

Calway News

www.calway.org.uk

Winter 2019



Discounts and payments to help with your heating bills.

Winter's well and truly here. But for many people that doesn't just mean cold weather - it can also bring an extra financial burden as they struggle with heating costs. There are three discounts and payments available to help keep your house warm. So check the criteria below to see if you're eligible:

1. Warm Home Discount

If you have dual fuel, you may qualify for £140 off your gas or electricity bill.

You need to claim this directly through your utility supplier and the money will be credited to your account.

There are 2 ways to qualify:

- You receive Guarantee Pension Credit or
- You are on a low income and meet your utility supplier's broader category.

Applications are open NOW until 31 March 2020.

2. Winter Fuel Payment

You are eligible for this payment if you have reached state pension age or receive one of the following:

- Pension Credit
- Income-based Jobseeker's Allowance (JSA)
- Income-related Employment and Support Allowance (ESA)
- Income Support

The amount you receive depends on your age and household circumstances. **Payment this year should be automatic if you received one last year.** Payments are normally made between November – December each year.

Applications are open NOW until 31 March 2020. For more details call 0800 731 0160.

3. Cold Weather Payment

If the weather is recorded at, or is expected to fall to zero degrees or less for 7 consecutive days, you may be entitled to a Cold Weather Payment of £25 for each 7 day period.

You are eligible for this payment if you receive one of the following:

- Pension Credit
- Income Support
- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance
- Universal Credit
- Support for Mortgage Interest

Payment should be made automatically.

Hello there,

Welcome to the Winter edition of Calvay News.

Our plans to develop new housing in our community have made progress, but also changed a bit. We've decided not to go ahead with the Barlanark Road site. This is due to the difficulties in purchasing the site from the Council and the fact it's a complex site to build on. One problem with the site is the water voles - they're still living there and because they're a protected species, we can't start building.

We are, however, making progress with the other two sites: Garvel Crescent and Blyth Road. By the time you receive this Newsletter, we hope to have submitted our application for planning permission. Fingers crossed we'll be on-site as soon as possible in the New Year. We'll keep you informed of progress.

In news from the Calvay Centre, we had a successful and popular Hallowe'en event, which you can read more about on page 8. Also, the heaters have been replaced in the hall in time for the colder weather - they should be more than enough to keep hall users warm throughout the winter days.

We've been reviewing our Wider Role activities (which includes what goes on at the Calvay Centre), and at December's Committee meeting, Members hope to agree a way forward. We'll use the information from the questionnaires you all received, asking about what you would like to happen at the Centre. There are already a number of popular activities taking place there, but we want to see the hall used more for the benefit of the whole Barlanark community.

As the nights draw in and the year gets old, our thoughts turn to the festive season. Whatever you'll be doing in the Christmas and New Year break, I wish you well and hope you have a very Happy New Year.

Anna Ellis
Chair



SYBIL'S LUCKY DRAW!

Congratulations to Sybil Smith, who won a **£50 cheque** in the prize draw at the Easterhouse Housing and Regeneration Alliance Community Festival in August. Sybil is seen here with Calvay Chair Anna Ellis, who presented the cheque on behalf of EHRA.



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

Deadline for next issue: **Friday 7 February 2020**





CHRISTMAS AND NEW YEAR *holidays*

The Calvay office will be closed completely
over the holiday period. We'll shut at
12.30pm on

Tuesday 24 December 2019

and re-open at **9.00am** on

Monday 6 January 2020

*If you have an emergency repair
during this period, please phone the
numbers on the back cover.*

Children's Christmas Party

Games, food, presents
plus a very special guest
from the North Pole!

The Calvay Centre
Friday 13th December 2019

Pre School age:
2.30pm-3.30pm

Primary School age:
4.30pm-6.30pm

Please note this event is
ticketed. Tickets are free.
To secure your ticket
please call the office on
0141 771 7722 or pop into
the Calvay Centre and
speak to Rebecca or Alison.



CASH FOR KIDS 2019

Festive
News



This year we submitted our annual Cash for Kids
Mission Christmas application. In total we were
granted £2,275 which will help 91 children in the
Barlanark area.

This fund will issue a £25 voucher for either Smyths
Toy Store or ASDA Living for each child applied for,
to help parents buy gifts, clothing, etc. towards their
child's Christmas.

Many thanks to Clyde
One Cash for Kids for
granting our application
again this year to help
our local youngsters
have a good Christmas!



Festive Family fun with FREE Panto Tickets

To spread some Christmas cheer, we're giving
away free tickets to see the fantastic family
pantomime, **Mother Goose Fae Easterhouse**, at
Platform @ The Bridge.

Dear old Mother Goose is happy living a quiet,
peaceful life, looking after her animal friends with just
enough money to get by. Then, her world is thrown
up in the air when her favourite pet, Bruce the goose,
lays a golden egg. Everything changes... she is rich!
What will she do with this new found wealth and
fame? Will Mother Goose stay true to herself or will
she get lost in a whirlwind of fancy clothes, sports
cars and celebrity pals?

Our tickets are for the performance on **Saturday 21st
December at 7pm.**

To reserve your tickets, please contact Melissa at the
Calvay office on 0141 771 7722.

But be quick – it's first come first served!



Suitable for ages 5+

ANNUAL GENERAL MEETING 2019

As usual in September, we held our AGM at the Calvay Centre.

The meeting elected new Committee Members and approved the Annual Accounts. There was also a lively Question & Answer session, where a number of issues were raised. Here are just some of the Q&As from the night:

Q: Can Calvay fine people for not looking after their gardens?

A: We don't have the power to fine people, but we can do one-off tidy ups for which we have to charge.

Q: When are the bathrooms in Barlanark Road going to be replaced?

A: It will likely be within the next year or two. The expected lifespan for a bathroom is 30 years, and for kitchens 15 years.

Q: I know only a few people responded to the consultation about the trees in Barlanark Road, but why is nothing being done?

A: Unfortunately, we are unable to satisfy everyone and due to the very low response - 1 person for and 2 people against cutting the trees down - we can't justify carrying out major works which would cost quite a lot of money.

Q: Can additional parking bays not be provided for the residents of Garvel Road at the former library site, similar to the arrangement when the new build was on site?

A: Although not something we would normally consider, we will look into this. However, it was noted that the Scottish Government would shortly be implementing its pavement parking ban.

Note: After the meeting, we obtained a very rough estimate of how much this would cost - as long as there are no 'services' such as water, electric or other cables in the pavement, it is likely this would cost around £34,000 or £2,800 per bay plus VAT.

COMMITTEE MEMBERS

There were fewer people standing for election to the Committee than there were vacancies. Having previously filled 'Casual Vacancies' during the year, Laura Sneider and John Lyon were elected as full Members. In addition, a third of the Committee had to stand down. All asked to remain on the Committee.

The new Committee and Office Bearers for 2019/2020 are:

Anna Ellis Chairperson, **Sandra McIlroy** Committee Member



Alison A'Hara
Vice Chair



Chris Warwick
Secretary



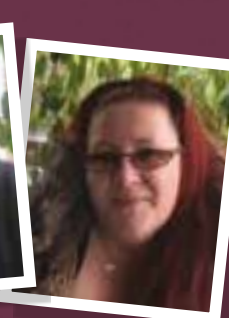
Rebecca Howden
Treasurer



Rosemarie Lindsay
Committee Member



John Lyon
Committee Member



Laura Sneider
Committee Member

ANNUAL ASSURANCE STATEMENT

Calvay Housing Association is a Registered Social Landlord (RSL) and is regulated by the Scottish Housing Regulator (SHR). In October 2019, for the first time the Committee had to submit an Annual Assurance Statement to the SHR. This statement can be found below and is also available on our website. If you have any questions about this statement, please just ask.

Calvay Housing Association Annual Assurance Statement

The Committee of Calvay HA is satisfied that, to the best of our knowledge, Calvay HA is compliant with the requirements of Chapter Three of the Regulatory Framework and the Regulatory Standards of Governance and Financial Management. We have gained this assurance from a review of a comprehensive bank of evidence and from our ongoing oversight and scrutiny of Calvay's affairs throughout the year (2018-19).

The evidence which supports this Statement includes:

- Reports about performance in key areas including finance, service delivery, asset management, development and risk
- Internal and External Audit reports
- Advice from external and specialist advisers
- The outcomes from consultation
- Data analysis about our tenants and customers
- Benchmarking
- Reports, advice and information from senior staff

In assessing the evidence, we have adopted an improvement focus which has resulted in the identification of a number of improvement actions which we have begun to implement and will continue to progress during the course of the year. We have reviewed the identified actions which will be integrated in to our Business Plan Action Plan and are satisfied that all are intended to deliver effective improvement and that none are material to our current compliance with the Framework.

The Committee has been actively involved in the development and assessment of the evidence bank which has been collated to assist the Committee in coming to a view on Calvay's level of compliance. The Committee monitors regulatory and legal compliance on a regular and ongoing basis.

As Chair, I was authorised by the Committee at its meeting held on 17th October 2019 to sign and submit this Assurance Statement to the Scottish Housing Regulator.

Anna Ellis
Chair of Calvay Housing Association

WELFARE RIGHTS NEWS

Welfare
Rights

Benefit Scam



We've received information on a new Universal Credit scam. Tenants are cold-called, asked first of all if they have made a recent claim to Universal Credit and then asked if they would like to apply for an advanced payment.

These scammers are very professional and will take you through a mock claim - they even email you with the Department of Work & Pensions (DWP) logo to make it look legitimate. They can claim up to £2,000 using your personal details.

The DWP has confirmed they will never contact you by phone to take out an advanced payment loan. This is always done using your online account by your work coach at the Jobcentre or by yourself using a smartphone or digital device.

So please be vigilant

New Funeral Grants

On 16th September 2019, The Scottish Government became responsible for Funeral Grant payments. This replaces the UK scheme. To apply, you must be entitled to means tested benefits. Applications can be made online at www.Mygov.scot/funeral-support. You can also phone the call centre on **0800 182 2222**, lines open **Monday to Friday, 8am to 6pm**.

Jobcentre Drop In

Need to drop in documents to the Jobcentre?

No need for an appointment.

A drop in service is available **Monday, Wednesday & Friday, 3.00pm – 4.30pm**.

jobcentreplus

Post Office Accounts closing

A Post Office card account is provided by the Post Office on behalf of the Department of Work and Pensions. DWP do not intend to extend the current contract past 2021.

So after this date, you'll no longer be able to receive benefit payments into your account. DWP will write to you in advance, so you may want to think now about opening a new bank or building society account.

Carer's Allowance Supplement

The next round of Carer's Supplement Payments of **£226.20** will be December 2019. To qualify, you must have been paid Carer's Allowance on 14th October 2019. Payment is automatically sent to your bank account if you're eligible.



EU Citizens & Brexit

The UK is set to leave the EU. This will affect EU Citizens who have chosen to live here. You will need to apply to the UK Government's EU Settlement Scheme.

The Scheme is open until 30th June 2021, if the UK leaves WITH a deal. If the UK leaves WITHOUT a deal, the Scheme may close sooner. You **MUST** apply before the Scheme closes.

Citizens Advice Scotland have an advice and support service. Contact them on **0800 916 9847** or visit www.cas.org.uk/brexit

New Benefit for Young Carers

Social Security Scotland launched a Young Carer Grant on 21st October 2019. Young carers can apply if they are aged 16-18 years and have spent an average of 16 hours per week, for the last three months, caring for someone who receives a disability benefit. The Young Carer Grant is a payment of £300 annually until the young person turns 19. Applications can be made online at www.myscot.gov/young-carer or by calling **0800 182 2222**.



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



Jane Cassidy

Jane has worked in the housing sector for around 20 years, joining Calvay in 2013 as a Property Services Assistant (Maintenance). Here she tells us about doing her bit to improve people's homes, her own recent house project and why gardening can be a hit or a miss!

Twenty years in housing, Jane – that's good going!

I know, I can't believe it's that many, it's absolutely flown by! I started out at Ruchazie HA as a part-time temporary Admin Assistant, covering reception and providing admin support to the Director and Senior Managers. It was good experience and led to a full-time permanent post at Paisley South HA, where I stayed for 12 years. I held a few different posts there, but was part of the Maintenance team for six or seven years. And now, Calvay!

What does your role at Calvay involve?

I work alongside a job share twosome, Lindsey and Caroline, and we have our Maintenance Officer, Lauren. We all muck in together covering the direct repair line, taking repair details, issuing job lines, managing void repair works and doing our best to always provide a good customer service to all tenants and contractors. We liaise with contractors daily, and keep our systems and databases updated. We also provide admin support for all major repair and cyclical programmes.

Sounds like a very busy job! What are the best bits?

Definitely the major repairs side and improving people's homes. This makes the biggest difference to tenants' lives and you get a real sense of satisfaction from it. I love it when we hear about tenants getting excited about decorating their homes after we've carried out a major repair. But believe it or not, I also enjoy the admin side of my job – boring but true!

Away from helping to improve people's homes, what do you do?

Try and improve my own! This year I've carried out my own major works programme – it started off as a loft conversion, but led to everywhere being re-decorated, flooring being replaced and a few other bits and bobs. However, my teenage daughter now has a good grown up space to live in, so I hope she stays with me forever, lol! I also enjoy getting outside and messing about in the garden. I try to grow what I like to look at, sometimes it's a success, sometimes not – definitely a case of trial and error!



Meet the Calvay Volunteer Group

Hi there!

We're a group of volunteers who aim to integrate our local community.

We're looking for more happy and friendly people around Calvay, so we can add some positive energy to the community through our local activities and events.

If you're willing to change something in our community for the better and would like to be part of the Group, we'd love you to join us!

We meet every Friday from 10 til 12 at the Calvay Centre, so please come along, have a cuppa with us and see how you can get involved.

We'll see you there!



Hallowe'en Party

On 31st October, our Calvay Volunteer Group hosted the first ever Calvay Hallowe'en Party.

There was a superb turnout, with children and parents having a fantastic time.

The Volunteer Group would like to thank everyone for taking part in the event, especially the parents and youngsters as they were the VIP guests, as well as the Youth Club and Calvay HA who helped.

The plan of the Volunteer Group is to integrate the residents of Calvay and surrounding areas, and the Hallowe'en party was their first step in doing this. The next event is the Christmas Party at the Calvay Centre on Friday 13th December. Hope to see you there!

See page 3 for more details on how to get your free tickets.



McMillan Coffee Morning

Thank you to everyone who supported the McMillan Coffee Morning in the Calvay Centre on 20th September 2019.

This raised a magnificent **£600!**

Thank you to everyone who handed in tombola prizes and home baking. A special thank you to the Calvay Boxing Club who donated £50 and everyone who helped with the event.

PLUS, thanks of course to all came along and spent their money for a great cause.



**£600
RAISED**

The Volunteer Group



CHESS CLUB – NEW MEETING TIME

Please note the Chess Club now meets on **Fridays from 11am to 3pm**, in the Calvay Centre. It's free to join, and players of all ages and ability are very welcome.



Calvay Bingo

**Every
Wednesday**

The Calvay Centre,
7-9pm

All welcome

Subletting

One of our main aims, as a Registered Social Landlord, is to keep rents as affordable as possible for our tenants, which is why subletting your property for profit is not allowed. Our Housing Officers have received information that some of our properties are being sublet without our permission.

If you do sublet your home without permission, we may take legal action against you. We did this recently where a property was being sublet illegally which resulted in an eviction.

If you want to sublet all or part of your tenancy, this needs our consent as your landlord. From 1st November 2019 the Housing Scotland Act 24, Section 12(2) made the following changes:

- You must have been the tenant of the house throughout the 12 months immediately before you apply for written permission to sublet your home (previously there was no qualifying period) OR
- if you were not the tenant throughout the whole of that period, the house must have been your only or principal home during those 12 months; and the actual tenant must have told us **IN WRITING** that you were living there prior to the start of those 12 months.

You can only be a Scottish Secure Tenant while the property you let from Calvary is your main principal home. If this is not the case (eg because you're living permanently elsewhere) then you should contact the office so that arrangements can be put in place to end your tenancy.



Winter Weather: Beware of the Frost



Winter weather can cause havoc to your home with frozen and burst pipes. This can cause a huge amount of damage and distress for you, your family and your neighbours.

Here's how to reduce your risk and what to do if the worst happens:

Keep your house warm

The best way to avoid burst or frozen pipes is to keep your home reasonably warm day and night. During particularly cold snaps, keep the heating on during the night at a low temperature.

If your water supply does become frozen:

- IMMEDIATELY turn off the water at the mains stop valve (this is generally located at the incoming supply pipe to your home, usually in the kitchen area).
- Open all COLD taps to drain the system (remember to close them again when you're finished).
- Do NOT open the hot taps as the hot water cylinder might collapse if the pipes feeding it are frozen.
- Turn off the central heating and immersion heater.
- Collect water in the bath for washing and WC flushing – or ask family, friends or neighbours if you can use their facilities.

If you do get a burst pipe:

- IMMEDIATELY turn off the water at the mains stop valve (this is generally located at the incoming supply pipe to your home, usually in the kitchen area).
- Switch off the electricity at the mains.
- Switch off any water heater.
- Turn off the central heating system.
- Open all taps to drain your system (remember to close them again when you're finished).
- Collect water in your bath for washing and WC flushing.
- Warn your neighbours who may suffer damage as a result.

If you're going away, make sure you leave an emergency contact number with a neighbour.

The out of hours emergency numbers are:

Gas Repairs (Gas Sure)..... **01294 468 113**
All other emergency repairs **0800 595 595**

REMEMBER!

Calvay 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. Home Contents Insurance can bring peace of mind, knowing that your furniture, belongings and decorations are insured. Please see the advert on the facing page for more information.

Working
together

...with you

NEW GUIDE... TO HELP WITH INFORMATION

Following on from the article in our Autumn Newsletter, all Registered Social Landlords (RSLs) in Scotland are now classed as public authorities under the Freedom of Information (Scotland) 2002 Act.

This means members of the public can now request information about Calvary Housing Association and our activities, and - unless there is a valid reason or exemption - must be provided with the information.

However, to keep things simple, we've published a new Guide to Information on our website (www.calvary.org.uk). The aim of this guide is to make it easier for you to access information about us and our activities, so you don't have to make a Freedom of Information (Fol) request.

The guide contains links to lots of information that may be of interest to you, for example: information about Committee and Staff; Association Policies;

Annual Accounts and Committee reports/minutes. This guide will be constantly updated and added to, so please keep checking back if there's something in particular you're looking for.

If you can't find what you want within the Guide to Information, you can make an Fol request as follows:

In writing to:
Tracy Boyle,
Corporate Services Manager,
Calvary Housing Association,
Calvary Centre,
16 Calvary Road,
Barlanark,
Glasgow, G33 4RE.

By email to:
dpo@calvary.org.uk

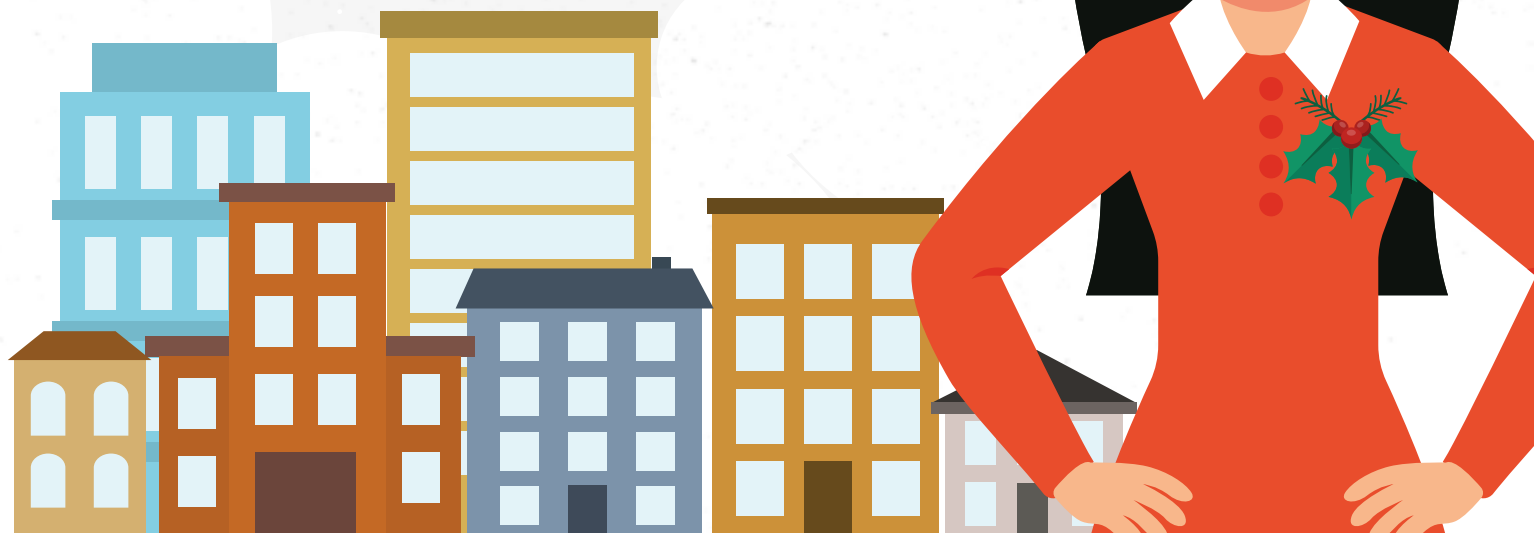
There are a few important things to note when making an Fol request:

- These must be in writing or an alternative form that can be held for future use (email, voicemail, audio or videotape).

- These cannot be made anonymously; you must provide your full name and address (email or postal) so we can reply.
- We are only required to provide information that we currently hold, and are not required to create new information in order to respond to a request.

You can also choose to complete our Fol Request Form, available for download from our website.

For additional resources and advice on Freedom of Information, you can also visit the Scottish Information Commissioner's website at **www.itspublicknowledge.info**. You'll also find their 'Tips for Requesters' on the site.



Office opening hours consultation: outcome

In our Summer Newsletter, we asked for your opinion on our general office opening hours.

We wanted our customers' thoughts on this subject, as we were aware that Monday - Friday, 9am - 5pm, may not be convenient for everyone, particularly residents with similar working hours.

We can report that no one contacted us to provide feedback on this matter. So, we assume everyone is happy with the current office opening hours, and won't be changing our service at this time.



PROTECTING OUR STAFF FROM UNACCEPTABLE BEHAVIOUR

Over the past few months, we've experienced several incidents involving aggressive and abusive behaviour towards our staff.

We appreciate people may act out of character in times of trouble or distress. We also understand there may have been upsetting or distressing circumstances leading up to a complaint coming to our office. Likewise, we do not view behaviour as unacceptable, simply because a customer is forceful or determined.

However, the actions of customers who are angry, demanding or persistent can result in unreasonable demands on our office or unacceptable behaviour towards our staff. It is these actions that we consider unwarranted. Behaviour of this nature may lead to us issuing warnings against you, or may even result in us ending direct contact with you.

We have a zero tolerance policy towards physical and verbal abuse of our staff, including abusive correspondence/emails, abusive graffiti or stalking.

We have a range of measures and support in place to protect our staff and to make sure appropriate action is taken. This is so we can prevent and respond to any unacceptable action against our staff that may have a negative effect on their physical health or mental wellbeing.

So please, treat our staff with respect.

Report an Abandoned Car

Recently there has been a number of cars within the area which have either not been taxed or have been deemed abandoned. As a result, over half a dozen vehicles were clamped in one afternoon.

If you suspect a car is untaxed or hasn't moved in some time, you can report this to Glasgow City Council, either at www.glasgow.gov.uk/article/16991/Abandoned-Vehicle or by directly calling **0141 276 0859**.

A vehicle is considered to be abandoned if it meets the following criteria:

- the vehicle structure/glass has been damaged by vandalism, as opposed to damage caused by a road traffic accident or
- the vehicle has unsecured doors, boot open
- the vehicle has been partially or fully burnt out

A car is NOT abandoned if it does not meet the above.

How to report an abandoned vehicle

If you notice a vehicle that meets any of the criteria above, then contact the Abandoned Vehicles Helpline on **0141 276 0859** or through the website above. You'll be asked to provide as much information about the vehicle as possible, such as:

- make and model (eg Ford Fiesta)
- colour
- registration number
- exact location (eg outside No1 Main Street, Area)
- general condition of vehicle

How to report an untaxed car

If you think a car is untaxed, you should look up the DVLA website: <https://www.gov.uk/check-mot-status>.

Here you can enter a registration number and it will verify the make and model of the car, and tell you if it's currently taxed or not. It will then allow you to report the vehicle as untaxed by selecting the option on the right hand side of the screen.

The police, council or the Driver and Vehicle Licensing Agency (DVLA) can clamp and tow away cars or other vehicles parked illegally on roads or public land. The DVLA may act - when it has the lawful authority to do so - when a car is untaxed, unless it's on your own property.

Looking
after

...our neighbourhood

DON'T BE A TO

STOP BULK WASTE & FLY TIPPING

As you'll probably know, there have always been problems with fly tipping in the Barlanark area. Try as we have over the years to reduce this problem, unfortunately it seems that things are getting progressively worse.

It's difficult to understand why people do this, especially since Glasgow City Council provide free bulk uplifts to ALL Glasgow residents, whether you own or rent your property, and regardless of the type of property you live in.

In particular, we seem to have a persistent problem with dumping/fly tipping in the following areas:

- Bottom of Blyth Place (where it meets Kerrera Road)
- The open space area at the rear of Burnmouth Road, Millbeg Crescent and Pendeen Road
- Garvel Road (on the open space site formerly known as Garvel Crescent)
- Calvay Road
- Corner of Barlanark Road and Barlanark Crescent

Rear of Burnmouth Road



Calvay Road



Garvel Road (on Garvel Crescent Site)



SSER!



IMPORTANT INFORMATION FOR BULK UPLIFT

• If you live in a tenement

Place your items next to the bin store the night before or morning of your bin collection day and the rest of the work will be done for you. If items are left out at any other time or in any other place, you are fly tipping.

• Special uplift for fridge/freezer

Follow the above instructions, however you also must call Cleansing Services on **0141 287 9700** and request an uplift. Or, you can make a request online at www.glasgow.gov.uk. These items have to be reported because fridges/freezers contain gases and require a special uplift from Cleansing Services. If you put a fridge/freezer out without requesting an uplift, it will NEVER be removed by Cleansing Services and therefore you are fly tipping.

• If you live in a main door (house) property

Simply call Glasgow City Council's Cleansing Services on **0141 287 9700** and request an uplift. Or, you can make a request online at www.glasgow.gov.uk. Cleansing will then collect the bulk from the front/back/side of your property.

Please note: residents of Blyth Place, Kerrera Place and Burnmouth Road have different arrangements for bulk uplifts. If you live in any of these streets and require further information, please contact the Calvay office.

We cannot stress enough that bulk should not be put out until the night before or morning of your rubbish uplift. We routinely see that bulk has been collected by Cleansing Services and later the same day or the following day, new bulk rubbish has been placed outside. Doing this simply leaves the area you live in looking a constant mess, with the added risk that items get further spread about the street/area before the next bulk collection day.

Remember: your Council Tax payments fund the rubbish/bulk/fly tipping uplift services. It is Glasgow City Council who provides this service, not us. So:

- If you see bulk/rubbish that has been dumped, please contact the Environmental Task Force on **0300 343 7027** to arrange for an uplift.
- If you know who has dumped the bulk/rubbish, Glasgow City Council Enforcement Officers can also take action against the culprit, including issuing them with a fine.

We urge ALL residents to please make use of the Council's FREE uplift service instead of dumping bulk in other areas. We would also encourage you to REPORT anyone you see fly tipping and creating a mess, as this will deter them from doing it again.



This is your neighbourhood, don't treat it like a bin and – please – don't be a tosser! ;)

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

Scottish Power (Emergency Supply)
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

Housing Benefit & Council Tax Services
0141 287 5050

Abandoned Cars
0141 276 0859

Crime Stoppers
0800 555 111

Thank you to resident Paul Narloch for sharing another one of his poems with us. This time, Paul's inspiration was a broken trampoline...

REACH FOR THE STARS

Reaching for stars from tame trampoline.
Reaching for stars, the ones I've not seen.
Reaching for stars, in place I've not been.
Discounting trip advisors.

Reaching for stars to share future plans.
Reaching for stars, sift can'ts from the cans.
Reaching for stars, dodge desperate Dan's.
The ones that steal my sparkle.

Reaching for stars on twinkle tipped toes.
Reaching for stars, more highs than lade lows.
Reaching for stars that no one knows.
Celestial body shaming.

Reaching for stars that flicker in flight.
Reaching for stars that blaze in plain sight.
Reaching for stars, a flying space kite.
Rockets rely on rear view.

Reaching for stars from taut canvas sheet.
Reaching for stars amid satellite fleet.
Reaching for stars, neat summersault feat.
An acrobatic action.

Reaching for stars, the galactic gymnast.
Reaching for stars, an experience to last.
Reaching for stars, a fine fizzy cast.
Destination reached.

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