

Calway News

www.calway.org.uk

Summer 2023



Tenant Scrutiny Panel: Your Voice, Your Home

Following the Tenants Satisfaction Survey, tenants are pleased with the decision to launch our Tenant Scrutiny Panel, an exciting initiative that allows you to shape the future of your homes and community.

At Calway, we believe your input and feedback are important in driving positive change. So, we're setting up this panel so we can have a group of active, engaged residents who work together to review and scrutinise our policies, services and performance.

Why should you join the Tenant Scrutiny panel?

To make a real difference and ensure more tenants are welcome - your views, ideas and suggestions will influence the development and improvement of tenants and residents services that directly affect your everyday life.

An opportunity to develop your skills and knowledge.

Work with like-minded individuals - you'll be part of a diverse and inclusive group of residents who share your passion for creating positive change. It's a chance to meet new people and work together towards common goals.

What will the Tenant Scrutiny Panel do?

You'll look at Calway's policies, procedures and services, identifying areas for improvement and making recommendations and help make sure services are delivered effectively and efficiently, providing feedback to Calway, highlighting both successes and areas needing attention.

Participate in and influence decisions and change, whilst providing resident perspective that impact the community.

How can I get involved?

If you'd like to find out more, please complete the form included with this newsletter and return it in the pre-paid envelope also included - someone will then be in contact to let you know more.

We're also teaming up with the Tenant Participation Advisory Service (TPAS), to provide tenants with independent support. For further information please contact Tony on tel: 07810 304503 or email tony.kelly@tpasscotland.org.uk

Together, we can create a stronger, more inclusive housing association that truly reflects the needs and aspirations of all residents.

3 | FREE!
Drinks and snacks at the Cosy Cafe

6 | CHECK!
Update on benefits available to you

9 | WIN!
Smyths toy vouchers in kids competition

Welcome to the Summer 2023 edition of Calvay News.

I'm pleased to let you know that an application we made to the Scottish Government's Investing in Communities Fund was successful! We're using this funding to employ two Wider Role members of staff. We advertised for these jobs recently and have appointed both a Wider Role Manager and a Centre Manager (for the Calvay Centre). Both are due to start in June.

The Centre Manager will concentrate on getting more people to use the Calvay Centre. This could include more groups using the hall for leisure activities or more courses, for example, English as a Second Language (ESOL). We also want to get more use out of the IT Suite, and this could include IT lessons. In the next few months, we'll be asking you what you want to see happening in the Calvay Centre.

The Wider Role Manager will spend their time developing community projects which could include supporting a group/committee to run the community garden and developing volunteering opportunities for local people.

Our new properties at Garvel Crescent and Blyth Road are nearly all complete. We've allocated all the properties at both locations, and I'm pleased to say that those people who have moved in already are pleased with their new homes.

We're currently recruiting for tenant members of a scrutiny panel. Some people have already told us they're interested. If you're interested and haven't told us yet, please do get in touch.

Finally, as the summer is now here, hopefully we'll all be able to spend more time out and about enjoying the sunshine. If you're out in your garden over the summer, please be considerate of your neighbours!

Best wishes,

Jim Gourlay
Chair



EASTER COMPETITION WINNER

Congratulations to **Susan Brawley** who won the **£20 cinema voucher** in our Easter Wordsearch. Enjoy the show, Susan!

vue



Calvay Bingo

Every Wednesday

The Calvay Centre, 7-9pm

All welcome

Come on in to the Cozy Café!



We were absolutely delighted when Calvay HA was awarded £20,000 from The National Lottery, Community Fund. We wanted as many Calvay tenants as possible to benefit from this, and so we started the Cozy Café Scheme.

Through the Cozy Café, tenants can come into the Community Café at the Calvay Centre for a free hot drink and snack, giving people the chance for a blether over a cuppa and a bite to eat.

The Cozy Café initially started in February and was open two days a week. However, it's been so popular, we've extended it to six days. And there's even more good news - the Cozy Café will be running throughout the summer holidays and will be open all Calvay tenants!

To start coming along, simply contact the Calvay team – either pop into the office or call **0141 771 7722**. You'll then be given a pass which covers you and your household for the duration of the Cozy Café project.

Cosy Café

Opening hours:

Monday to Friday,
10am to 12noon

Saturday,
10am to 2pm

Closed Sunday

KING'S VISIT TO CALVAY

The Coronation celebrations for King Charles III made us all a bit nostalgic here at Calvay! In 1987, the then Prince Charles was visiting several areas around Easterhouse and called into Calvay for the official opening of our improved properties at Calvay Crescent.

These pictures show His Majesty meeting local residents and members of the Association. Do you recognise yourself or anyone else?! If you have any memories of the day, please email enquiries@calvay.org.uk



TENANT SATISFACTION SURVEY

In April, we carried out our regular Tenant Satisfaction Survey (TSS). We do this every three years to find out how you think we're doing.

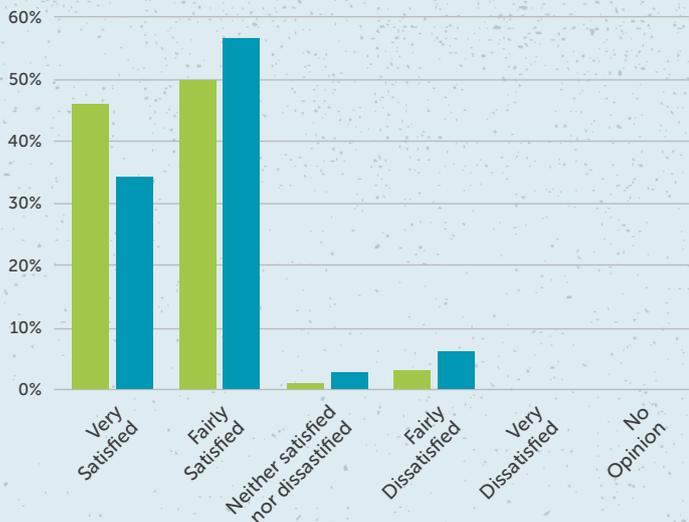
The survey was carried out on our behalf by Gerry Scott – you may have received a phone call from him to ask you some questions. This year we contacted 320 tenants, which is about 40% of our total number.

Overall, we're pleased to report our performance is still good. However, quite a few of the answers are not just as great as last time. We'll be keeping an eye on this to find out the reason why, but we've heard some other housing associations have also seen a dip in their performance.

Information on a couple of key questions can be found below.

Overall, in 2023, 91% of tenants said they were Very Satisfied or Satisfied with the overall service provided by Calvey, compared to 96% in 2020.

Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Calvey HA?



One of the other questions dealt with value for money.

Taking into account the accommodation and the services Calvey HA provides, to what extent do you think that the rent for this property represents good or poor value for money. Is it...



Value for money?

The vast majority of people (90%) stated that the accommodation and services we provided are good value for money. However, this is a reduction from the 93% of people who stated they were satisfied that we provided good value for money in 2020.

At Calvey we do our best to keep our rents as low as possible. Our rents are comparable with other similar housing associations and much lower than the private sector. Looking at three bedroom properties in our local postcode area, G33, rents can be seen advertised for around £850 to £900 per month. A private sector four bedroom property on Pendeen Road was recently advertised at £995 per month. As a comparison, one of Calvey's new build three bedroom properties costs £482.58 a month to rent.

We'd like to thank all those who took part in the survey. The information you provided will help us shape our services going forward. The full survey results will be published on our website shortly.

Membership of Calvay HA -

APPLY TODAY!

Have you ever thought about becoming a member of Calvay Housing Association?

As a member, you can:

- Vote at Calvay's Annual General Meeting (AGM) or Special General Meetings to elect the Management Committee and on any other matters set out in the Association's Rules.
- Stand for election to the Management Committee.
- Nominate other members for election.

Calvay membership is open to:

- Calvay tenants and other customers
- Other people living in the areas we work in
- Other individuals and organisations

We have an open membership policy and welcome membership from all sections of our community. We're especially keen to promote membership to our tenants and to groups who are currently under-represented in the areas where we work.

To apply for membership, you must be aged 18 years or over, or if you're an existing tenant, 16 years.

You also must agree to support the Association's aims and objectives. At Calvay Housing Association, we want to:

1. Provide a high quality housing service
2. Demonstrate strong performance and compliance
3. Be a good employer
4. Invest in and support our community
5. Practice robust governance
6. Be responsible, forward-thinking and innovative

Interested? Here's what to do:

1. Get an application form – you can either download this from our website at www.calvay.org.uk/applications-and-forms/ or we can post one out to you, please call the office on **0141 771 7722**. (Please don't use a photocopied form, we can't accept these as we need to know your application is valid)
2. Complete your form – remember to fill out the Equal Opportunities monitoring section.

3. Return your completed form, along with **£1 membership fee**, to the Calvay office at **The Calvay Centre, 16 Calvay Road, Barlanark, Glasgow, G33 4RE**

Please note, we only accept applications from individuals and not bulk applications from organised groups.

What happens next?

Your application, along with any others received, will be considered at our next Committee Meeting, or as soon as possible thereafter.

If your application is approved:

- You'll become a member with immediate effect and your name will be entered in the Register of Members.
- Your Membership Certificate and a copy of Association's Rules will be sent to you shortly afterwards.

It really is as easy as that! Please do consider becoming a member so you can be a bit more involved in your community.



Benefits Update

With the current cost of living crisis, it's even more important you're receiving everything you're entitled to. We've rounded up all the latest benefits to make sure you're not missing out.

There are benefits that you may be missing out on:

If you're **state pension age** - you may be entitled to Pension Credit

If you're **working age** - you may be entitled to help with your rent through Universal Credit.

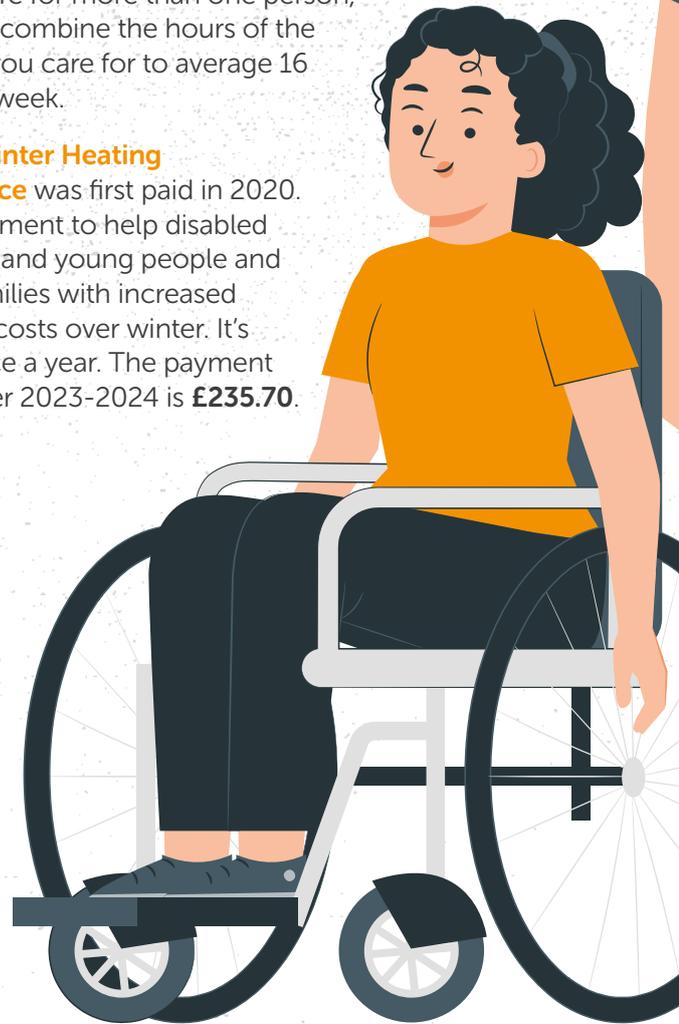
The Scottish Government has introduced new benefits. Here's a summary below:

Best Start Grant Early Learning Payment and Best Start Grant School Age Payment – these are part of a package of five family payments for low income families. This package also includes Best Start Grant Pregnancy and Baby Payment, Best Start Foods, and Scottish Child Payment. The package is worth up to a maximum of over **£10,000** by the time a family's first child turns six, and **£9,700** for second and subsequent children.

- Best Start Grant Early Learning Payment provides **£267.65** per child to support child development, for example travel costs, trips out and toys for home learning.
- The Best Start School Age Payment provides **£267.65** per child to help with the costs of preparing for school, for example educational toys or after school activities. Eligibility is based on the child's age and relates to when the child is first old enough to start school. The application window runs from 1 June until the last day in February the following year. There's no requirement to take up a place at school to qualify for a payment.
- The Scottish Child Payment is for parents or carers on low incomes who have a child under 16. It's a payment of **£25** a week for each child under 16. It's paid every 4 weeks by Social Security Scotland.

Young Carer Grant is a yearly payment of **£359.65** for young carers in Scotland. To receive this, you must be 16, 17 or 18 years old. You must also have been caring for 1, 2 or 3 people for an average of 16 hours a week for at least the last 3 months. If you care for more than one person, you can combine the hours of the people you care for to average 16 hours a week.

Child Winter Heating Assistance was first paid in 2020. It's a payment to help disabled children and young people and their families with increased heating costs over winter. It's paid once a year. The payment for winter 2023-2024 is **£235.70**.



Job Start Payment is a cash payment of **£252.50; £404** for a young person with children. It's available to those between 16 and 24 years who have been out of paid work and receiving a low income benefit for six months prior to finding employment.

Carer's Allowance Supplement is an extra payment, administered by Social Security Scotland, for people already getting Carer's Allowance from the Department for Work and Pensions (DWP). The payment recognises the important contribution of unpaid carers across Scotland.

People who are getting Carer's Allowance on the qualifying dates will automatically receive Carer's Allowance Supplement. Eligible carers will receive two payments of **£270.50**, as the supplement is paid as a six-month sum.

Funeral Support Payment helps pay for funeral costs if you live in Scotland. You can use the payment towards funeral costs for a baby, child or adult. This includes babies who were stillborn. It usually will not cover the full cost of the funeral, but it should help pay for some costs. It can be paid either to you or the funeral director who's helping you plan the funeral. Only one person can get Funeral Support Payment for the funeral. This is a one-off payment.

Cost of Living payments - the DWP outlines that the **£900** payment for those on low income benefits will be issued in three instalments: the first payment of **£301** will be made between 25 April 2023 and 17 May 2023; the second payment of **£300** in the Autumn; and the third payment of **£299** in Spring 2024.

The DWP also confirms that to be eligible for the first payment (which will be made automatically in the same way as the payments for 2022/2023), a low income benefit claimant must have been entitled to a payment (or later found to be entitled to a payment) of:

- Universal Credit for an assessment period that ended in the period 26 January 2023 to 25 February 2023; OR
- income-based Jobseeker's Allowance, income-related Employment and Support Allowance, Income Support or Pension Credit for any day in the period 26 January 2023 to 25 February 2023 - including where there was no entitlement to one of these benefits for any day during the period where the award was calculated as being between 1p and 9p.

In relation to Tax Credit claimants, eligibility for the first payment requires a payment of Tax Credits to be received for any day in the period 26 January 2023 to 25 February 2023, or in circumstances where entitlement is subsequently established for the period.



Benefit check

If you would like a benefit check, then call Angela, our Welfare Rights Officer on **0141 771 7722** to arrange.

Disability Cost of Living Payment

You may be entitled to a Disability Cost of Living Payment of **£150** if you're getting any of the following benefits:

- Disability Living Allowance
- Personal Independence Payment
- Attendance Allowance
- Scottish Disability Benefits (Adult Disability Payment and Child Disability Payment)
- Armed Forces Independence Payment
- Constant Attendance Allowance
- War Pension Mobility Supplement

You must have received a payment (or later receive a payment) of one of these benefits for 1 April 2023 to get the Disability Cost of Living Payment.

If you were getting a qualifying benefit from the Ministry of Defence and a qualifying benefit from DWP, you'll get a Disability Cost of Living Payment from DWP only.

If you receive a Disability Cost of Living Payment, but we later find that you were not eligible for it, you may have to pay it back.

When you'll be paid

Most people will be paid the **£150** Disability Cost of Living Payment automatically between 20 June 2023 and 4 July 2023.

Payments will be made to people who were getting a qualifying disability benefit from DWP before payments to people who were getting a qualifying benefit from the Ministry of Defence.

Your payment might come later, for example, if you're awarded a qualifying benefit at a later date or you change the account your benefit is paid into. You'll still be paid the Cost of Living Payment automatically.

Adult Disability Payment is replacing the Personal Independence Payment. **Child Disability Payment** is replacing the Disability Living Allowance for children.

Fuel costs

If you have a pre-payment meter for your fuel and are struggling with costs or are afraid of being cut off, then contact us to see if you qualify for any help with costs. Call the Calvay office on **0141 771 7722**.



These items **DO NOT BELONG** in your waste bins.



batteries



compressed gas canisters



telecoms & computers



e-cigarettes

Visit your local Recycling Centre to dispose of these items safely.

Colouring Competition

Calling all Calvay kids! To celebrate summer, we're giving you the chance to win a £20 Smyths toy shop voucher!

All you have to do is colour in the picture below using crayons, pencils or paint, then post or hand it into us by 28th July. We're giving away prizes for the best entry in two age categories: 6 years and under, and 7 - 10 years. We'll announce the winners by 11th August on our Facebook page and website. Good luck and happy colouring!

Name.....

Address.....

.....

Tel No.....

Age.....

Terms & Conditions

1. Entries must be received by 5pm on 28th July
2. Only one entry per child
3. Judge's decision is final



Safety in closes -

KEEP THEM CLEAR!

As your landlord, we have an obligation to do everything we can to keep our customers safe. As part of this, we're increasing our focus on fire safety. This includes making sure that all closes, shared internal areas, landings and stairwells are kept free of all items and personal possessions.

Recently we've had to remove several high risk items – motorcycles and quad bikes. These vehicles should **never** be stored within an enclosed common area such as a stairwell. These vehicles are a significant fire risk and can cause incredible damage to property and even worse, to residents' safety.

We appreciate that a few items stored in a close may not appear to pose a risk. However, in a dark, smoke-filled area, any item could help fire to spread and cause a hazard which prevents escape.

As advised in the Spring newsletter, we've taken the decision to no longer allow any items in our closes and communal areas:

- If you leave items in a close or communal area, our staff will knock your door and ask you to remove them.
- If items remain in the close after we've asked you to remove them, we may remove them ourselves and charge you for the cost of their removal.
- In the event that an item poses a serious hazard or fire risk, we may remove it immediately.

You can help to keep everyone safe by making sure that **nothing** is left in your close or communal area at any time.

If you have any questions about this, please contact your Housing Officer.



HELP US TO KEEP YOUR HOME SAFE

Gas Servicing and Electrical Inspections

As your landlord, we have a legal duty to carry out gas servicing and electrical inspections in your home. The reason for this is to make sure your home is safe and you're not at risk from e.g. carbon monoxide poisoning or potential accidents caused by electrical faults.

While it may seem like an inconvenience, gas servicing only takes place once a year and for electrical inspections it's once every 5 years – a small price to pay for your safety.

Here's what to expect on these visits:

	Gas Servicing	Electrical Inspections
When?	Once per calendar year.	Once every 5 years.
How long?	Normally, no more than 30 minutes.	Normally, 1 to 2 hours, depending on whether any repairs are required.
What?	We will service and check your boiler and controls, and check the flues. We will also check that your smoke and Carbon Monoxide alarms are working properly. We will then give you a copy of your CP12 safety certificate within 28 days.	The test involves working at your main circuit board or consumer unit. Access will also be required to check a few sockets and switches to make sure that the wiring is in good condition. If we find any minor faults, the electrician will repair these on the day. If we need to address other issues, such as replacing your consumer unit, we will arrange this as follow-on work at a date and time to suit you.
Who?	Our contractor, currently GasSure, carries out the annual gas servicing on our behalf.	These tests are carried out currently by JLM.
Why?	Every year around 30 people in the UK die from Carbon Monoxide poisoning, caused by gas appliances that have not been serviced. As your landlord, we have a legal duty to service the gas appliances in your home.	To protect you and your home, we need to make sure that your electrics are safe and up to the current standards. This test forms part of the Scottish Housing Quality Standard (SHQS)

How you can help us to keep you safe

All you need to do is give our engineers access to your home when requested. We'll write to give you plenty notice of any appointments and do our best to call at a date and time that suits you.

Remember:

- These inspections are for your own safety.
- It's part of your tenancy agreement to give us access for essential repairs and maintenance.
- We have the right to access your property to carry out this work, as long as we've given you at least 24 hours' notice of our intention to do so. However, it's easier for all involved when these things are done with your co-operation.

So please, work together with us to keep you safe. Thank you.

STOP
PRESS

Useful Telephone Numbers

Gas Repairs (All tenants) – GasSure
01294 468 113

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

Calvay Regulatory Status

In our Spring newsletter, we explained that the Scottish Housing Regulator (SHR) had changed our regulatory status to "Working Towards Compliance".

Since then, we've had an independent Governance Review carried out. The results of the review, including some recommendations for improvements, are going to be reported to our June Committee Meeting.

The SHR will be given a copy of the review and the Committee will be working hard over the next few months to implement the recommendations in the report so we can return to being fully compliant. We'll keep you updated on our progress in the next newsletter.

PHOTO ID AND VOTING

Did you know you now need to show photo ID to vote at polling places at some elections? This includes:

- UK Parliamentary by-elections
- Recall petitions
- From October 2023, UK General elections

However, you don't need to show photo ID at:

- Scottish Parliament elections
- Council elections

Accepted forms of photo ID include:

- Passport
- Driving licence
- Blue badge
- Bus pass
- Freedom Pass
- Scottish National Entitlement Card
- PASS (Proof of Age Standards Scheme hologram) card

You'll only need to show one form of photo ID, but it needs to be the original version and not a photocopy.

If you don't have an accepted form of ID, don't worry. You can apply for a free voter ID document, known as a Voter Authority Certificate, if:

- you don't have an accepted form of photo ID
- you're not sure whether your photo ID still looks like you
- you're worried about using an existing form of ID for any other reason, such as the use of a gender marker

You need to register to vote before applying for a Voter Authority Certificate.

Bring
photo ID
to vote!

To find out more about accepted forms of photo ID, how to register to vote, how to apply for a free Voter Authority Certificate and what to expect on polling day see:

www.electoralcommission.org.uk/i-am-a/voter/voter-id