

Calway News

CHANGES TO OUR PHONE SYSTEM



Calway Housing Association is always looking at ways to improve its services. The latest change we have made is to the phone system, by providing clearer options for customers calling the office. We now offer 5 options to choose from, which should allow your call to be dealt with quickly and without having to repeat your request.

The options are as follows:

- **Option 1 – REPORT A REPAIR**
- **Option 2 – TO MAKE A PAYMENT** - over the phone towards rent, rechargeable repairs, factoring fees or garden maintenance.
- **Option 3 – to discuss your HOUSING APPLICATION**
- **Option 4 – to speak to your HOUSING OFFICER** directly.

If you are unsure of the Housing Officer for your address, please refer to the article on page 6 This shows a full list of areas covered by each Housing Officer.

- **Option 5 – ANY OTHER ENQUIRIES** such as making an appointment with the Welfare Rights Officer or to speak to a member of the Corporate Services or Wider Role teams.

You may have already called the office and noticed these changes. If you have any feedback on the new phone options whether positive or negative, please call the office (and choose option 5!) or email enquiries@calway.org.uk.

How to Access ALTERNATIVE FORMATS

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

Simply contact our office, and they will assist you in obtaining the format that best suits your needs. We are committed to providing a hassle-free and efficient service to ensure that everyone can access our materials in the format that works best for them.



Calway Bingo!

Every Wednesday
The Calway Centre, 7-9pm

All welcome



Welcome to the Summer Edition of Calvay News!

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

Calvay is run by a voluntary Committee. In the past, all of the Committee members were tenants, however over time other people have been recruited partly to make sure the Committee has all the skills it needs to run Calvay.

The voice of the tenant is still important – and we are looking for more tenants to join the Committee. If you think you might be interested, why not come along to one of our drop-in sessions where you can have a chat with one of our current tenant members? More details can be found on page 4.

Our journey towards restoring our compliant status with the Scottish Housing Regulator (SHR) continues. Apart from a some training and development actions, we have completed the agreed actions. Representatives from SHR are due to attend June's Committee meeting, as observers. We will keep you updated on progress and let you know when we are returned to "Compliant" status once more.

Calvay has achieved two important milestones recently. Firstly, we are now accredited as an Investors in People employer. This achievement demonstrates Calvay's commitment to investing in its workforce and shows it has effective leadership. Before we were accredited, we underwent a rigorous assessment, including our leadership practices, employee engagement, and organisational culture. Attaining IIP status enhances Calvay's reputation and contributes to improved employee morale, retention, and productivity. So well done to everyone at Calvay.

The second milestone is that we are now a Living Wage Employer. Achieving Living Wage Employer shows that Calvay has committed to paying all its employees (and contractors working for us) a wage that meets the real cost of living, rather than just the government minimum. This designation is awarded by the Living Wage Foundation and reflects a dedication to ensuring that employees can afford essential needs

such as housing, food, and other living expenses. By becoming a Living Wage Employer, Calvay has demonstrated its commitment to fair compensation, social responsibility, and the well-being of its workforce.



Jim Gourlay

STAFF NEWS

STAFF UPDATE



We said farewell to **Billy McCord**, Senior Maintenance Officer at the beginning of April. Billy has moved on to pastures new, however, we welcome back a familiar face to the post with **Calum McLeod** starting with us at the end of May. Calum worked for Calvay on a temporary basis back in 2021.



We also celebrated the retirement of our former Maintenance Officer **Jim McKinlay** and we all wish him and his family the very best for the future. His post has been taken up by **Greg Rodgers**, who joins us from another housing association.

We also welcomed Anthony Chelton as temporary Housing Assistant. Anthony assisted the housing management section during a busy period, but has now moved on to another housing association.

A TRIBUTE TO CHRIS WARWICK

Committee and Staff were saddened to learn of the sudden death of Committee Member Chris Warwick in February. Chris joined Calvay's Management Committee in 2018 and had served as Treasurer since September 2023. He had previously held the role of Secretary and had also served on the Executive Committee of Share, a specialist learning and development provider in the housing sector.

Chris was a local tenant and was passionate about the Calvay area and community. He was particularly interested in environmental issues and matters relating to social justice. Chris was

an advocate for community projects such as Calvay's community garden group / allotments and cared very much about achieving the best outcomes for the neighbourhood, for example by ensuring rents remained affordable.

He will be missed for his calm manner, thoughtful contributions, and unwavering commitment to the best outcome for tenants. Chris is survived by his wife, Janette and children Rebecca and Callum.



You said...



WE DID!

You wanted access to training courses and qualifications

We provided access to various qualifications; 3 people have gone onto find jobs

You complained about fly tipping in the area

We have reported this to the council and are exploring options for addressing this behaviour. Calvay HA has also been working with volunteer groups to help keep the area clean.

You are confused by Universal Credit

We published information and provide guidance through our Welfare Rights service.

You complained about the impact of some trees at your property

We carried out a tree survey across our stock and a programme will start in 24/25 to address problems with the poorest trees.

Our staff received compliments for organising repairs quickly

COMPETITION WINNERS

Congratulations goes to Mrs Helen Cork, winner of our Spring Edition competition, with a £20 Amazon voucher. Congratulations also go to the winners of the Repairs Satisfaction Surveys for 2023 – 2024, they are; Mr & Mrs Adam, Mr Connelly, Miss McCormick and Mr Drummond, each winning a £25 Voucher.

Happy spending to you all!



Calvay Committee

= CAN YOU HELP?

Calvay Housing Association is run by a voluntary management committee.

Currently, committee members are a combination of tenants and other people with particular skills who are interested in helping and supporting Calvay.

We need more tenants to represent the local community on our committee. We are particularly interested to hear from people from ethnic minority backgrounds because people from ethnic minority backgrounds are underrepresented on the committee. We're looking for people with ideas and enthusiasm to help support the work of the Calvay Management Team and staff.

The Committee is responsible for leading Calvay HA effectively. So broadly speaking committee members:

- help define and promote Calvay's values
- set strategy and direction
- agree the annual budget
- take account of tenants' views on rents and services
- monitor performance and ensure compliance with legislation and relevant bodies

You will need to want the best for Calvay's tenants, to be able to work well with the other committee members and be able to give some time.

In return, we offer training and development and the opportunity to contribute to Calvay's future.

If you want to find out more (no commitment!) why not come to one of our informal drop-in sessions where you can have a chat with current tenant committee members?

We are holding two sessions in the Calvay Centre. The first is on Wednesday 17th July between 10:30AM and 12:30PM and the second is on Tuesday 23rd July between 6:30PM and 7:30PM. All welcome!

Calvay's Management Committee makes key decisions on behalf of the local community.

There are several ways you can join the Committee:

- If a Committee Member leaves during the year, someone can fill the vacancy on a casual basis.
- You can be elected at the AGM (if you are a member of Calvay Housing Association – membership costs just £1).
- Existing Committee Members can choose to co-opt someone else onto the Committee.

Right now, we can co-opt several more members to join the Committee.

INTERESTED?

Here are a few more things you might want to know:

What's involved in being a Committee Member?

The Committee is responsible for leading Calvay HA effectively. So broadly speaking they help define and promote Calvay's values; set strategy and direction; agree the annual budget; take account of tenants' views on rents and services; monitor performance and ensure compliance with legislation and relevant bodies.

How much time would be involved?

The Committee meets up to 10 times per year and allowing time to read Committee papers, you'll spend around 4 hours a month in total on Committee business.

Do I need any experience of Committees or social housing?

No. Instead we're looking for ideas, enthusiasm and your own personal skills to help support the work of the Calvay Management Team and staff.

Will I be paid?

No, but out of pocket expenses are paid where appropriate.

If you would like an informal chat to find out more, please contact Tracy Boyle, Corporate Services Manager on **0141 771 7722** or email **tracy@calvay.org.uk**

YOUR VOICE

- *Making progress*

Working together, Calvay people are making a difference.

In April, Your Voice presented plans to make Calvay more accountable and enhance service knowledge. It's agreed:

1. Your Voice will help create a **Customer Service Charter** setting out what Calvay offers and highlight response repairs and open space maintenance.
2. In the autumn when performance information is published, you will have the chance to **get behind the headlines, ask questions and challenge** results.
3. In the coming months, Your Voice and Calvay will host **Forums** so you can ask your questions on repairs and open space maintenance together with a **publicity campaign**.



tenant
participation
advisory service

At Your Voice's request, Calvay HA Director, Nick Dangerfield, is **investigating giving receipts** when requesting services in person or by phone, email or text. Nick will investigate how practical this is and get back to Your Voice.

And Nick offered:

- holding **estate inspections** to seek solutions to problems
- publishing a **map** showing open spaces responsibilities.

Your Voice thought these would be useful - look out for them over the summer.

YOUR VOICE NEEDS MORE MEMBERS

Can you spare a couple of hours a month to make a difference to what matters to you?
Contact Tony at: tony.kelly@tpasscotland.org.uk / 07810 304503



ANNUAL GENERAL MEETING 2024

The AGM will take place on **Thursday 12 September 2024**, at 6.00 pm, in the Main Hall of the Calvay Centre and all members of the Association should receive their AGM pack around mid August.

Members are invited to come along and hear about the Association's achievements over the last year and its plans for the future. Light refreshments and a free raffle will be provided.

If you are not currently a member of the Association but would like to join and pay your £1 membership, please contact the office for an application form. Applicants must be 18 years or over (or 16 years and over if you are an existing tenant).

HOUSING OFFICER PATCHES

HOUSING
MANAGEMENT
SECTION

CRAIG BOYLE

- Blyth Place / Road
- Burnmouth Court / Road
- Duncansby Road
- Garlieston Road
- 44 - 54 & 6 Garvel Road
- Hallhill Crescent / Road
- Kentallen Road
- Kerrera Place / Road
- Millbeg Crescent / Place
- Pendeen Road
- Sandaig Road



GERALDINE McGUIGAN

- Barlanark Close - No's - 1, 3 - 12
- Barlanark Crescent - No's 7 - 24
- Barlanark Drive - No's 7 - 24
- Barlanark Place - No's 5, 33-51
- Barlanark Road - No's 1 - 11, 18, 20, 22, 26, 28, 30.
- Barlanark Road - No's 32, 34, 36 - 43, 60 - 70.
- Blyth Road - Nos 34 - 44
- Burnett Road - No's 2 - 8 & 19 - 39.
- Calvary Crescent - No's 43 - 73.
- Calvary Road - No's 3, 44 - 46, 48, 50, 52, 54 - 65.
- Calvary Road - No's - 30A, 30B, 32B, 34A, 38B.
- Croftspar Grove
- Garvel Drive - No's 2 - 8, 11, 15, 18, 20, 21, 24, 25, 27.
- Garvel Drive No's - 28, 30 - 34, 37 - 39 & 41.
- Garvel Road No's - 12, 31, 39, 41, 43.
- Garvel Crescent - No's 15 - 33 & 39 - 47



MELISSA CRAIG

- Barlanark Close - No's - 2, 5, 9, 11 & 14.
- Barlanark Crescent - No's - 28-55.
- Barlanark Drive - No's - 8 - 16.
- Barlanark Place - No's - 1, 25, 27, 29 & 31.
- Barlanark Road - No's 12 - 16, 19, 21, 23, 27, 31, 33 & 35.
- Barlanark Road - No's - 44 - 58 & 72 - 116.
- Bressay Close / Place
- Burnett Road - No's - 3 - 7 & 11 - 18
- Calvary Crescent - No's 3 - 41
- Calvary Place
- Calvary Road No's 5 - 41, 47, 49, 51, 53, 67 & 69.
- Calvary Road No's - 32A, 34B. 38A
- Garvel Drive No's - 1, 9, 10, 14, 16, 17, 19, 22, 26, 29, 35, 36 & 42
- Garvel Road No's - 10 - 26, 29, 35, 37, 45 & 47
- Garvel Crescent No's 1 - 11, 35 & 37



Calvary Housing Association currently have a portal on our website that allows you to look up your rent account and repairs history. Some tenants have already signed up for the service and they 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.calvary.org.uk, click on the "Tenant Register/ Log in" Button, 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.

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



WAYS TO PAY YOUR RENT...

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

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

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

METHODS OF PAYMENT



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



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



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



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



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



To make a bank transfer please contact us for our account details.

In your reference, please quote your tenant reference number, so that we know which rent account to allocate the funds to.

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



HOUSING MANAGEMENT SECTION



WORRIED ABOUT RENT?

If you are worried about rent, let's talk!

The sooner you speak to us the quicker we can help you.

We know that paying your rent can be a challenge, especially during these difficult times when managing your finances can be a struggle. Please remember that we are here to help. If you are having difficulty paying your rent you should contact us as soon as possible, so that we can offer you advice and assistance before any major problems can develop.

Your Housing Officer can work with you to agree realistic repayment arrangements and can also refer you to other agencies that offer free advice on debt and budgeting. We also have an in-house Welfare Rights Officer who can carry out a full benefit check to ensure that you are receiving all benefits that you may be eligible for. Contact us on **0141 771-7722** to get further information.

Thinking of moving home?

If you are considering moving out of your home, either by transfer to another Calvy property, buying your own home, or moving to another Housing Association or private let, please be aware of your tenancy obligations when ending your tenancy.

When a tenant is being considered for a transfer or has put in a 4-week notice if moving out with the area, Association staff will call at their home to carry out a pre-termination visit. This is to identify any non-standard works that tenants may have carried out, or to identify any damage to the property and the general condition of your home. If you have carried out any non-standard works to the property, you will be required to return the property to the condition it was in. Examples of non-standard works can include: LED Light fittings, non-standard internal doors etc. At the visit your

housing officer will inform you if any non-standard works have been identified.

If there is any damage to the property, you will be required to repair this within the notice period. If any of this work is not carried out by the tenant before handing back the keys, this will lead to a rechargeable repair invoice being issued to you at your new address. In some instances, tenants being considered for a transfer to another Calvy property, have been unable to move due to the level of existing damage in their property. So please ensure any damage in your property is repaired as it occurs, so that there are no barriers to being offered your next home.

If you are also a Calvy tenant and hoping to get a transfer you will need to ensure that your current rent account is up to date or you have been sticking to a payment arrangement to clear existing rent arrears for at least three months.



HOME CONTENTS INSURANCE

Calvy Housing Association does not insure your furniture, belongings and other personal items within your home against theft, fire, vandalism, burst pipes and other household risks. You need to take out your own insurance.

The Association can provide you information on how to get insured. Most Insurance Schemes can cover most of your household goods and contents whilst in your home, such as furniture, TV, clothing, carpets, electrical items and general household goods. The insurance may also cover replacement of external locks if your keys are lost or stolen and the contents of your freezer.

Please contact the office for further information and advice on how to obtain home contents insurance.

The Calvary Centre News



Issue 4 - June 2024

Kids Eat Free!!



As we all know, the cost-of-living crisis is still hitting families hard, and with the summer holidays approaching we will all be worrying how we will be able to keep the kids occupied and fed now they are not at school. Well, we think we have a solution!!!

The Calvary Centre / Calvary Housing Association in partnership with Calvary Community Events Committee, Calvary Community Café, and The Halliday Foundation will be providing a series of activities and events (Mon – Fri) during the school holidays (27th June – 9th August) where young people (4 – 15 yrs) can come along to the Calvary Centre for a bit of fun, get involved in activities, and get a hot snack. **PLEASE WATCH THIS SPACE FOR REGISTRATION INFORMATION.**

If the young person does not want to engage in any of the activities, they will still be able to get something to eat for free at The Calvary Community Café if they are accompanied by a responsible adult.

We would like to thank the generosity of our contractors who made this initiative possible as it helps out the children and families to ensure no child goes without during the summer holidays.

Thank you goes to **Lochlie, Caledonian Maintenance, FMD Finance, James Frew, TR Aitchison, Wright Kerr and B W Heating & Plumbing** for their generous contributions.

Community Based Courses

Over the past year, the Wider Role Team of Calvary Housing Association have facilitated several community-based courses that have enabled participants to enhance their skills, understanding, and knowledge. These enhanced skills have enabled participants to develop in their personal and vocational lives.

These courses have been delivered in partnership with Glasgow Kelvin College and Glasgow Life, and through this partnership approach, participants have been able to access additional support that enables them to flourish and grow.

Some of the courses that have been delivered to date include:

- Emergency First Aid
- Elementary Food Hygiene

- Mental Health First Aid
- Beauty Therapy
- Nail & Manicuring
- Wellbeing & Yoga
- Basic Computing
- PC Passport
- Cooking Skills

By participating in these courses, there have been over **50** sector-based certificates / qualifications achieved and presented to participants.



Community Fun Day 2024

Following the success and turnout of last year's Community Fun Day (Sept 2023), The Wider Role Team and Calvey Community Events Committee have agreed to hold another **Community Fun Day on Saturday 3rd August 2024, 12pm – 3pm**, in and around the Calvey Centre.

Last year's event attracted over 500 children and families who all had a great time on the FREE rides and attractions.



Dakok Support Centre (Volunteering)



The Calvey Centre has many partnerships with various organisations and groups so that the best services and activities can be delivered for the benefit of the wider community. Our newest partner is Dakok Support Centre, who provides support services for the Kurdish community.

Members of Dakok Support Centre joined the Calvey Centre to do a community litter pick in and around Barlanark Park. This was a very successful activity as it took over 2 tons of rubbish out of the park, so that the local community could have a better experience when they go to the park for quality family time.

We hope to have Dakok back soon to help us develop the allotment and raised beds area at the top of Calvey Crescent, where they will work alongside local members of the community. If you would like to volunteer and be part of the area's development, contact Ali Smith on **07498843494** or **asmith@calvey.org.uk**

Come Dine with Us / Community Meals

Our Community Meal events continue to be a great success. On the **second Thursday of each month**, 6.30pm – 8pm, members of the community come along to The Calvey Centre for a delicious 3 course meal, prepared and served by our colleagues at The Halliday Foundation. The meals are FREE and alternate between family events and adult only events. We try to put a theme to each meal, which could be a St. Patrick's Night, Indian Night, Mexican Night, etc. Along with the delicious food, we have great live entertainment, where the audience can go up and have a wee dance too.

So, keep a look out for information notices about the Community Meal as these will tell you when these nights take place.

55+ Activities & Events

The Calvay Centre secured funding from the Glasgow Community Mental Health and Wellbeing Fund that is administered by GCVS. The purpose of the grant is to provide various activities and events to those members of the community who are aged 55 years and over so that we can help improve the mental health and wellbeing of adults in the area.



If you have an idea of activities and events that will support the Mental Health & Wellbeing of yourself and other members of the community, we would like to hear from you!

We started off our activities by hosting a Fish Supper Night in the Calvay Centre, which was attended by over 30 people. In addition to the great food, there was music and a quiz, both were enjoyable and fun.

Calvay Centre IT Suite

The Calvay Centre IT Suite is a FREE community resource that can be accessed by anyone over the age of 16 years. The resource is a partnership with the Calvay Centre and Glasgow Kelvin College who maintain and update the software when required. If you would like to access our IT facilities, please make an appointment to register your information onto the system. Once you are registered this will allow access up to and including mid-August 2024. You can re-register again, once it expires.

If you have any questions, please pop in, or contact Eddie on 07498843491.

Baby & Toddler Group

Our Baby & Toddler Group runs every Thursday, 10.30am – 12pm. This gives the children the opportunity to develop various skills and to have social time with their peers.

The group also gives parents & guardians the opportunity to meet with their peers to share experiences, and to learn new skills from our experienced childcare practitioners from the Halliday Foundation.



Burnmouth Court (Conservatory)

The Wider Role Team are working with the tenants/residents of Burnmouth Court to see if the complex TARA (Tenants & Residents Association) can be resurrected so that there can be a constituted group who will take over the running of the Conservatory Community Space. If there are people who are willing to resurrect the TARA, they will be fully supported to source funding for various activities and events, which could include social gatherings, trips, music and quiz nights.

If you live in the Burnmouth Court area and would like to be part of the TARA or find out more information, please contact Eddie on 07498843491 or email ecusick@calvay.org.uk

Calvay Community Events Committee



The Calvay Community Events Committee (CCEC) was formed to be the community voice in the area, for activities and events for all sections of the community. The CCEC is fully constituted and is in the process of developing a calendar of events and activities that benefit the whole community irrespective of age and gender.

To date the CCEC has put on a few events for the young people and senior members of the area, this included the Easter Eggstravaganza, Pie & Peas and Fish Suppers.

Watch this space for what is coming next, as there will be community nights, fundraising events, and much, much, more.



Calvay Community Garden

The Wider Role Team and our volunteers are looking forward to the nicer weather and longer days, which will enable us to work in the Calvay Community Garden, based at the top of Calvay Crescent. The first dry and sunny day we had in May, we spent the afternoon clearing lots of rubbish from the garden.

In total, thanks to our fantastic and hard-working volunteers, we filled nine bags of rubbish. It's such a lovely space and we hope that as we use the garden more and the community can take more ownership making sure it won't be used as a general dumping ground. We really need the help of our tenants and local community to make the most of this space.

We would like to involve all ages, groups and abilities in the garden and use raised beds/planters areas to grow fruit and vegetables. Throughout the summer we will be delivering planting workshops and do look out for an open day later in the summer where you can come along and chat about plans for the garden. We are keen to hear from you and your ideas for the garden.

Are you a keen gardener, or would like to learn new skills and improve health and wellbeing, grow fruit, vegetables and flowers and be part of a friendly environment? Please contact Ali Smith, on **0141 771 7722**, she would love to hear from you!!

Funding for Fuel Support Payments and Air Fryer Package

Last Autumn, we were really delighted to receive £128,000 of grant funding from the Scottish Federation of Housing Associations (SFHA). This supported over 800 tenant households with a £100 fuel support payment, and over 400 of our most vulnerable tenants, with an energy efficiency package that consisted of an air fryer, double duvet and energy saving lightbulbs.

Results from a tenant questionnaire, found that tenants feel the cold throughout the winter months and are struggling to heat their home due to the rise in fuel costs. The impact of the fuel payments in the New Year, was a welcome "bonus" and helped tenants to pay their heating bills, keep their heating on for longer. Others commented that the cash support allowed for more food in the fridge, helped to maximise income, and alleviate anxiety, therefore contributing to enhanced positive mental health.

Thanks to all who contributed to the questionnaire, as it provided us with information about the needs of our tenants and will support further funding applications in the future. Please see some tenant comments:



"The £100 fuel payment and air fryer package has helped me save a bit more on my energy bills and not waste my money by using a conventional oven".

"The £100 helped me keep my house warm in colder months. I would do without other things in order to keep warm. Any help is much appreciated and because cost of living is so expensive it's nice to receive anything."

"The fuel payment was very useful and this helped leave money to put food in the fridge, as my gas and electricity was fine for that week. Thank you so much for your help. It was so appreciated."

"I was very grateful for the air fryer and other gifts I received and I'm hoping my next gas bill will be cheaper as I have not used my oven much since receiving the air fryer."

KEEP UP TO DATE!

If you would like to keep up to date with everything that is going on in The Calvay Centre and at Calvay Housing Association, please follow Calvay Housing Association on Facebook, where there are regular posts giving you up to date information.

Alternatively, you can pop into the Calvay Centre to have a look at our various information boards that are situated in the Café area and our main reception area at the front doors.



CHEAP FOOD & TRANSPORT

To help address food insecurity and the cost-of-living crisis, the Calvary Centre has partnered up with the Ruchazie Pantry (Growing 21 Development Trust) so that local families and individuals can access affordable dignified food support.

This initiative is open to all members of the community!

Anyone can use this service, you can be employed, unemployed, retired, in education/training, etc, it is open to all.

Membership
Costs -
£1.50
per year!

What does the membership give you access to?

Each week you can purchase a £3.00 shop or a £6.00 shop.

FREE PICK UP and DROP OFF

On top of this, we will put on free community transport that will pick you up at the Calvary Centre on a Monday at 4pm and on a Tuesday at 1.30pm. After you have done your shop on these days, the community transport will then return you to the Calvary Centre.

£3.00 shop = up to 10 items that cost up to £15.00

£6.00 shop = up to 20 items that cost up to £30.00

The Pantry has all your everyday essentials such as bread, milk, tin food, dry food, frozen food, fresh meat, and fresh fruit and vegetables.



SPECIAL OFFER

The Calvary Centre will give free membership and a free £3.00 shop to the first 30 people, one per household, who take out a membership to the Pantry. If you would like to become a member of the Pantry, please contact Eddie at the Calvary Centre, The Calvary Centre, 16 Calvary Road, Barlanark, G33 4RE, for a Membership Form.

Please note that the Ruchazie Pantry opening hours are:

Mon: 4pm – 6.45pm, **Tues:** 9am – 3.45pm,
Wed: 9am – 3.45pm, **Thurs:** 9am – 3.45pm,
Fri: 9am – 3.45pm, **Sat:** 9.30am – 11.45am

435 Gartloch Road, Ruchazie, Glasgow, G33 3JT

WHAT A MESS!

We are aware that fly tipping (the dumping of waste such as discarded furniture and other household items on the street) is a problem in the area. Fly tipping is not only unsightly it can also represent a danger to local residents and passers-by.

The Association has recently contacted Glasgow City Council and asked that a bigger focus is given to our area especially in order to catch the fly-tippers in the act. If caught fly tipping you can receive a fine of up to £200 on the spot.

We ask that you, members of the community, also work with us and help keep the area tidy by reporting fly tipping directly to Glasgow

City Council. Fly-tipping is the responsibility of Glasgow City Council, if you witness fly tipping please report it direct to Glasgow City Council Environmental Task Force by phone on 0300 343 7027, on line through the Glasgow City Council Environmental Task Force website (www.glasgow.gov.uk/envtaskforce) or by downloading the Council's smartphone app.

In order that a fine can be imposed it is ideal that when reporting fly tipping you can provide details of the person responsible (including, where applicable, a vehicle registration number). Hopefully if people are caught and fined it will deter fly tipping in future.

Here is a reminder of the proper way to dispose of your bulky waste:

If you live in a flat:

Bulk waste should be placed neatly and the side of your bin store the night before the waste is due to be collected. These items will then be removed by our contractors, please do not place any items at the front of the property or on the street. Bulk should also NOT be left within the communal close area.

If you live in a house:

Bulky waste will be collected by Glasgow City Council, you need to call them on **0141 287-9700** and arrange a bulky waste collection. Please note this service is now chargeable at a cost of £5.00 per item.

Fridges/Freezers:

These are a separate collection whether you live in a flat or a house. ALL fridge/freezers need to be collected by Glasgow City Council, again this can be arranged by calling **0141 287-9700**.





We understand that your dog is a valued and much loved member of your family. However, we are also aware that dog fouling in backcourts and in public areas is a real issue in all of our areas.

Backcourts are not places for your dog to run free or foul. In the interests of public safety and to keep our communities clean and tidy, we expect tenants to walk their dog on a lead at all times in backcourt areas.

Our tenancy agreement requires tenants to apply for permission to keep a dog in their home. While we usually have no problem with granting permission, we must advise that if we find out that your dog is responsible for fouling then we may remove that permission. So please be a responsible owner!

If dog fouling is an issue in the backcourt area where you live, please contact the

Association with as much information as possible. And, if you witness dog fouling in streets or in public places (like parks), please report it to Glasgow City Council's Environmental Task Force on 0300 343 7027.



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



Welfare
Rights

...information

Managed migration to Universal Credit

Managed Migration is the process the Department for Work and Pensions (DWP) is using to transfer claimants from the old (legacy) benefit system, such as Tax Credit, Jobseeker's Allowance and

Income Support to Universal Credit. It started in Autumn 2023, with people receiving only Tax Credit. From April 2024, this will be extended to other benefits.

The table below details the planned timetable for claimants to be asked to claim Universal Credit:

DATE:	Managed Migration Timetable
April 2024	Income Support claimants and those claiming Tax Credits with Housing Benefit
June 2024	Housing Benefit only claimants
July 2024	Employment Support Allowance (IR) with Child Tax Credits
August 2024	Those claiming tax credits who are over state pension age, with households being asked to apply for either Universal Credit or Pension Credit.
September 2024	Jobseeker's Allowance (IB)
2028	Employment and Support Allowance only and Employment and Support Allowance with Housing Benefit.

If you claim any of the benefits in the table above, you will receive a migration notice when it is your time to change. You will then have three months to make a claim for Universal Credit. If you do not claim Universal Credit before the deadline, any existing benefit payments you receive will stop. The DWP have promised that no one will be worse off when they transfer to Universal Credit – this is called transitional protection. If you would like any help or advice in relation to this or any other benefits then please contact Angela our Welfare Rights officer at Calvey Housing Association on **0141-771-7722** or check out our website <https://www.calvey.org.uk/welfare-rights/>

If you've had a letter telling you to claim Universal Credit

What you have to do depends on what's in the letter. If the letter gives a deadline for you to claim Universal Credit, it's a 'migration notice'. The deadline should be at least 3 months after the date the notice was sent.

If your letter doesn't have a deadline, you don't have to claim Universal Credit unless you want to - even if the letter says you'll have to claim Universal Credit in future. You won't be able to go back to your old benefits after you claim. *Check if you'll be better off on Universal Credit before you claim.*

If you've got a migration notice

You should claim Universal Credit by the deadline on the letter.

Your old benefits will stop after the deadline.

If you claim Universal Credit before the deadline, the DWP might pay you extra to stop you being worse off. This is called 'transitional protection'.

This means that if you'd get less on Universal Credit than your old benefits, you'll get an extra amount to make up the difference. The DWP will reduce the extra amount over time - so you'll eventually just get what you normally would on Universal Credit.

Transitional protection also means you might be able to get Universal Credit when you wouldn't usually be entitled to it. If you:

- are a full-time student who wouldn't usually get Universal Credit, you can usually get it until the end of your course
- get tax credits and have over £16,000 savings, you can get Universal Credit for up to a year - this is a type of transitional protection called a 'transitional capital disregard'

If you can't claim by the migration deadline

If the deadline hasn't passed yet, you can ask the DWP to extend it. You can only ask for this before the original deadline in the letter. If the DWP agree, they'll send you a new deadline.

If the deadline has passed, you can still get transitional protection if you claim Universal Credit up to a month after the deadline. The end of the month is called the 'final deadline'.

If you claim after the final deadline, you can still claim Universal Credit - but you can't get the transitional protection.

If you need help moving on to Universal Credit, you can talk to an adviser.

Claiming Universal Credit

If you claim Universal Credit, you'll usually get one payment each month, although you can ask to be paid more often. You usually have to manage your claim online.

It will usually take 5 weeks to get your first Universal Credit payment - but it could take longer.

Your old benefits might stop before your Universal Credit starts. When they stop depends on which benefits you get, and when you claim Universal Credit.

If you claim before the deadline from the DWP:

- tax credits stop the day before you claim Universal Credit
- Housing Benefit, income-based JSA, income-related ESA and Income Support stop 2 weeks after you claim Universal Credit

If you claim Universal Credit after the deadline from the DWP:

- tax credits stop the day before the deadline from the DWP
- Housing Benefit, income-based JSA, income-related ESA and Income Support stop 2 weeks after the deadline from the DWP

You'll only get the extra 2 week payments if you're still eligible for the benefit. You won't need to pay back the extra payments and they

won't affect how much Universal Credit you'll get.

If you won't have enough money to live on while you wait for your first Universal Credit payment, you can ask for an advance payment. The advance payment is a loan - you'll have to pay it back.



Plumbing Surveys

Plumbing Surveys are ongoing across our stock. During these surveys, our contractor will require access to your home. This is to confirm that your property is completely mains fed. Where a property is found not to be connected to mains supply (including toilet cistern), the supply will be moved onto mains so minimising the chance of you being exposed to potentially dangerous bacteria such as Legionella or E-Coli.

It is VITAL that you allow access to our contractors to carry out these checks.

As an organisation we want to make sure all our residents are safe in their homes.

SEE IT, REPORT IT

Our staff do their best to monitor communal areas and report repairs such as trip hazards to be attended to. We ask that if you notice a hazard or anything you feel poses a risk to safety then please highlight this to the association via repairs@calvey.org.uk providing a picture where possible. Alternatively these can also be reported by contacting the repairs team on 0141 771 7722 (Option 1) and speaking to a member of the repairs team.

Where there are faults with street lighting, public paths and the condition of the roads then please report this direct to Glasgow City Council via the following routes:

- My Glasgow App
- GCC My Account
- Roads and Lighting Faults (RALF) - 0800 373635



Stay safe from water borne bacteria

All residents should follow the advice below to help keep themselves safe from water borne bacteria:

- If you return to your property after a period of absence (e.g. a holiday), you should run your taps for 2 -3 minutes to allow fresh water to flush through the system.
- If you have a shower in your property, you should clean your shower head weekly by submerging in a bleach/water solution.
- If you own a hot tub or spa bath, this will require cleaning and sterilisation periodically, as these appliances are one of the most common sources of water borne bacteria.

Maintenance

SAFETY IN CLOSES

As your landlord, we have an obligation to do everything we can to keep our customers safe. As part of this, we are currently placing an increased 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.

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. We have therefore 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 have 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.

Reactive Repairs Update

From the start of April, Calvey HA alongside our neighbours at Wellhouse HA, carried out a joint procurement exercise to appoint contractors to our reactive and void repairs framework. As a result you will likely see both some old and new faces over the coming months.

The following contractors have been appointed to work with Calvey:

- BW Heating
- CRD
- Scotia
- John Fulton (Plumbers)
- TR Aitchison

- Wright Kerr
- Magnus
- BR Electrical
- Clyde Contracts



City Building continue to provide out of hours services to our customers and Gas Sure continues to provide gas maintenance and servicing.

Repairs continue to be reported as normal – by telephone, email or in person – however, keep your eyes peeled in the coming months for the online repairs picker which will allow you to report repairs at the touch of a button.

COLOURING

COMPETITION

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 5 August. 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 16th 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 5 August 2. Only one entry per child
3. Judge's decision is final

Further News

Scottish Housing Regulator - Current Engagement Plan

At the beginning of April, The Scottish Housing Regulator issued updated Engagement Plans for all Registered Social Landlords, including Calvary.

Calvary has been classified the same as we were before which is "Working Towards Compliance"

Our Engagement Plan included comments such as:

"Calvary developed a governance action plan to address the findings and it has reported that it has made material progress to date."

"Calvary has recruited additional members to increase the capacity of the governing body."

"Calvary is working constructively and openly with us."



Scottish Housing
Regulator

The full Engagement Plan can be found on SHR's website:

<https://www.housingregulator.gov.scot/landlord-performance/landlords/calvary-housing-association-ltd/engagement-plan-from-1-april-2024-to-31-march-2025/>

We will keep you updated on the Website and future editions of Calvary News as we continue to make progress.

Useful Telephone Numbers

Gas Repairs (All tenants) – Gas Sure
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