

Calway News

www.calway.org.uk

Winter 2020



Wishing all our
residents and customers
a very Happy Christmas
from everyone
at Calway Housing

Dear residents and customers,

Well – what a year we've all had.

I'm not sure about you, but personally I'll be glad to see the back of 2020, even if there won't be a full Hogmanay to see the old year out! Christmas will be different this year too, although I heard at least one member of the Calvay team had put their decorations up in November. I don't think she'll have been the only one!

Here at Calvay, I know the staff have been working hard to keep the service going. There have been times when government restrictions meant day-to-day repairs and internal upgrades had to be paused. But staff have been working throughout, available on the phone or by email to help and support you.

During the year, our contractors have been busy upgrading the bin stores, getting ready for Glasgow City Council delivering the new wheelie bins. Our kitchen contractors pushed ahead when they could, getting new kitchens fitted for many of our tenants. Landscape contractors and close cleaning contractors also carried on working throughout the restrictions.

Our development of new properties at Garvel Crescent and Blyth Road has unfortunately progressed more slowly than we hoped. A lot of work has already gone in to design and obtaining planning permission, but come the spring, we're confident you'll start to see work happening on-site.

Looking forward to a happy and COVID-free 2021.

Best wishes to you, and your family and friends.

Anna Ellis

Chair



CHRISTMAS AND NEW YEAR holidays

The Calvay office will be closed completely over the holiday period.

We'll stop at **12.30pm** on

Thurs 24th Dec 2020

and start back at **9.00am** on

Wed 6th Jan 2021

If you have an emergency repair during this period, please phone the numbers on page 7.



DON'T FORGET

Remember to send in the short questionnaire on rent increases included in the last Newsletter. All responses are being entered into a draw to win a **£25 Asda voucher** – it could be you! All questionnaires should be returned to us by **8th January 2021** at the latest. If you need a new form, just call us on **0141 771 7722** or email **enquiries@calvay.org.uk**



The Calvay Committee

News
Update

Calvay's Management Committee make key decisions on behalf of the Barlanark Community. Committee Members are mainly Calvay tenants, owners and sharing owners. At our Annual General Meeting (AGM) on **24th September 2020**, the following people were appointed to the Committee:

Anna Ellis

Chairperson

Sandra McIlroy

Committee Member



Alison A'Hara

Vice Chair



Pauline Barr

Secretary



Chris Warwick

Treasurer



Eddie Dunlop

Committee Member



Margaret Lynch

Committee Member



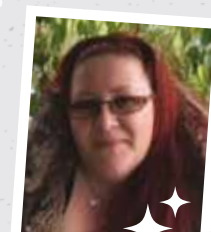
John Lyon

Committee Member



Julia Okun

Committee Member



Laura Sneider

Committee Member

Face covering exemption card

The Scottish Government has introduced these new cards for people who are exempt from wearing face coverings, to help them feel more confident and safe when accessing public spaces and using public services.

The service is being delivered by Disability Equality Scotland (DES). Physical and digital cards are available to request online at www.exempt.scot or via a free helpline on **0800 121 6240**

**EXEMPTION
CARD**

Dana

The Ruchazie Pantry

High quality, low cost food for all

This new pantry is located on the main street in Ruchazie, at 435 Gartloch Road. Supported by FareShare, it offers a unique shopping experience to residents of Ruchazie and the wider area.

Unlike a traditional food pantry, where customers are given a package of food, the Pantry allows customers to browse and choose their own products, just like they would in a traditional supermarket.

Items are not individually priced. Instead you pay £2.50 for a membership each time you visit, which allows you to purchase £15 worth of food from the Pantry.

So you can shop for yourself and choose what you want.

Why not give it a go?

The Pantry is open five days a week:

Mondays - 4pm-8pm

Wednesdays/Thursdays/Fridays: 9.30am-4.30pm
(closed 12.30pm-1.30pm)

Saturdays: 9.30am-1pm

Free transport can be arranged for members who require access to the Pantry but have trouble getting there. Transport operates on Fridays from Barlanark between 1.30pm – 3.30pm. Pantry Members can call **0141 778 2042** to register and book transport.

For more information, see their **Facebook page** (RuchaziePantry) or email pantry@ruchaziechurch.org

If in doubt - **KEEP THEM OUT!**

Stay safe in your home – Beware bogus callers

This year we've received so much information on keeping ourselves and others safe from COVID-19, that it may have distracted us from keeping our homes safe from strangers and intruders.

For your own safety, please make sure:

- Your door entry system is working
- Your close doors, front and back, are kept closed
- Any gates are secured
- Your close and external lights are all working, and visibility is high.

Stay safe inside and out – here's who to call if things aren't in working order

Close lights out –

Report to City Building on 0800 595 595

Door entry faults –

Report to Calvay 0141 771 7722, press 1 for Repairs

Close door or gates insecure –

Report to Calvay 0141 771 7722

All out of hours emergency repairs –

Report to City Building 0800 595 595

How will I know if a tradesperson is from Calvay?

If we have arranged for a contractor to come to your home to carry out any work, you will know about this in advance. We would have sent letters, made phone

calls and published information in our Newsletters on all major and cyclical work programmes that we have running. So you will have been told what's going on for you, in your property and in your street.

What should I do if a tradesman comes to my door?

You should be aware in advance of all callers from Calvay coming to your home. But with every caller who comes to your door, use a chain and spy hole, if you have them. If someone claims to be a contractor:

- Still using your chain and spy hole, ask to see their ID – it should be photographic.
- Call Calvay on 0141 771 7722 to double check – tell the caller you're going to do so.
- Close and lock your door while you do this.

Our contractors work to a code of conduct

- They will not pressure you to allow them access.
- They will not be put off by being asked to wait until you call us.
- You might already know them and the company they work for – we've used the same local contractors for some time and they could have already carried out repairs in your property, so they might be familiar to you.

Remember – if in doubt, keep them out!

Smoke Alarms

Smoke alarms save lives, so remember to test yours and make sure it's working. Although your alarm works off the mains supply, if there's a power cut, the battery is your back-up. So make sure the battery you've got in your smoke alarm still works.

The Fire Service has also informed us that smoke alarms go off if power cards run out and there's no battery installed. So if you're going to be away from home for any length of time, please ensure that:

- ✓ Your alarm has been tested and a working battery is in place.
- ✓ There's enough money left in your power card.
- ✓ You leave an emergency contact number with a member of maintenance staff.

FESTIVE SAFETY

Christmas is a time for fun and celebration, but it's also when people are more at risk from house fires. So here are a few tips for your ho-ho-home safety:

- Always switch off your tree lights and any other electrical decorations BEFORE you leave the house and BEFORE you go to bed.
- Never place candles near your Christmas tree or furnishings, and don't leave lit candles unattended. Keep matches, lighters and candles out of children's reach.
- Decorations and cards can burn easily – so don't hang them near lights or heaters.
- Don't overload electrical sockets.
- If you're having a few festive drinks, take extra care in the kitchen.



TURN OFF
LIGHTS

THISTLE
TENANT RISKS

Your landlord does not cover your home contents and personal belongings.

So it's a good idea to consider what a home contents insurance policy would cover you for.

When you move into your property, you should think about protecting your personal possessions and home contents.

These include your furniture, carpets, curtains, clothes, bedding, and electrical items. And don't forget your jewellery, pictures and ornaments.

For more information contact your Housing Office or telephone

Thistle Tenant Risks on **0345 450 7286**

email: tenantscontents@thistleinsurance.co.uk

Would you like a member of the Thistle Tenant Risks team to call you back at a convenient time, to discuss cover, optional extensions available, and premiums?

Visit:
www.thistletenants-scotland.co.uk
and request a call back today!

Protect your belongings against fire, theft, flood and much more.

Limits and exclusions apply, a full policy wording is available on request.

BULK AND FLY-TIPPING:

All change across the city

Glasgow City Council (GCC) is changing its services for bulk and fly-tipping across the whole city.

So why is the council service changing?

Currently just Glasgow and one other council in Scotland provide a free bulk uplift service - all the others charge. GCC have decided that in the future they'll need to charge to reduce the amount of bulk waste that's collected in order to help meet climate change targets.

What's happened so far?

When lockdown started in March 2020, GCC stopped bulk uplifts because of Coronavirus. They did this because they had fewer staff available due to shielding and the social distancing rules which stopped staff sharing bin lorries. At this time, 25 housing associations, including Calvay, stepped up and agreed to dump the bulk for tenement properties. We've been covering this service for 8 months now, but it's been expensive.

What are GCC going to do next?

On 8th December, GCC told us that starting from 10th December they would offer a request service for bulk uplift. The council will not be collecting bulky waste from designated pick-up points on 'bulk day'. Anybody can use the request service by using the MyGlasgow App or visiting www.glasgow.gov.uk/bulkywaste

GCC have also told us that at some point next year, they'll start charging for bulk uplift. We'll let you know about the details and start date for this as we find out more.

What's Calvay going to do next?

We're going to carry on collecting bulk waste (as we have been doing since March) from tenement properties only up until early in the New Year. We've decided to do this because of the short notice we've received from GCC and because GCC do not normally deal with bulk uplift between Christmas and New Year anyway.

What happens if I live in a main-door property?

You are responsible for getting rid of your own bulk waste. Some ways you can do this are mentioned below.

What other ways are there for me to get rid of bulk waste?

Everyone can take their own bulk waste to a GCC household recycling centre. The nearest one to Calvay is **Easter Queenslie Recycling Centre, 90 Easter Queenslie Road, G33 4UL**. It's free to use the household recycling centre.

If you're having white goods such as a fridge or washing machine delivered, quite often the company making the delivery will take your old white goods away. They may make a small charge for this.

What about fly-tipping?

Please do not fly-tip. It's illegal and makes Barlanark look a mess. You can be prosecuted and fined if you're caught fly-tipping.



Do you have problems with mobility?

It's a fact of life that people's housing needs can change quite drastically over the years, usually through ill health, disability or just getting older. This can result in certain aspects of the house no longer being suitable or accessible. The most common problems are:

- Getting in and out of the bath
- Managing stairs leading to or inside your home
- Difficulty using taps or needing something to steady you up

Perhaps a small adaptation to your house might help, such as fitting:

- A level access shower or wet floor shower
- Internal or external handrails
- Lever taps or grab rails

Each year, we have a budget set aside to carry out adaptations that will help tenants or prospective tenants who have medical or mobility issues. The Scottish Government provides some funding towards this and we pay the rest.

We recognise that adapting existing properties can allow people to remain in their homes for as long as they wish, while also helping to sustain their independence, privacy and dignity.

If you think adaptations to your home would help you:

- The first step is for an Occupational Therapist (OT), employed by Glasgow City Council, to visit you and carry out an assessment.
- The OT will then make recommendations to us on your behalf.

To arrange for an OT to visit you for an assessment:

- Speak to your GP who can make a referral on your behalf OR
- Call us on **0141 771 7722** and we'll help you complete a referral form.

If medical adaptations are recommended for you:

- These will be carried out by us, providing there are funds remaining in our pre-set budget, which there is at this stage.
- If we can't carry out your adaptation due to budgetary constraints, we'll do this once a new budget is implemented at the start of the next financial year.

Remember, we want to help you with any mobility issues you may have in your home. Please let us support you in this way.



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

Out of Hours Homelessness Services
0800 838 502

Environmental Protection – Noise Pollution
0141 287 6688 or
0141 287 1060

Housing Benefit & Council Tax Services
0141 287 5050

Road & Lighting Faults
0800 373 635

Abandoned Cars
0141 276 0859

Crime Stoppers
0800 555 111

Police Scotland
01786 289070

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.

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 page 5 for more information.