

Calway News

www.calvay.org.uk

Winter 2021

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



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Welcome

Happy Christmas to everyone!

I would like to take this opportunity to wish everyone a Happy Christmas and a better New Year.

Here at Calvay, things are beginning to return to normal. Most of the staff are doing turn about, so are in the office on alternate weeks to ensure social distancing.

If you need to see a staff member, please just call us on **0141 771 7722** during working hours to make an appointment.

At the time of writing, the Calvay Centre is beginning to be used more. Dance Class, Bingo and Job Club have all restarted and, as we publicised in the last edition of the Newsletter, the Calvay Community Cafe is open 9am to 2pm, Monday to Friday for both sit-in and carry-outs. I thoroughly recommend it!

The EHRA Good Neighbour Awards have shown that people really do make Calvay, as we discovered all the amazing folk in our community who go above and beyond to help their neighbours. You can meet our winners and runners up on page 5.

There's lots going on in and around Calvay this Christmas – see pages 7-10 for all the free events and competitions not to be missed, including two chances to win prizes for the best Christmas decorations!

Wishing you all the best for the year ahead.

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

Friday 24th Dec 2021

and start back at **9.00am** on

Thursday 6th Jan 2022

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



Competition winner



Congratulations to Mr Reddoch who won a **£25 ASDA voucher** in our Hallowe'en Wordsearch competition.

CALVAY ANNUAL GENERAL MEETING

We held a successful - and socially distanced - Annual General Meeting in the Calvay Hall on 9th September. As usual, the Annual Accounts were presented and new Committee Members were elected.

Following the AGM, the Committee was:

Anna Ellis

Chairperson

Sandra McIlroy

Committee Member

Very sadly, since the AGM John Lyon has passed away. John was a keen and committed member of the Committee and will be missed by all at Calvay.



Alison A'Hara
Vice Chair



Pauline Barr
Secretary



Chris Warwick
Treasurer



Margaret Lynch
Committee Member



John Lyon
Committee Member



Jim Gourlay
Committee Member

Get the cover you need this Winter!

Did you know that the Thistle Tenant Risk Homes Contents Insurance Scheme offers cover for fire, theft, water damage, floods and much more.

In fact, over the festive period or other religious festival, the Crystal Scheme automatically increases the contents sum insured by **£1,500** or **15%** of the sum insured (whichever is greater), for loss or damage to gifts bought, for one month before and one month after each special occasion.

The holidays could see more accidents, such as risks of spillages, breakages and general mishaps.

Optional extensions are available, subject to an additional premium, such as extended accidental damage.

A £50 excess may apply, full details are available on request.

Terms & conditions apply to all sections. A full policy wording or Insurance Product Information Document is available on request.

To find out more about the Thistle home contents insurance scheme contact:

- » Crystal on **0345 450 7286**
- » Request an application pack from your local housing office
- » Visit **www.thistletenants-scotland.co.uk**, where you can also request someone to call you back!

THISTLE
PROPERTY SERVICES

Thistle Tenant Risk is a trading style of Thistle Insurance Services Limited. Thistle Insurance Services Limited is authorised and regulated by the Financial Conduct Authority (ref: 310415). Registered in England under no. 01121645. Registered office: Nottingham Business Park, West Carr Road, Retford, Nottinghamshire, DN22 7YB. Thistle Insurance Services Ltd is part of the IFF Group. Our Data Protection Privacy Policy is online at <https://www.thistleinsurance.co.uk/privacy-policy>



CLOSED:



Housing Benefit telephone service

It has been brought to our attention that following a post COVID-19 service review, Glasgow City Council will not be re-opening their Housing Benefit telephone enquiry line.

It would appear there was no consultation with residents or partners on this. We've raised the issue with the council, but unfortunately the decision seems to have already been taken.

If you're unhappy with this service closure, you can contact your local MP/MSP and ask them to take the matter forward.

From now on, to make contact with Housing Benefit Services, you must do so by accessing their website and using their online contact form at www.glasgow.gov.uk You can also request a call-back and make changes of circumstances online.

Council Tax and Scottish Welfare Fund services are also available at www.glasgow.gov.uk

A live chat service is available for both of these services, but again not for Housing Benefit.

Online Self Service Portal

You can also register to have access to your online Housing Benefit and Council Tax account at www.glasgow.gov.uk - Housing Benefit - Manage My Account.

You'll need your Housing Benefit/Council Tax reference number, which you can find on any letters from the department. This will allow you to see your Housing Benefit/Council Tax award, payments due and any letters sent to you.

Window replacement, Hallhill Road

We're currently undertaking a window and external doors replacement programme covering Garvel Road and Hallhill Road tenements. This is part of Calvay's commitment to making sure your home is kept safe and warm. Our current contract covers 53 tenanted properties at a cost of £264,000, plus any owners who wish to get involved too.



Online housing application form

In August, the Greater Easterhouse Common Housing Register (GECHR) launched their online housing application forms in partnership with Gardeen Housing Association, Lochfield Park Housing Association, Easthall Park Housing Co-operative and our website provider, Kiswebs.

So far, the online application form has proven to be popular, with a number of applicants using this method. The process also allows applicants to upload supporting documents using a mobile device.

All four landlords will continue to develop and improve the whole application process.

You can find the online application form on our website www.calvay.org.uk/allocations

Please note you must complete all the relevant information before your form can be made "live".

If you have any queries regarding your application, please contact Melissa at the Calvay office on **0141 771 7722** or email enquiries@calvay.org.uk



YOU SAID ...we did!

In our latest Annual Report that we posted out to all tenants and owners recently, we included a Feedback Form.

Here are two points raised from the form, and what we've done in response:

You said

An owner expressed their dissatisfaction about the gardening service either not getting done or not being done to a satisfactory level, particularly when they pay for it.

We did

We've had a few complaints about the gardening service from both tenants and factored owners. We've taken these on board. The current contract is nearing completion, and so we'll put this out to re-tender. We'll let you know once the process is complete.

You said

A tenant expressed concern about the cost of producing the Annual Report on such thick, glossy paper.

We did

We've taken this on board and next year will seek your opinions on the best way to advise you on the results of the Annual Report. This could be by an individual mailing or simply publishing it on our website.



People Make
Calvay



EHRA GOOD NEIGHBOUR AWARDS

In August, EHRA (Easterhouse Housing Regeneration Alliance) ran a Good Neighbour competition for residents to nominate a neighbour who had gone the extra mile for them. From the nominations received, we narrowed it down to three winners and two runners up.

It was an incredibly difficult decision, as every nomination deserved an award on their own merit. We want to thank everyone who was nominated for helping to look after their neighbours. The winners each won a £50 ASDA voucher, while the runners up received Thorntons chocolates.

Congratulations to our winners!

Well done to our runners up!



Sharon Curley of Calvay Place, who was nominated by her neighbour for all her help during COVID, including looking after elderly neighbours, going shopping, picking up medication and checking in on them. Sharon has been an “angel in disguise” to her neighbours! Well done and a massive thank you Sharon!

Mr & Mrs Coulter of Calvay Road, who were nominated as a thank you for the support and comfort they provided to their neighbours when there was a fire in the close. They opened up their home and their hearts to their neighbours, providing a safe haven for them. A massive thank you to them both for this support during that difficult time.

Maureen Doherty of Sandaig Road, who was nominated by her neighbour for the help and support she provided to her grandmother during COVID and over 25 years of being neighbours! She supported her through illness, as well as being a massive support network and family friend through difficult times. Maureen has always been available for her neighbours in times of need and they are forever thankful! On behalf of your neighbours, thank you Maureen for your kindness!



Pauline Barr and **Petra Morier** have both been amazing neighbours, especially through the difficult COVID times when they have been a huge support. People make Calvay!

The Glenburn Centre, 6 Glenburnie Place, Glasgow, G34 9AN

Glenburn Does Christmas 2021 Meet and Greet Santa Events



Thursday 9th December 6pm
Tuesday 14th December 6pm
Saturday 18th December 10am & 4pm



Festive Fun for the children
includes arts and crafts, party
games and much more

To book your space contact
libby@eraglenburn.org.uk

or call or message

07594649756



FESTIVE COMM

Did you miss joining your friends and family at community events last year? Well, great news - this winter you'll be spoilt for choice!



Springboig and Barlanark Snowman Trail

Help bring some festive cheer to your street and join in the Springboig and Barlanark Snowman Trail on 18th and 19th December, 5pm-7pm. You're invited to decorate your windows, gardens and shopfronts in a festive theme. Snowmen are encouraged, but not compulsory!

There are prizes for Best Dressed Windows and Best Dressed Gardens, as well as jingle bells and Santa hats being handed out along the trail!

Why not join in the festive fun and sign up today or simply enjoy an evening stroll to see your neighbour's decorations along the trail.

For more information and to sign up, scan the code on the poster or contact Ola from Thriving Places on **07423 598756**.

This event is brought to you by residents supported by Thriving Places Springboig Barlanark.

UNITY EVENTS

Calvay's Christmas Competition

You can also enter our own Christmas competition for Best Window/Veranda/Garden decorations for a chance to win a **£30 ASDA voucher!**

Just email pictures of your or your neighbour's festive display to melissa@calvay.org.uk with the name and address of the decorations by Wednesday 15th December.



So that's two chances you've got for a decorations win! Good luck!

BUDHILL WINTERFEST 2021

FREE

Put on your warm coats, hats and gloves and join us at Budhill Winterfest 2021 on **18th December from 12noon - 4pm**. Festive fun includes a visit from Santa, free food, giveaways, entertainment, live music, dance performances, and activities such as arts and crafts, VR, stalls and much more!

This is a **FREE** event but ticketed, so make sure you get your tickets today by contacting eastendflatpackmeals@gmail.com

Winter Music Festival and Family Ceilidh

Get in the Christmas mood with some festive music and dancing! This takes place on **10th December in Barlanark, at 1.30-3.30pm and also at 6-8pm**. Places are **FREE** but very limited, so try and get your ticket today - contact Barlanark Community Centre directly on **0141 773 1812** or ask at their reception at 33 Burnmouth Road.

Winterfest 2021 18TH DECEMBER 12PM - 4PM Budhill Square

FREE COMMUNITY EVENT

COME AND JOIN US FOR WINTERFEST 2021

FREE TICKETED EVENT

THIS IS TO LIMIT NUMBERS FOR SAFETY

Tickets can be claimed from private messaging @eastendflatpackmeals on Facebook or E-mail eastendflatpackmeals@gmail.com

PLANNED ACTIVITIES

- FREE SANTA VISIT
- FREE FOOD (TICKETED)
- FREE GIVEAWAYS
- FREE ENTERTAINMENT
- FREE ACTIVITIES (arts & crafts & VR)

Strict adhering to COVID-19 Safety regulations will be in place

Logos: M, ASDA, F&M, Food Heroes, Sainsbury's, P, ASDA

THE GLENBURN CENTRE PRESENTS:

CHRISTMAS MOVIE NIGHTS



TUESDAY 7TH, 14TH & THURSDAY 9TH, 16TH DECEMBER 2021
6.30PM TO 9PM SNACKS PROVIDED

TO BOOK YOUR SPACE PLEASE CONTACT
LIBBY@ERAGLENBURN.ORG.UK CALL OR
MESSAGE 07594649756



6 STEPS TO CHRISTMAS SAFETY

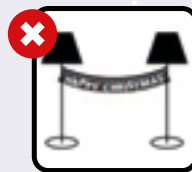
We want to make sure all our tenants and residents have a very Happy Christmas. So please follow these steps below and keep everyone safe this Christmas.



Wishing you a safe and happy Christmas



Check your Christmas tree lights carry the British Safety Standard sign.



Decorations can burn easily – so don't attach them to lights or heaters.



Never place candles near your Christmas tree or materials that can catch light easily.



Keep candles, lighters and matches out of children's reach. Never leave burning candles unattended.



Test your smoke alarms monthly and only remove batteries when replacing them.



Never overload electrical sockets. Always switch Christmas lights off and unplug them before you go to bed.

Melted Snowman Biscuits



Image courtesy of bbcgoodfood.com

Get the little ones in the kitchen and make these fun festive biscuits.

What you'll need

200g fondant icing sugar
6 white marshmallows
6 large cookies
24 mini chocolate beans
6 pretzel sticks
tube black writing icing

Method

1. Put the icing sugar into a bowl and add cold water a teaspoon at a time until the mixture is runny but thick enough to coat a spoon
2. Ask an adult to snip the marshmallows in half using wetted scissors.
3. Spoon a little icing onto each cookie and attach half a marshmallow. Using a little icing, stick the other half on top at an angle. Drizzle a little more icing onto the cookie to make melting snow.
4. Break the pretzel sticks in half and place on the cookie for arms. Stick orange chocolate beans on for the noses. Stick three chocolate beans on each cookie to represent buttons
5. Using the writing icing, pipe small blobs for the eyes and mouth. Leave to set.

PREP: 30 MINS
SKILL: EASY
SERVES: 6

Calvay Bingo

Every Wednesday
The Calvay Centre, 7-9pm



All welcome

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 and let any solid fuel fire die down.
- 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.
- Let any solid fuel fire die down.
- 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!

Calvey 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 3 for more information.

The out of hours emergency numbers are:

Gas Repairs (Gas Sure) **01294 468 113**

All other emergency repairs **0800 595 595**



WOULD YOU LIKE A CREDIT UNION AT CALVAY?

We're considering teaming up with a local credit union if there's enough demand in the area. A credit union is a bit like a bank, but is different in that they're not-for-profit and are owned by their members. Loan rates tend to be lower than banks, and savings rates higher.

Services on offer might include:

- Savings
- Small loans
- Children's savings
- Life insurance
- Mortgages

We've put a short survey on our website and if there's enough interest, will take steps for tenants to have access to a credit union. If there's not enough interest, we might not be able to go ahead, so please let us know your thoughts.

The survey takes less than 1 minute. Please click the survey link on our website at www.calvay.org.uk/would-you-like-a-credit-union-in-calvay/



UK Government Scheme offers up to £1,200 bonus on savings

The Help to Save scheme was launched by the UK Government to help low-income earners (claiming Universal Credit or Working Tax Credit) to save. Help to Save pays a 50% bonus on the amount saved, up to a maximum of £1,200 over four years.

How it works

Help to Save is a type of savings account. It allows people on Working Tax Credit or Universal Credit to get a bonus of 50p for every £1 (50%) they save over four years. Help to Save is backed by the government, so all savings in the scheme are secure.

You can pay in as many times as you like, but the most you can pay in each calendar month is £50. For example, if you have saved £50 by 8 January you will not be able to pay in again until 1 February.

Here's an example of what you might get:

- You pay in £25 every calendar month for 2 years. You do not withdraw any money. Your highest balance will be £600 after two years (£25 X 24 months).
- Your first bonus is £300, which is 50% of £600.
- In years 3 and 4, you save an extra £200, to grow your highest balance to £800 (£600 + £200)
- Your final bonus is £100, which is 50% (or half) of the extra £200 you saved.
- Even if you withdraw some money after your balance was £800, this does not affect your bonus.

To find out more information go to: www.gov.uk/get-help-savings-low-income

Home Energy Scotland: Supporting warmer homes this winter

Home Energy Scotland is funded by the Scottish Government to help households reduce their heating costs and make their homes warmer and more energy efficient.

Our top tips for a cosier winter

1. Set your heating controls to manage the temperature of your home. Remember to use the weekday and weekend settings.
2. Keep your radiators clear and avoid putting furniture against them. Drying your washing on the radiator can make your house colder, and can also encourage condensation and mould growth.
3. Your room thermostat should be set to the lowest comfortable temperature (typically between 18°C and 21°C). Turning down the room thermostat by one degree can save up to £55 a year.
4. Use heavier curtains during the winter months and make sure you close them when it gets dark to keep the heat in and the cold out.



Funded by the Scottish Government, Home Energy Scotland (HES) provides free and impartial energy advice to help Scottish householders to reduce their energy costs and create warmer homes. Support ranges from advice on how to manage your heating controls or shop around for a cheaper energy supply, or check to see if you're eligible for financial support, benefits and incentives.

To find out how Home Energy Scotland can help you, call freephone **0808 808 2282** or email adviceteam@sc.homeenergyscotland.org and an advisor will call you back. Or visit www.homeenergyscotland.org or follow [@HomeEnergyScotlandSC](https://www.facebook.com/HomeEnergyScotlandSC) on Facebook.



Council discontinues energy payments for over 80's

In our last Newsletter we mentioned the Affordable Warmth Dividend Payment. This was a payment of £100 from Glasgow City Council to Glasgow residents over the age of 80.

Unfortunately, we were notified on 9th November 2021 that the council has discontinued this service. So even if you've received payments in previous years, there will be no payment this year or in the future.

STOP PRESS

Non-housing matters: who to call for help

We receive a lot of calls for issues that we have no control or authority over, such as problems with water supply, electricity supply and street lighting.

Please note we cannot do anything to help with these matters, apart from issuing you with the telephone number for the right service provider.

We've included a list of these contact numbers here, along with other useful numbers. Please call these numbers for help before contacting us. This will help free up our phonelines during busy periods and allow us to provide a faster service on housing matters to all our tenants.

Reporting Street Lighting Faults

We receive a lot of calls about faulty street lights. Calvay is not responsible for lights on public roads or footpaths – Glasgow City Council is, so you need to report street lighting faults to them.

You can find more information on lighting faults at www.glasgow.gov.uk - go to Roads and Parking, then click on Report Lighting Faults.

You can log lighting repairs on the council's My Account page. You have to register for this service, but once registered you can use it for a variety of public services, such as reporting missed bin collections.

Emergency Lighting Faults

A lighting defect that is causing a clear and immediate danger (i.e. that represents a high risk to loss of life or limb) can be treated as an emergency. To report a lighting emergency telephone **0800 373635**.

(Please note: Each lighting column or lamp post has a unique reference number printed on it. When you're reporting a defect, please quote this number as it will help to identify the column needing fixed.)

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

Abandoned Cars
0141 276 0859

Crime Stoppers
0800 555 111