan@engagescotland.co.uk or call **0800 433 7212**



Annual Rent Review 2019/2020

In our last Newsletter we included an article on consultation on our proposed rent increase for 2019/2020.

In the leaflet and questionnaire we sent out with the last Newsletter:

- We reminded you about the major review that took place last year to make our rents fairer, so that similar properties pay similar rents.
- We explained that this will take a few years to phase in and during this time some rents will need to go up a bit more, while others will be frozen.
- We asked you about our proposals to increase the rent by an average of either 2.9% or 3.4%, with a maximum increase of 5% for those rents needing to go up a bit more.

All details of the consultation were also posted on our website. Twelve people responded to our consultation: six agreed with a 2.9% increase and six disagreed.

Having taken all responses and the views expressed into account, the Committee agreed to implement an overall increase of 2.9% which is inflation (Oct CPI) + 0.5%, with a maximum increase of 5% where phased increases are required.

We wrote to all tenants and sharing owners in February advising of this decision, together with the new rent for their property from 1st April 2019.

Please note that these increases do not affect any tenants whose rents are still set by the Rent Registration Officer. For those properties, the rent will increase once every three years.

OFFICE OPENING HOURS – TIME TO HAVE YOUR SAY

At Calvay we're always thinking of ways to make it easier for our customers to keep in touch with us. One thing we've been discussing recently is alternative office hours. For example, this could be keeping the office open later one night a week, perhaps to allow someone who's working during the day to come in and speak to a member of staff.

Is this something that would help you? Do you think the community as a whole would benefit from a late night opening or other alternative? If you do, please let us know. You can phone, come into the office or email info@calvay.org.uk with your comments.

Thank you



OPEN SPACES – YOU SAID, WE DID

You might remember in the last Newsletter we consulted on whether Calvay should take on responsibility for maintaining the open spaces owned by the Council in the ex-GHA areas.

While we were willing to take this on and do a better job, we advised there would be a small additional charge to our factored owners.

Here's the summary of responses:

- We received 12 responses in total - eight from tenants and four from owner occupiers.
- Of these 12, **five** people were in favour of Calvay taking the maintenance on, with **seven** against the idea.
- All four of the owner occupiers who responded were against the idea, with some having strong opinions.



So, despite the low responses, we have to accept the idea is not particularly popular. We'll therefore leave the maintenance with the Council for the time being and monitor the situation.

*Thank you to all those
who responded.*

The great debate about our tall trees

We've received a few complaints from residents about the high conifers at the rear of Barlanark Road and Calvay Crescent - the trees are blocking these residents' light and they would like them cut down.

We believe these trees were planted when the properties were first built and have now been there for much longer than most of the residents.

Our landscape Clerk of Works has advised we cannot simply reduce the height of the trees, as they would grow outwards and become more of an issue. So we've had quotes to remove the trees altogether, which is in excess of £8,000 - quite a large sum.

We now need to decide whether to remove the trees or not. We appreciate that while they're a nuisance for some residents, others may like them and want them to stay. We also need to consider



that if the trees were removed, the area would look completely different and may even lose some of its wildlife, like birds and squirrels.

So, what do you think?

- Do you think Calvay should pay over £8,000 to have the trees removed?
- Would you prefer the trees to stay?

Please let us know. You can phone, come into the office or email info@calvay.org.uk with your comments. Thank you.

Need someone to contact Calvay for you? Make sure you've signed up first

If you want a friend or a relative to call into the office or telephone us on your behalf, we now need your signed permission beforehand.

Due to the introduction of the new General Data Protection Regulations (GDPR) in May 2018, we must have a signed mandate from you giving consent to the person you wish to act for you.

We also need to know what information you want to be shared, for example all issues related to rent and repairs, or perhaps only rent issues. This applies to rent/allocation enquiries and also to repair/service enquiries.

If you want someone else to act on your behalf please:

- Call into the office with your representative to complete the relevant mandate OR
- Contact the office on **0141 771 7722** to arrange a house visit, so you and your named representative can sign the mandate together.

All mandates will be reviewed after 12 months.

Please understand we're not trying to be difficult - we're doing this to protect your information and privacy and to make sure we're following the new General Data Protection Requirements (GDPR) rules.

Thank you for your co-operation



LIFE IS BETTER WITH BOXING

*Get fit.
De-stress.
Build confidence.
Have fun.*



If you or your kids share any of these goals, then come along to Calway Boxing Club on a Tuesday night in the Calway Centre.

Now in its third year, the Club is open to everyone – kids over 8 years of age, men and women, including wheelchair users, and people of all levels of fitness and experience.

It's led by two experienced coaches – local dad Carl Girvan who also works as Caretaker at the Calway Centre, and Mark Kennedy, a local driving instructor who gives up his time to help. As well as learning basic boxing skills, Club members enjoy a whole range of other benefits too.

Carl says: "The Boxing Club is all about improving people's wellbeing and giving them something to aim for, whether that's adults looking to lose weight or get fitter, or kids maybe needing to develop their self-esteem. Boxing training is also a great way for everyone to de-stress. And above all, it's good fun!"



"Over the past six months or so we've made some changes to how we run things and introduced new training routines. So if you've not been for a while, feel free to come along and give it another go. We also now offer wheelchair training, for people with disabilities or medical conditions."

Everyone is made to feel welcome at the Club, especially those coming along for the first time. As well as training together on a Tuesday night, members are all given a training plan for them to follow at home, to help them stay on track to achieve their goals.

There are two separate Tuesday night classes, starting at 5.30pm-6.30pm for Juniors aged 8-16 years. Parents can simply drop their kids off and collect them at the end of the class.

The Adult class for those 16+ starts straight afterwards at 6.30pm-7.30pm.

Both classes cost just £1 each, with all money going back into the Club for new equipment.

For more information contact Carl on 07966 014653 or pop in and see him at the Calway Centre.



CALVAY COMMUNITY CAFÉ



Changes to opening hours

For the time being, the Community Café in the Calvay Centre will only be open on Thursdays, from 11am - 2pm.

We're really keen to re-open on a Tuesday, especially as our Social Survey (see pages 12-13) showed the Café is the most popular activity in the Calvay Centre.

But to do so, we need more volunteers - is this something you'd like to support?

You don't need to commit to every week - even an hour once a month would be great! - and you don't need any experience, as we'll provide Food Hygiene training.

If you can help the Café re-open on Tuesdays, please contact Yvonne at the Calvay Centre or call 0141 771 7722.

Menu prices down!

As a result of feedback from customers, the Community Café menu has been simplified, with the prices for many items reduced. So if you fancy a delicious bowl of soup, filled roll or tasty toastie, all at great prices, please pop in, Thursdays 11-2.

See you there!



We have moved!

We now meet in Barlanark Community Centre

**Wednesdays
9.00am - 10.30am**

Everyone welcome



Local kids love new playpark!

Outdoor fun just got loads better for our younger residents, with the opening of our new playpark.

Our youngsters can now enjoy a colourful, safe and fun environment to let off steam, meet their friends and simply play outside. With an all-weather, rubberised surface, kids can slide, spring, balance, twirl and spin to their heart's content!

The redevelopment was carried out by Kompan, a company with a proven track record of providing good quality playparks.

And we've even recycled some of the old stuff, with the original benches being put to good use in the Community Garden.

The new park is already proving to be a great success, with loads of positive feedback received from parents.



*Here to play:
The new surface
and equipment*



*Gone for good:
The old tarmac*



"My son loves the roundabout...his adapted pram can be wheeled straight on"

"The park has been a great improvement for the Crescent, looks good, more stuff for the kids to play on and, more importantly, it's much safer"

"There are always kids playing in the park now"



WHAT'S ON AT THE CALVAY CENTRE

Monday	
Zumba	11.30am - 12.30pm
Yoga	12.30pm - 1.30pm
Youth Project	5.00pm - 7.00pm
Tuesday	
Calvay Job Club	10.00am - 1.00pm
CAFi Employment Advice	10.00am - 2.00pm
Arts & Crafts	3.00pm - 4.00pm (£2.50)
Calvay All Stars Dance	4.15pm - 7.30pm (all ages)
Calvay Boxing Club	5.30pm - 6.30pm (ages 8-16) 6.30pm - 7.30pm (age 16+)
Wednesday	
English Language Class	4.00pm - 6.00pm
Bingo	7.00pm - 9.00pm
Thursday	
Bookbug Pre 5 Stories	10.00am - 11.00am
Youth Project	5.00pm - 7.00pm
Friday	
Calvay Volunteer Group	10.00am - 12 noon
CAFi Employment Advice	10.00am - 2.00pm
Stay and Play (Pre-school)	1.30pm - 3.00pm
Chess Club	4.30pm - 7.30pm
Craft Club	5.30pm - 8.00pm (£3)
Saturday	
Calvay All Stars Dance	11.30am - 1.30pm

Plus...

Computer Room

Open weekdays 9.00am – 4.30pm (with free WiFi)

Ya Beauty! Salon

Open Wednesday – Friday, 11.00am – 4.00pm

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

Calvay Lane Community Garden

Fancy having a go at growing delicious, healthy fruit and veg? Then the Community Gardeners would love you to join them!

Last year the group had great success in growing a wide range of fruit, vegetables and herbs. And with Spring having arrived, they're keen to get growing once again.



Use of the garden is open to all. There are no specific days or times when the garden is open. All those involved are given a key to the padlock, so you can come and go as you please.

As well as growing great produce, it's a good way to meet like-minded local people too. This year we've even got a bench – recycled from the old playpark – so you can sit and blether in between all your hard work!

For more information, call Yvonne Smith on 0141 771 7722 or drop into The Calvay Centre.



CALVAY ART GROUP

Volunteers at the Calvay Centre have been enjoying exploring their creative talents by taking part in weekly art classes.



Led by tutor Bev McCluskey, the group based their work around the theme of 'skies and trees'. For some, it was the first time they'd ever properly tried painting, which makes the results even more impressive.

Well done, all!

Would you like to join an Art Group?

We're thinking about starting a new Art Group for local residents, if there's enough interest within the community. It would probably be held once a week in the Calvay Centre, and run once again by Bev McCluskey.

Bev, who grew up in Barlanark and went onto art school, says: "The Group would be open to everyone, no matter if they're a complete beginner or experienced artist. I'd be there offering support and giving step-by-step instruction to those who needed it. As well as giving people the opportunity to be creative, it would also be a good way to relax and socialise too."

If you'd be interested in joining the new Art Group, please contact Yvonne at the Calvay Centre or call 0141 771 7722.

Barlanark Community Breakfast

Wednesday 27th March

10am – 12noon

Barlanark Community Centre
33 Burnmouth Rd



Come along and have a free breakfast, meet other local people and have a chat about your area.

Do you have any old photographs or stories about how the area used to be? How has it changed?

Is it better or worse?

Please drop in and share you views, or just grab a cuppa, a blether and a bite to eat.

See you there!



SCHOOL HOLIDAYS

Glasgow School Holidays 2019

Holidays	Starts	Ends
Easter	Fri 29 Mar	Fri 12 Apr
Summer	Fri 28 Jun	Tue 13 Aug

Glasgow Public Holidays 2019

Holidays	Starts	Ends
Easter	Fri 19 Apr*	Mon 22 Apr*
May Day	Mon 6 May*	
Spring	Fri 24 May*	Mon 27 May*
Glasgow Fair	Fri 12 July*	Mon 15 July*
Sept Weekend	Fri 27 Sept*	Mon 30 Sept*

*Calvay Office closed

Social Survey – The Results!

In the last Newsletter, we promised to bring you some of the results of the Social Survey carried out in October 2018 by external company, Research Resource. The purpose of the survey was to help us understand tenants' and residents' views on their neighbourhood, the Calvay Centre and the issues that they face in their local area.

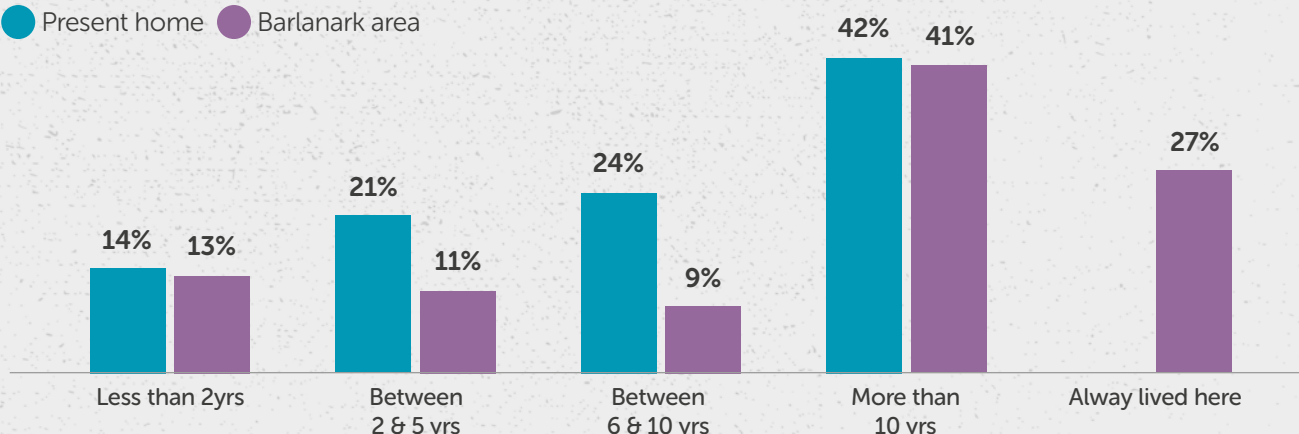
A total of
253
face to face

interviews were carried out, giving us a good representative sample.

The majority of people interviewed had lived in their present home for more than 10 years and 68% had lived in Barlanark for more than 10 years. A significant proportion, 27% had always lived in Barlanark. This tells us Barlanark is a stable neighbourhood in terms of how long people live here.

How long have you lived in your present home/Barlanark area?

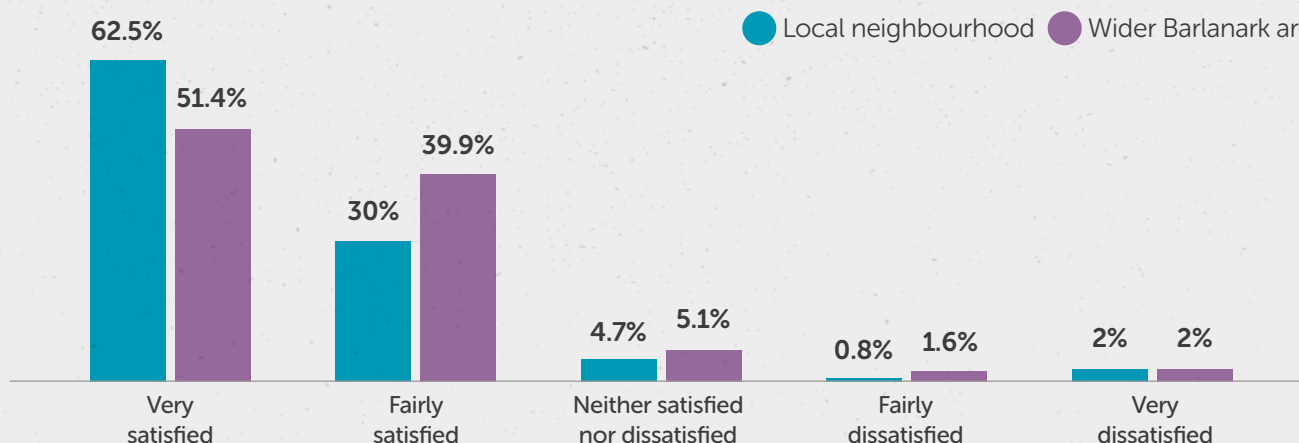
● Present home ● Barlanark area



Over 90% of people questioned said they were satisfied with their neighbourhood and a similar proportion stated they were satisfied with the wider Barlanark area as a place to live.

How satisfied or dissatisfied are you with your local neighbourhood/the wider Barlanark area as a place to live?

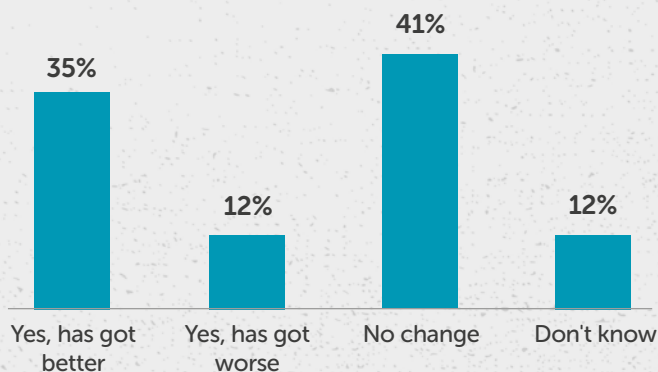
● Local neighbourhood ● Wider Barlanark area



We asked if people thought the area was becoming better or worse. It is encouraging that only 12% of people thought the area was getting worse. Those people who thought the area was getting worse gave the following as their top three reasons:

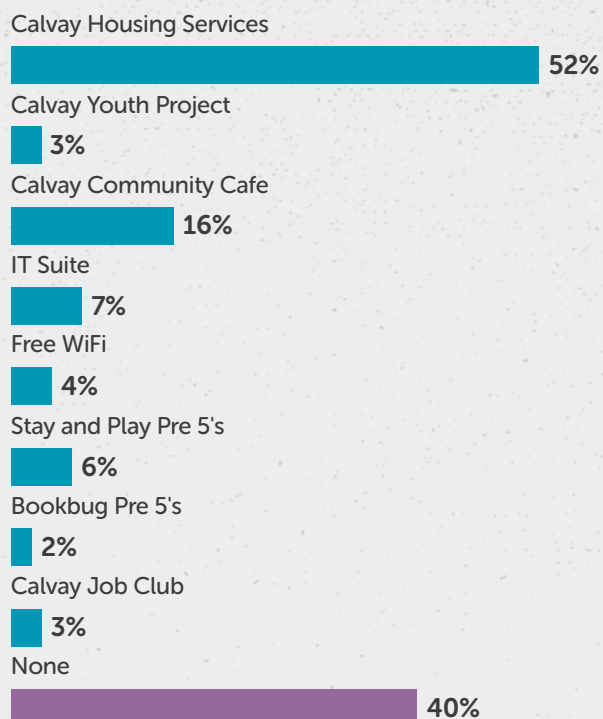
1. Problems with anti-social behaviour/neighbours
2. Litter/rubbish in the area
3. Hedges/landscaped areas not being maintained

In the last 5 years, have you seen a change in your local neighbourhood, or since you've been living here if it's less than 5 years?



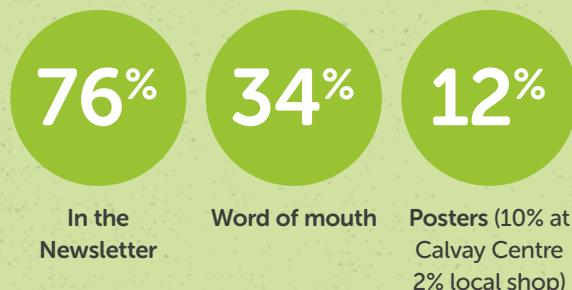
Calvay Housing Association owns and runs the Calvay Centre (which is also our office base). There are a number of activities which take place at the Centre, however relatively few people seem to be using it. The most popular community activity was Calvay Community Café which 16% of people said they had used in the last year.

Have you or anyone in your family used any of the following services within Calvay Centre in the last year?



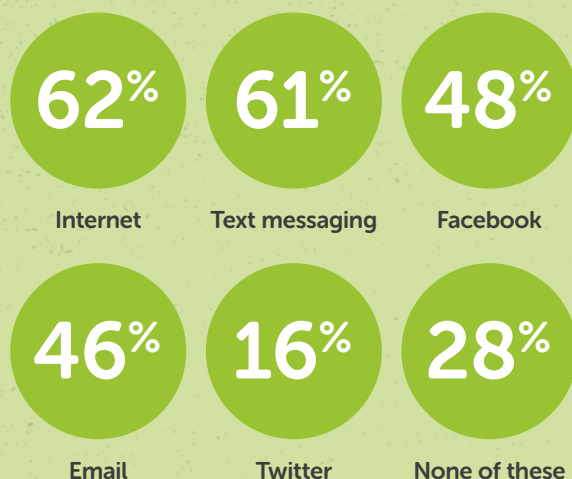
We want to keep in touch with our tenants and other local residents, so we were interested to find out how people found out what was going on in the local community. The most popular way by far was the Newsletter!

The most common ways of finding out what is going on in the community were:



Finally, in common with many other organisations, we're looking to allow our customers to do more online. However, we weren't sure how many people are using the internet or other electronic communications.

The answers (below) show that while around two thirds of people are using the internet, around one third don't use any of the most popular methods of online/text communication. This tells us we have to be careful when introducing electronic ways of communicating because there are a lot of people who are neither online nor texting.



Thank you to everyone who took part in the Survey. The results have provided us with useful insights to help us plan ahead for delivering services to our tenants and residents, and engaging with our local community.

Thistle Tenant Risks Home Contents Insurance

Your housing provider does not insure your furniture, belongings and other personal items within your home against theft, fire, vandalism, burst pipes and other household risks.

The Thistle Tenant Risks scheme can offer tenants and residents the chance to insure the contents of their homes in an easy and affordable way.

Thistle Tenant Risks Home Contents Insurance Scheme is a special insurance scheme for social housing tenants living in Scotland. It is provided by Thistle Tenant Risks in conjunction with Allianz Insurance plc.

Insurance for your furniture, TV, clothing, carpets, electrical items and general household goods

This insurance will cover most of your household goods and contents while in your home. The insurance also covers replacement of external locks if your keys are lost or stolen and the contents of your freezer. There is also cover for personal liability and your decorations which you may be responsible for under your tenancy agreement.

For further information, contact: 0345 450 728

10 reasons to choose Thistle Tenant Risks Home Contents Insurance Scheme

- Flexible regular pay-as-you-go payment options
- No fuss, quick and easy to apply either through the post or over the telephone
- No excess (you don't pay the first part of the claim)
- Covers fire, theft, flood, water damage and other household risks
- All postcodes are included
- Covers damage to internal decoration and accidental damage to sanitary fixtures such as toilets and washbasins
- Covers damage to external glazing for which you are responsible
- Covers lost or stolen keys and freezer contents
- No minimum security requirements
- Covers theft from sheds and garages as standard

Terms & conditions, exclusions & limits apply. A copy of the policy wording is available on request.

Ask your housing provider for a free information pack or call Thistle Tenant Risks on

0345 450 7286

email: tenantcontents@thistleinsurance.co.uk
or visit www.thistletenants-scotland.co.uk

**Designed for
Scotland's
tenants**

THISTLE

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Fire Warning

Don't leave things on the landing!

We recently experienced yet ANOTHER close fire in Calvay. This time a pram and toys were set alight. Thankfully no one was seriously hurt, but it could have been much worse - and potentially fatal.

Over the years we have repeatedly asked tenants not to store any items in the close or on landings -but to no avail. We're still being informed on a weekly basis by our close cleaning contractors about items being left on landings and in the common close throughout the area.

This is selfish, irresponsible and dangerous - everyone knows fires can kill.

The pictures below show the serious damage caused by the recent close fire.

We simply cannot allow some tenants to put the lives of others - as well as their own - at risk.

So we're asking you once again:

Please do not store items on your landing – keep your close tidy and your family safe.

And remember:

If we do find items in your close, we may ask our contractors to remove them and you may be recharged.



Legionella - reduce your risk

Legionella is a type of bacteria which can cause respiratory disease, including Legionnaires' disease, which is a serious type of pneumonia caused by inhaling small droplets of contaminated water containing the bacteria. The bacteria are found naturally in freshwater, but can cause problems if allowed to grow in human made water systems.

The risk of contracting legionella in your own home is minimal and easily preventable by people living in the home and using the water systems – it's not something the authorities can do for you.

So here are some simple precautions you should take to help protect everyone in your house:

1. **For showers that are only used occasionally, run the shower for at least two minutes once a week to flush out stale water.**
2. **Dismantle, scrub, de-scale and disinfect your showerheads and shower hoses at least once every two months, earlier if you see scaling.**
3. **If your property is left vacant for any time, e.g. when on holiday, in hospital, etc. you should flush out both hot and cold water systems by running all outlets for at least two minutes.**
4. **If you have an electric hot water tank, fully heat the water in it and then use the water immediately afterwards, at least 2 - 3 times per week.**
5. **If there are any problems, debris or discolouration in the water, you should inform us immediately.**

Environmental Task Force

Are you concerned about litter, fly-tipping, graffiti, dog fouling or any other environmental issue? We want to hear from you.

Use the **MyGlasgow app**, call **0300 343 7027** or contact us using social media

Report using Twitter @theenvtaskforce

Report using Facebook envtaskforce

Fake news!



Can you spot the difference in these £20 notes?

Yes, Robert the Bruce is grumpier than our Housing Officer Geraldine! However, Geraldine was the grumpy one recently after someone duped her with a FAKE £20 note.

A young chap caught on CCTV strolled into the office and handed over the FAKE £20 for change.

But not to be outdone, our staff door-stepped him.

The chap was surprised. His breathing laboured. His colour changed. Sounds like something from a famous movie, doesn't it?!

Well, all this palaver was obviously the sight of the two young Calway ladies, demanding the return of the REAL money.

The girls said: "It was more 50 shades of purple than grey. His colouring was more akin to the REAL 20 quid note we all know, as he handed back the money."

Using cash leaves us wide open to the age old problem of counterfeit money. To make sure this doesn't happen again, staff will be checking all cash by passing it through our newly purchased UV light machine.

If you fall victim to a fake note - call the police. There are also a few security checks you can do to protect yourself:

- **Feel the quality of paper.**
- **Feel for raised print.**
- **Check for metallic thread – this runs through every genuine note. The silver strip appears as dashes but if held up to the light, it should look like a continuous dark line.**

Happy Easter to all our residents

We absolutely love this poem sent in by resident Paul Narloch, a fishy spoof of a chess game's isolated pawn.

ISOLATED PAWN

Nae friendly pals oan Filofax.
Bigger fish swim laden tracks.
Small become fried food chain snacks.
Belching oot next move.

The beatin' drums ae Croaker Queen.
An eel oan gate when fully seen.
Silver bellied, she is keen.
Matching fins and dorsals.

The frugal rook makes harsh calls.
Blue & purple, clads feathered dolls.
It gathers fruit, nae Eurasian tolls.
Stone the Corvid crows.

Seafaring Monsters be Bishop Fish.
Legend served as Polish dish.
Appealing Freedom, granted Wish.
Hunger Strikes the Stricken.

Knights ae fish and fairy fables.
Avenging gemelos turning tables.
Slaying Dragons, mirror enables.
Sacrifishal vertebrates'.

A migratory species is Mackerel King.
But haim is where the heart'll sing.
Dollar signs as tellers ring.
Teeth that point the way.

Hard tae see the bright new dawn.
Out muscled by the end game con.
Oan bottom rung is fish food prawn.
Trampled fae above.

They 'hink ahead, hunting heid's.
Gathering troops for wrang deeds.
Who's mair likely tae poison feeds?
Friends list. Check Mates.



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

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