

# Calway News

[www.calway.org.uk](http://www.calway.org.uk)

Winter 2023

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



**10 | WIN!**  
£25 Smyths Toys voucher in our  
kids colouring competition

**11 | WIN!**  
£25 Amazon voucher in our  
Christmas crossword



## Welcome to the bumper 20-page Winter Edition of Calvay News!

In this issue you can find information about Platform's Christmas panto, Cinderella. Platform are offering great discounts and priority access for local people, see page 5 for details.

There's a chance for adults to win a £25 Amazon voucher in our Christmas Crossword competition and for children there's a colouring competition with a prize of a £25 Smyths Toys voucher. The closing date for both competitions is 18th December, so don't delay if you want a chance to win!

We know that Christmas can be a difficult time for many. If you think you need some help with your finances, for example to check you're getting the benefits you're entitled to, you can make an appointment with Angela, our Welfare Rights Officer, by calling 0141 771 7722. On page 9 you can find some energy saving tips to save you money and on page 12 there's information about the Warm Home Discount Scheme and the Child Winter Heating Payment.

In the last newsletter, we gave you an update on our Governance Action Plan. Since the last newsletter, the Scottish Housing Regulator (SHR) have reviewed our regulatory status. They have issued a new Engagement Plan which is available on our website, and the SHR's website. Our regulatory status remains unchanged and is "Working Towards Compliance". We've been making good progress with our Governance Action Plan and have now completed 23 out of the 51 actions we need to deliver, with 9 of the 23 completed actions also being verified. I'll let you know about further progress in future editions of The Calvay News.

While we've had a mild autumn, no-one knows what winter will bring. There are articles on pages 14-15 for advice on how to deal with condensation, and on page 19 on how to have a safer winter. On page 20, you can find details of who to call in an emergency, such as if there's a power cut. Keep this newsletter handy so you have all the information you need.

Best wishes for Christmas and the New Year.

**Jim Gourlay**  
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 22nd Dec 2023**

and start back at 9.00am on

**Thursday 4th Jan 2024**

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

## Competition Winner



Congratulations to Mr Guy Deyap Ngansi who won the **£25 Tesco voucher** in our Hallowe'en Wordsearch competition.



**Calvay  
Bingo**

*All welcome*

**Every  
Wednesday**

The Calvay Centre,  
7-9pm

# CALVAY AGM

We held a successful Annual General Meeting in the Calvay Hall on 14th September. As usual, the Annual Accounts were presented and new Committee Members were elected.

*The Committee Members are as follows:*



**Jim Gourlay**  
Chair



**Alison A'Hara**  
Vice Chair



**Chris Warwick**  
Treasurer



**Bryce Wilson**  
Secretary



**Steven Blomer**  
Committee Member



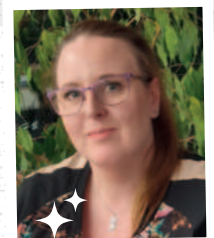
**Peter Howden**  
Committee Member



**Jim Munro**  
Committee Member



**Geri Mogan**  
Committee Member



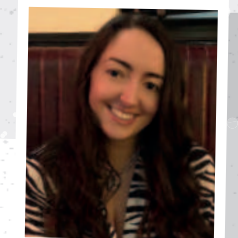
**Julia Okun**  
Committee Member



**Gordon Laurie**  
Appointed Member



**Lawrie West**  
Appointed Member



**Emma Connelly**  
Co-opted Member

## STAFF NEWS



*Hello, Andy!*

We're delighted to welcome Andy Wilson to the staff team. Andy has joined us as our new Housing Assistant.



*Congratulations Diane!*

Our Housing Assistant, Diane Steel, celebrated the Big 6-0 this year. Much cake was enjoyed by all!



# Annual Report

Performance  
Matters

Each year we publish our Annual Report for our tenants and residents. This report provides information on Calvay's performance throughout the year. There are comparisons between how we did last year compared to previous years. We also include information about how we compare to other housing associations and the Scottish average.

Last year, following feedback, we decided not to print and post the report out to all tenants. Instead, we made it available to download from our website. We're doing the same this year – you can download it from [www.calvay.org.uk/publications/](http://www.calvay.org.uk/publications/)

If you would like a printed copy, however, we're happy to provide you with one – just call the office on **0141 771 7722** or email [enquiries@calvay.org.uk](mailto:enquiries@calvay.org.uk) and we'll get one sent out.

We're also keen to know what you think about the Annual Report:

- Have we made the right decision not to post a copy out to everyone?
- Does the report contain the information you want to see?
- Is the report easy to understand?

If you want to answer these questions or make any other comment about the Annual Report, please either email us at [enquiries@calvay.org.uk](mailto:enquiries@calvay.org.uk) with "Annual Report Feedback" in the subject line, or write to us at: **Calvay Housing Association, Annual Report Feedback, The Calvay Centre, 16 Calvay Road, Barlanark, Glasgow G33 4RE.**



## Significant performance **FAILURES**

As a tenant of a registered social landlord (RSL), you can report a significant performance failure (SPF) to the Scottish Housing Regulator. A group of tenants or an individual acting on behalf of tenants, such as a representative of a registered tenants' organisation, can also report an SPF.

### Examples

An SPF could happen where a landlord is:

- consistently not doing repairs when it should
- not allowing tenants to apply for another house
- putting tenants' safety at risk, for example because it is not doing gas safety checks when it should
- not helping tenants to report anti-social behaviour

- not reporting its performance in achieving the outcomes and standards in the Scottish Social Housing Charter to its tenants

A factsheet provided by the Regulator which goes into more detail about Significant Performance Failures is available on our website [www.calvay.org.uk](http://www.calvay.org.uk) under Complaints and from our Reception. You can also call us on **0141 771 7722** or email [enquiries@calvay.org.uk](mailto:enquiries@calvay.org.uk) and we will post one out to you.





Platform at  
the Bridge

# Music, events, workshops and panto – it's all at **platform** the arts centre in Glasgow's east end

**Platform, the arts centre at The Bridge in Glasgow's east end, offers a year-round programme of music, performance and visual art, community events and a varied Taking Part programme of workshops and classes.**

They welcome audiences from across Easterhouse, the city and beyond - and their Local Links programme offers great discounts and priority access to those living in postcodes near Platform.

Membership is free and you can enjoy a show for as little as £5.

**Eligible postcodes:** G11, G15, G40, G31 1–5, G32 0, G32 6–9, G33 1–6, G34 0, G34 9, G40 1–4, G69 6–8, G71 7.

The Bridge is also home to a swimming pool, library and the Platform Café Bar, so there's lots to do when visiting.

For more information, visit **www.platform-online.co.uk**, follow them on social media or get in touch on **0141 276 9661** or email **info@platform-online.co.uk**



Book now for...

# CINDERELLA

Join us for this family friendly Christmas show by the creative team behind last year's hit Sleeping Beauty

## DECEMBER

Tue 5   10.30am & 1.30pm	Fri 15   1pm & 7pm
Wed 6   10.30am* & 1.30pm	Sat 16   2pm* & 7pm
Thu 7   10.30am & 7pm	Tue 19   1pm & 7pm
Fri 8   1pm & 7pm	Wed 20   10.30am* & 1.30pm
Sat 9   2pm & 7pm	Thu 21   10.30am & 7pm
Tue 12   10.30am & 7pm	Fri 22   10.30am & 7pm
Wed 13   10.30am & 1.30pm	Sat 23   2pm & 7pm
Thu 14   10.30am* & 7pm	

\*relaxed performances

Tickets: £10.50/£7/£6

Image by Eu

DON'T MISS  
THE PLATFORM'S  
FABULOUS  
CHRISTMAS  
PANTO

Looking  
out for

...you

# Fuel support coming your way this winter!

**Great news! We've received funding from the Scottish Federation of Housing Associations (SFHA) Fuel Support Fund to help tenants reduce their fuel bills and keep warm this winter.**

From November, we'll be contacting our most vulnerable tenants to offer a free package that will include an air fryer, double duvet and pack of energy saving lightbulbs.

And in December, we'll contact all tenants who'll be offered two payments to help with fuel bills - one £50 payment in January and one £50 payment in February.

Look out for a letter that will tell you more and how to access payment.



## SUPPORTING OUR DIVERSE COMMUNITY

**We're proud to work in such a diverse community.**

In a world that's becoming increasingly diverse and interconnected, accessibility is more important than ever.

Making sure all individuals - regardless of their language, physical ability or visual impairment - have access to essential information is a fundamental right.

At Calvay Housing Association, we're proud to announce our unwavering commitment to making all our documents available in alternative languages and formats, including large print, Braille, and even sign language interpretation if required.

### **How to access our documents in alternative formats**

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

Simply contact our office on **0141 771 7722** or email **enquiries@calvay.org.uk** and we'll be happy to help you receive the format that best suits your needs.





# PLUMBING SURVEYS –

*we want to keep you safe*

**We plan to appoint a contractor to carry out surveys of common water storage tanks in all our properties.**

This is to ensure all our customers are on mains supply water and are no longer using stored water from tanks in the attic.

With this in mind, the contractor may need access to your home to confirm 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.

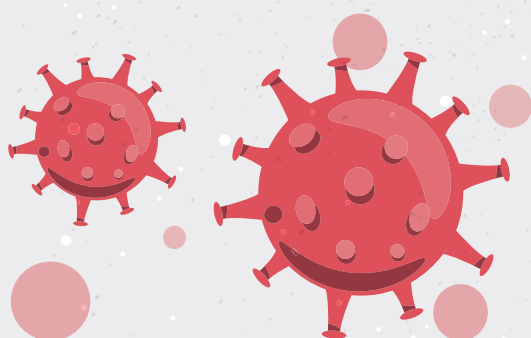
**It's vital you give access to our contractors to do these checks** – as an organisation we want to make sure all our residents are safe in their homes.

Once our contractor has been appointed, we'll notify all tenants whose property is being surveyed. Please note, if you live in a recent new build property, no action needs to be taken.

## **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 (eg 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.



**Tell us if your household changes – we don't want you to miss out!**

**It's essential that you tell us if you have made any changes to who lives in your house. For example, if you have a new baby, if an older child moves out or if someone moves in.**

Changes introduced by the Housing (Scotland) Act 2014 may result in you being unable to assign your tenancy or request a joint tenancy, or for a family member to succeed your tenancy in the event of your death, if you failed to notify us of their occupancy at least 12 months before the request is made.

If you haven't registered your children at your tenancy, you may also miss out on future funding, as we check how many children are in each household when we have funding available.

It may also be worth checking we've got up to date contact details for you, including your phone number and email address.

Call us on **0141 771 7722** today to check your household details.



# DON'T SLIP INTO RENT ARREARS

## ...this Christmas

**As Christmas approaches, we understand that it may be challenging for you to manage your money. At this time of year, many people feel pressured to spend more than their budget allows**

However, it's important that you stick to a budget and pay your priority bills, which include rent, Council Tax and utilities.

Rent arrears can escalate quickly and be difficult to pay off if not managed correctly. Missing payments during December and January means that you'll start the New Year in arrears, which ultimately puts you at risk of losing your home.

That's why it's important to prioritise your spending to help prevent longer term problems happening in the future.

Please remember to pay your rent first. If you're having difficulty paying your rent, we're here for you. If you're worried about your rent, let's talk. The sooner you speak to us, the quicker we can help you get back on track.

Don't delay in contacting us and together we can help you go into 2024 with less to worry about. Call us on **0141 771 7722** or email **enquiries@calvay.org.uk**

Enjoy your Christmas and New Year celebrations. Don't stop buying presents or hosting your family at Christmas - just budget ahead and remember that the best present for you and your family is to pay your rent and keep your home.



## RENDER REPAIRS

**As you may be aware, some of our properties on Calvay Crescent, Calvay Road and Barlanark Road have experienced failing render, with pieces coming away from the building.**

We appointed Latto's Maintenance to carry out immediate repairs to the render, with the programme starting on the 26th September 2023. The expected completion date is 22nd December 2023.

This work involves scaffolding being erected on elevations of buildings, with loose dangerous sections being removed and repaired. Residents affected will be notified a week prior to works starting on their block.

If you have any concerns about the safety of your building or any part of your property, please get in touch right away with our Maintenance team. Call on **0141 771 7722** and press **Option 1**.



# Reporting a Repair – Press Option 1

If you need to:

- **report a repair**
- **discuss an ongoing repair or major repairs**
- **arrange access for your annual gas service or electrical inspection**
- **discuss any other maintenance issue**

call the Calvary Office on **0141 771 7722** and **press 1** for repairs.

This will take you straight through to the Maintenance team, who will be able to help you.

It's much quicker for you as you'll only have to explain your query once, since you'll be speaking to the appropriate team. It will also keep the main line free for all other housing and application queries to be dealt with quickly.



## SAVE MONEY by SAVING ENERGY

Whether in your kitchen, bathroom or living room, there are simple actions you can take to conserve energy that add up to large savings on your energy bills. Follow these simple steps below to reduce energy use in your household:

### **Turn down radiators in rooms you aren't using - save up to £50 a year**

When you're not using rooms, turn radiator valves down to a lower setting – but don't turn them off.

Turning off radiators completely in rooms you don't use is actually less energy efficient - this is because your boiler now has to work harder to maintain the temperature of a room you are heating. Turning off radiators can also cause issues with mould and damp.

People over 65, children under 5 and those with pre-existing health conditions are more vulnerable to cold temperatures. Make sure you're warm enough and have a minimum indoor temperature of 18°C (setting 2 or 3 on your radiator valves) to ensure you're healthy and comfortable.

### **Install an energy efficient shower head - save £40 a year**

Energy efficient shower heads reduce the amount of water used by either regulating the flow or aerating the water. They can be purchased at any home improvement shop and fixed independently. Some water companies even provide them for free. They're not suitable for electric showers, which should be switched to 'eco mode'.

### **Wash clothes at a lower temperature - save up to £20 a year**

Modern washing machines can clean clothes effectively at lower temperatures. Changing from 40°C to 30°C means you could get 3 cycles instead of 2 using the same amount of energy, depending on your washing machine.

### **Switch to energy saving light bulbs - save up to £40 a year**

Traditional or incandescent light bulbs are very inefficient. By switching to energy efficient bulbs, such as LEDs, you can save money on your energy bills while keeping your rooms well lit. LED light bulbs also last longer than traditional bulbs, saving on maintenance costs. The amount of light, or colour of the light (white to yellow), is not linked to a bulb's energy usage, so you can get the same light at a much lower energy cost.

### **Find and fix draughts - save up to £50 a year**

Draught-proofing is one of the cheapest and most effective actions you can take to stop or prevent heat escaping and reduce your energy bills. Block unwanted gaps around windows, doors, chimneys and floors that let the cold air in and warm air out.

# CHRISTMAS COLOURING IN COMPETITION

*Calling all Calvay kids!*

To celebrate Christmas, we're giving you the chance to win a **£25 Smyths Toys voucher!**

All you have to do is colour in the picture below using crayons, pencils or paint, then post or hand it into us at the Calvay office by **18th December 2023**.

**Good luck and happy colouring!**

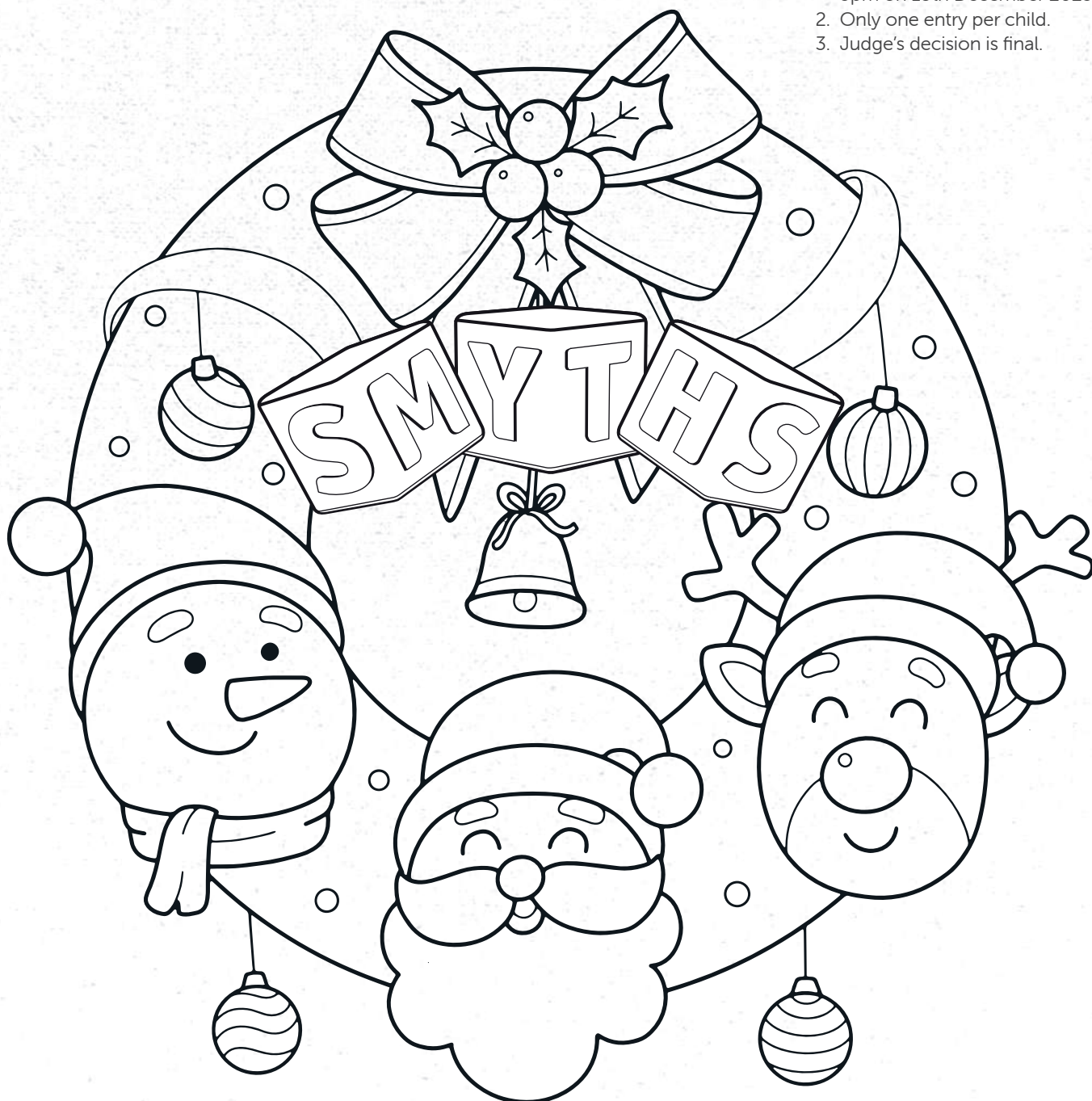
Name .....

Address .....

Tel No ..... Age .....

## Terms & Conditions

1. Entry must be received by 5pm on 18th December 2023.
2. Only one entry per child.
3. Judge's decision is final.





# The Calvay Centre News



Issue 2 — December 2023

## Want to develop new skills? Try our Community Based Learning & Training Courses

Over the past few months, we've been running a number of 'informal' learning opportunities in the Centre in partnership with Glasgow Kelvin College and Glasgow Life. These free Community Based Courses have included:

- REHIS Emergency First Aid - 11 successful completers
- 10 Week Beauty Course - Ongoing - 18 participants
- Introduction to Computing (Getting Started) - 6 participants

Each of these courses has provided the participants with the skills, knowledge and experience to deliver a service or to move onto the next level of learning. The participants have also developed practical skills and qualities such as communication, self-belief, organisational, confidence, motivation and teamwork, to name but a few.

If you'd like to discuss any learning or training requirements or have an idea for a course or opportunity, please talk to Eddie or Ali at The Calvay Centre.

**Eddie** - [ecusick@calvay.org.uk](mailto:ecusick@calvay.org.uk)

or 07498 843491

**Ali** - [asmith@calvay.org.uk](mailto:asmith@calvay.org.uk)

or 07498 843494



# Calway Community Events Committee

**Following the great success of The Calway Community Day held in the Centre on Saturday 16th September, several local tenants and residents have come together to form The Calway Community Events Committee.**

Each of the new Committee Members felt it was important that the community had the main say on what went on in the area, as this would enforce the idea of 'community doing it for the community'.

They want to create successful events and activities that are open to all sections of the community, and help to build a strong, resilient and positive community that looks out for each other.

The Events Committee has already delivered a Hallowe'en Party that attracted over 60 children and families (see article on page 3) and also raised over **£500** by hosting a Psychic event. These funds will go towards future events and activities in The Calway Centre and surrounding area.

The Committee has also planned a series of Christmas events that will benefit all sections of the community. Following a Christmas Fayre at the end of November, they're organising a Christmas Meal for the elderly members of the community on the afternoon of the 13th December 2023, and a kids/families Christmas Party on 16th December, 2pm – 6pm.

Plus, in partnership with Calway Housing Association, the Committee will have 60 free tickets to distribute for this year's panto at Platform!

**To keep up to date with everything that's going on, please follow Calway Housing on Facebook as we don't want you to miss out!**





# Spooktacular fun at the Hallowe'en Party

The Hallowe'en Party, organised by The Calvay Community Events Committee, was a spooktacular success!

Over 60 kids and parents enjoyed games, activities, prizes and great food provided by The Calvay Community Café.

Every child also got a goody bag, so we had to apologise to the parents for the kids leaving the party as high as kites caused by adrenaline and a major sugar rush!

We'd like to say a huge thank you to The Calvay Community Events Committee who decorated the Centre, made up all the goody bags, supervised on the evening, organised all the games and prizes, cleared up on the night, and took down all the decorations in preparation for the Christmas events.



## Come Dine With Us

We've now had five fabulous Come Dine With Us events, providing a total of 180 FREE 3 course meals to local community individuals and families!

These events, in partnership with The Halliday Foundation, have been a welcome attraction to The Calvay Centre. Not only have they given participants the opportunity to meet up on the 1st Thursday of each month and taste different styles of cooking (each month has a different theme), but most importantly, they have given the participants the chance to meet new and old friends, have a chat, relax in a warm, friendly environment – and take a night off from cooking themselves!

At the last few events, we introduced some entertainment which went down well with the participants!

If you would like to attend a future Come Dine With Us, contact Eddie on [ecusick@calvay.org.uk](mailto:ecusick@calvay.org.uk) or on 07498 843491, or pop into the Centre to see him.



# *All abilities* **Club & Boogie Bingo**

## Time to say Thank You and Goodbye!

Over the past couple of months, in partnership with The Halliday Foundation, we introduced the All Abilities Club & Boogie Bingo on a weekly basis.

The purpose of these sessions was to provide a relaxed, friendly environment where members of the community could relax, engage with their peers, enjoy some entertainment and have a bit to eat.

Those attending felt this was a great resource and service, as it added a bit of structure to their day and allowed them to have fun in a safe warm space.

## Thank you to our volunteers

As you've seen, we've been really busy over the past few months with different activities and events taking place in The Calvary Centre. But we have to thank our pool of volunteers for this, as without their involvement and input, none of these activities and events would have been possible.

The volunteers have done everything from setting up, clearing up, making tea and coffee, engaging with the community, sign posting to various organisations, raising funds for charities, taking bookings, doing litter picks, and much, much more.

So, from Calvary Housing Association, The Calvary Centre and the Calvary community - thank you all so much!

A special thank you must go to **Alison A'Hara** who has volunteered tirelessly in The Calvary Centre over the years and has stepped in as a point of contact and guidance when centre staff were not available! This commitment has ensured that the Centre remained a focal hub for the Calvary and surrounding community.

**If you would like to volunteer at The Calvary Centre or for any of our activities/events, please drop into the Centre for a chat with Eddie and Ali.**

## Youth services heading back to Calvary

The Calvary Centre/Calvary Housing Association have teamed up with local young people/youth services; **Connect Community Trust, Toonspeak, Fuse, and FARE** to bring back youth services to the Calvary Centre.

These young people and youth groups will be open to local young people aged 7yrs – 12yrs. The activities will include computing & gaming, drama & arts, social skills & confidence, and much more. We hope that these groups will start at the end of January 2024, so look out for more information.

**If you would like to find out more, speak to Eddie at the Calvary Centre.**

*Wishing all our community a Merry Christmas!*



# Christmas Crossword

*This one's for the grown-ups!*

We're giving you the chance to win a **£25 Amazon Voucher!**

All you have to do is complete this Christmas Crossword then post or hand it into us at the Calvay office by 18th December 2023. The first correct entry out of the Santa hat wins!

*So grab a cuppa and have a go!*

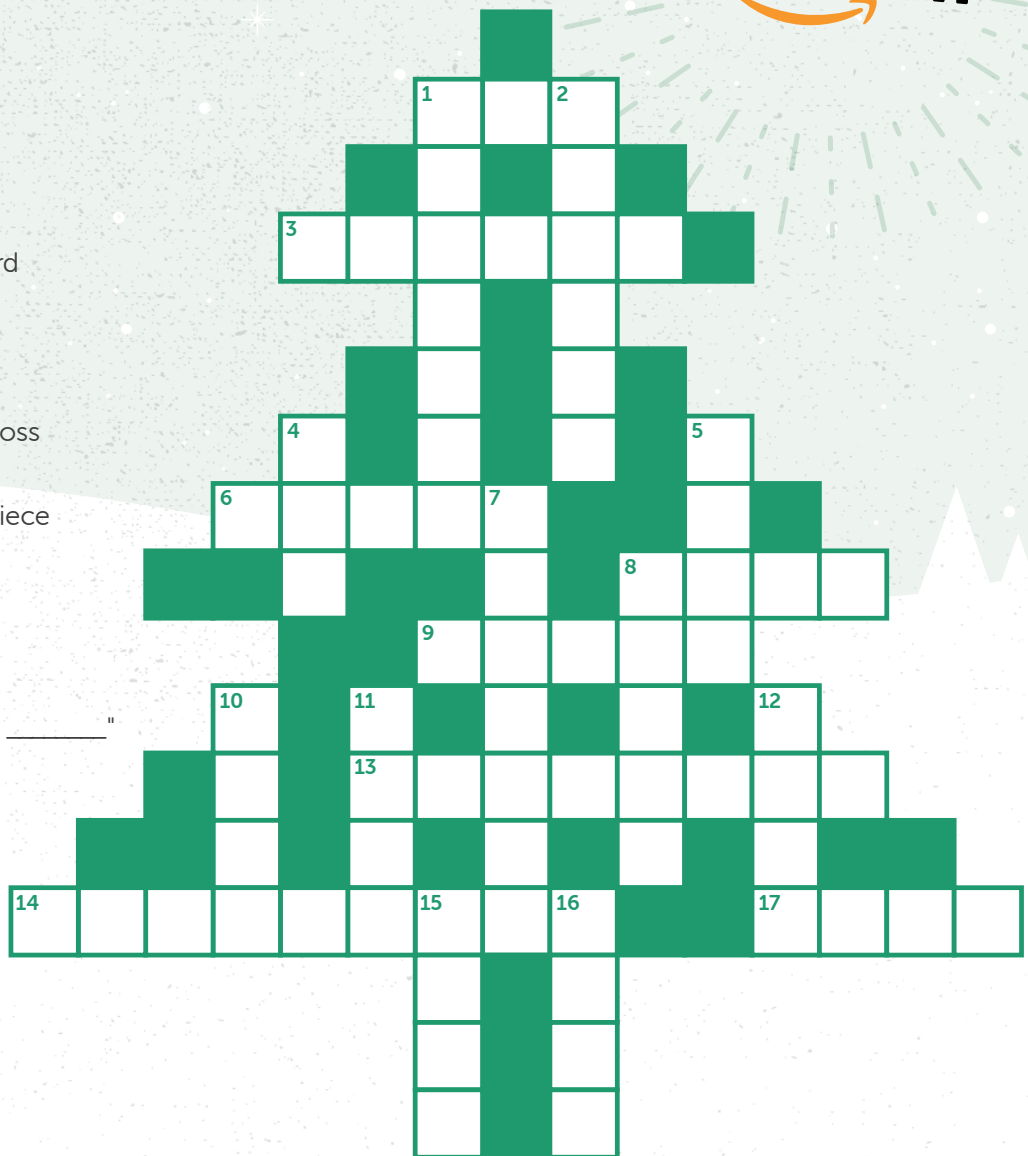
**amazon**

## Across

1. Pumpkin or mincemeat
3. Santa's ride
6. Celebration
8. Newborn
9. Northpole crew
13. Word of praise
14. Words on a Christmas card
17. It's opened on Christmas

## Down

1. Alternative word to 17 across
2. Christmas drink
4. Christmas dinner centerpiece
5. Dec. holiday
7. Christmas warmer
8. "Jingle \_\_\_\_\_"
10. Christmas tree
11. O'Henry's "The Gift of the \_\_\_\_\_"
12. What carolers do
15. French Christmas
16. Snow glider



Name .....

Address .....

Tel No .....

## Terms & Conditions

1. Entry must be received by 5pm on 18th December 2023.
2. Only one entry per household.



Welfare  
Rights



# Universal Credit managed migration

From October 2023 in Central Scotland, those on Working Tax Credit and/or Child Tax Credit and not on any other 'legacy benefit' will be sent a letter ('Migration Notices') inviting them to claim Universal Credit (UC). This group is being called 'Tax Credits only'.

If you receive these invitation letters, please do not ignore them as your benefits will stop. If you need any help or advice then call **Angela**, our Welfare Rights Officer, on **0141 771 7722**.

## WARM HOME DISCOUNT SCHEME FOR WINTER 2023/24

The Warm Home Discount (WHD) helpline (0800 030 9322) opened for calls from 16 October. The WHD provides a £150 rebate onto electricity bills for eligible low-income households in the UK.

Scheme reforms mean that different rules apply in Scotland, England and Wales.

- Eligibility is determined by an individual's circumstances on the qualification date (13 August 2023).
- Recipients of the Guarantee Credit element of Pension Credit will be eligible for a WHD in Scotland, England and Wales if they are a named account holder with a participating electricity supplier.
- People living in Scotland and in receipt of certain other benefits may be able to claim a discount direct from their energy supplier.

## Child Winter Heating Payment

This is a benefit from the Scottish Government. It's a payment to help disabled children, and young people and their families with increased heating costs over winter.

It's paid once a year. The payment for winter 2023-2024 is **£235.70**. Payments will begin in November 2023.

You do not need to apply for this as it will be paid automatically if you're eligible.

If you require more information call **Angela**, our Welfare Rights Officer, on **0141 771 7722**.

## Cost of living payments

The next cost of living payment is £300 for people on income-based benefits such as Universal Credit.

The full cost of living payment schedule for 2023/2024 is as follows:

- **£300** paid between 31st October and 19th November for people on DWP means-tested benefits Universal Credit, Income-based JSA, Income-based ESA, Income Support, Pension Credit - qualifying dates are 18th August to 17th September 2023.
- **£300** paid between 10th November and 19th November for people on HMRC tax credits and no DWP means-tested benefits - qualifying dates are 18th August to 17th September.
- **£300** paid in November/December to pensioners who get Winter Fuel Payment.
- **£299** paid during Spring 2024 for people on DWP means-tested benefits and HMRC tax credits - no exact dates yet announced.





# Home Improvements

Calway has had two main investment programmes this year, in addition to the new houses at Garvel Crescent and Blyth Rd.

We're pleased to have delivered the following programmes to improve our customers' homes:

## New kitchens

We appointed MCN to continue a programme of kitchen installs, after a successful programme in 2022/23. This year, we've completed upgrading 29 properties with new high quality Howdens kitchens. We received a high level of satisfaction with the service received from MCN, as well as the quality of the new kitchens.

## Upgraded boilers

As part of our ongoing commitment to energy-efficiency and reducing costs for our tenants, we identified 27 properties with the least energy efficiency boilers. We've now commissioned James Frew (Gas Sure) to upgrade the heating systems to new Ideal Logic, A rated energy efficient boilers. These upgrades are ongoing at the moment, with 15 properties already upgraded at time of going to print.



Looking after  
your homes

...together



# DON'T LET BED BUGS BITE

**Bed bugs are increasingly common in many parts of the world, including Glasgow.**

They spread through the movement of people. They're not confined to any one particular area and don't discriminate between different types of property.

Bed bugs can be found everywhere from family homes to five star hotels.

## What are bed bugs?

- Bed bugs are small blood sucking insects.
- Bed bugs are pale, yellow brown or reddish brown if they have recently fed.
- Bed bugs can survive up to 12 months without feeding.

## What problems can bed bugs cause?

- Bed bugs are not known to spread disease, however, bed bug bites can cause irritation and an allergic reaction which can result in small red spots or lumps on the skin.
- Bed bug bites are usually found in a straight line.
- The presence of bed bugs can cause stress and sleep disturbance.

## Where are bed bugs found?

- Bed bugs can be located anywhere in your home, not just your bedroom.
- Bed bugs can be brought into your home attached to furniture, clothing and other items.
- Bed bugs can be brought into your home when people visit your property, or from other properties when visiting or staying overnight. They can also be brought back from holidays.

## What can I do to reduce the risk of bed bugs in my home?

- Check all items that are brought into your property for signs of insects.
- Do not take in furniture from the street, or allow children to play on furniture lying in the street or back courts.
- Inspect second-hand furniture carefully to ensure no insects are present.
- Seal any cracks or crevices in the wall or floors.
- If you visit friends who have bed bugs or stay somewhere overnight, inspect your bags and clothing for insects before returning home.

**If you experience an infestation of bed bugs, contact Glasgow City Council Pest Control on 0141 287 1059.**



Looking after  
your homes

...together



# KEEP YOUR CLOSES CLEAR!

**As your landlord, we have an obligation to do everything we can to keep our customers safe.**

**As part of this, we're increasing our focus on fire safety. This includes making sure that all closes, shared internal areas, landings and stairwells are kept free of all items and personal possessions.**

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

We appreciate that a few items stored in a close may not appear

to pose a risk. However, in a dark, smoke-filled area, any item could help fire to spread and cause a hazard which prevents escape.

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

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

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

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



## COMBAT CONDENSATION THIS WINTER

**When the weather gets chilly, you might start to notice your windows collecting condensation. Although it might not seem like a serious problem at first, condensation on your windows is a sign of a ventilation problem which could lead to costly issues with damp, mould and damage.**

**Here's how condensation happens, how to prevent it and how to get rid of it in your home.**

### What is Condensation?

Condensation is by far the most common form of damp in UK homes. It occurs when warm, moist air collides with a colder surface, creating water droplets.

Modern homes are often more prone to damp than older properties. This is because the building features used to prevent heat escaping and keep draughts at bay - such as double-glazed windows and insulation - greatly reduce airflow in and out of the house. This means that warm air which would otherwise seep out of our homes is sealed in - something that's great for staying cosy on a chilly night, but bad for ventilation.



## How to prevent condensation

It's often said prevention is better than cure, and this is definitely true when it comes to damp. It can be all too easy to let seemingly small issues slide but, left untreated, condensation can spread across walls and other surfaces, leading to mould and rotting window frames.

Taking early action to prevent excess moisture and tackle any signs of condensation will save you money and headaches down the line. Here are a few tips for avoiding condensation altogether:

- When cooking on the hob, cover saucepans and use the extractor fan to reduce the amount of hot, humid air filling the room.
- Planning on getting the iron out? Set your ironing board up next to an open window. You should also keep a window open while using a clothes steamer or steam cleaner to let the steam escape.
- A tumble dryer or outdoor clothes line are preferable to hanging laundry indoors, because of the amount of moisture this sends into the air. But these options aren't always possible or practical. If you must dry clothes indoors, ventilate the space as much as possible by keeping the windows open. If you can, invest in a dehumidifier to extract excess moisture. A heated clothes airer will speed up the drying process - once again, place near an open window when using, or use in tandem with a dehumidifier.
- When taking a hot shower or bath, keep the bathroom window open and run the extractor fan if you have one.
- Don't block ventilation points. If you have trickle vents or air vents in your windows or doors, you might be tempted to cover them during chilly weather, but these vents play a valuable role in ensuring your home maintains a healthy airflow. Close internal doors and install draught excluders instead.
- This goes for opening windows, too. It might not feel like an attractive prospect on a frosty day, but try and air out your home by opening your windows every day, even if only for a short period.

Keeping condensation to a minimum reduces your risk of dampness and mould growth. It's important to understand that we cannot reduce condensation without your help.

If you have any questions or concerns around mould, dampness or condensation, please contact us on **0141 771 7722**.

## How to get rid of condensation

- Turn your central heating up. It may sound counter-intuitive, but it makes sense: the colder your internal walls are, the more moisture they'll accrue when they come into contact with air. Increasing the temperature of the room, even by a little, reduces the imbalance and so generates less moisture. When warm air cools rapidly, it releases moisture, so keeping a relatively consistent temperature is important, too.
- If you have condensation consider running a dehumidifier in the affected space. A portable model can easily be moved from place to place if you're concerned about moisture in multiple rooms.
- Moisture-absorbing condensation boxes are also a cost-effective way to reduce condensation.



**Wipe up  
from the night  
before**

Dry your windows and windowsills every morning, as well as any wet surfaces in the kitchen and bathroom.

Working  
Together

...with you

# YOU SAID

# ...we did!

You told us that you weren't happy with the standard of work by our landscape maintenance contractor.

We've committed to increasing the number of hours for our Clerk of Works to inspect the quality of work.

You asked us for more events like the Community Day.

We held a Hallowe'en event at The Calvay Centre and a lunch for residents at Burnmouth Court. We are committed to a future Community Day.

## COMPLIMENTS

- Our Maintenance team and contractor (BRC Pest Control) received a compliment from a resident at Garvel Road for the way in which their issue with pigeons was dealt with.
- A new tenant contacted us to express their appreciation of the service we provided, in particular Geraldine. Well done, Geraldine!
- Another new tenant contacted us to advise how happy he was with the void standard of his new home and to thank staff for their support.
- A tenant of our latest new build development contacted us to thank staff and tell us how happy they are with their new home – "Winning the lottery couldn't be any better". We're delighted to get such positive feedback!





# YOUR VOICE

## new Tenant Scrutiny Panel already being heard!

In our Summer newsletter, we invited you to take part in driving positive change through a new Tenant Scrutiny Panel. This panel, known as 'Your Voice', is now in the early stages of being set up. Here's their update on how things are progressing and what they plan to do next.

### Hello from Your Voice!

**Your Voice** is your exciting, new, independent team of local people seeking to improve the services we receive from Calvay Housing Association. It's early days, but the signs are good. We're a group of tenants and local owners who will be:

- Exploring Calvay services
- Assessing performance of Calvay
- Investigating how services meet your needs
- Recommending how services can be improved

We've already agreed how we'll work with Calvay staff and Committee Members to:

- Get information about services
- Carry out independent investigations
- Report our findings and recommend changes
- Get a guaranteed response

On behalf of all Calvay residents, we're determined to:

- Make a difference
- Be independent
- Take action and
- Not be a talking shop.

It may take time, but we live here and are committed. We're working with Tony Kelly and Eveline Armour from the Tenant Participation Advisory Service (TPAS).

We've decided our next steps will be:

- listening to our neighbours to hear what's important to them
- examining Calvay's tenant satisfaction results

**Your Voice** will focus on improving services, not individual complaints.

We want to hear from you and listen about your priorities and experiences. We're planning "Tea & Chat" sessions in the Calvay Centre's Café, on 23rd and 30th January 2024, between 10am – 12noon. This will be a chance for you to talk and ask questions, and for Your Voice to listen.

Would you like to chat to us or join the panel? Contact **Tony Kelly** on **07810 304503** or email **tony.kelly@tpasscotland.org.uk**

We look forward to hearing from you!  
**Your Voice.**

*Quotes from  
Your Voice  
members*

"I think more needs to be heard from local people. I'm up for trying and think others are too."

"I'm sure we'll not see eye to eye with Calvay all the time, but we can keep the conversation going and it'll make a difference to me and my neighbours."



*Have you got the*

# MYGLASGOW APP YET?

Glasgow City Council has created this app to help residents access a whole range of services. There are very few active telephone numbers now in GCC, so the app really does make things easier.

## With the MyGlasgow app you can:

- request a bulk waste collection
- report fly tipping, graffiti or pot holes
- report street lighting being out

Plus, the "More Services" section of the app also has handy links to useful information from school holidays to paying your council tax, and a quick link to GCC Twitter announcements.

We recommend all Calvary tenants download the app - from the App Store or Google Play - to check the services Glasgow City Council are responsible for and report these issues directly to them.

Calvary staff are finding the app really handy for personal use in their own areas of Glasgow – those of us who've used it have had a quick response too.

Remember, Calvary is your area and everyone is responsible for helping to keep it looking good and safe for all who live there. **All the things you need are only a tap away, so download it today!**



## Gritting of paths and roads

As temperatures start to fall it will be soon time for the gritters to hit the roads. The city council has a statutory obligation to take reasonable steps to prevent snow and ice endangering pedestrians and vehicles. Each year GCC launch a Winter Maintenance Plan which you can read here online at [www.glasgow.gov.uk](http://www.glasgow.gov.uk)

GCC advise that they give top priority to:

- Major bus routes
- Junctions
- Emergency facility access routes

The lowest priority is given to:

- Parks
- Private Roads

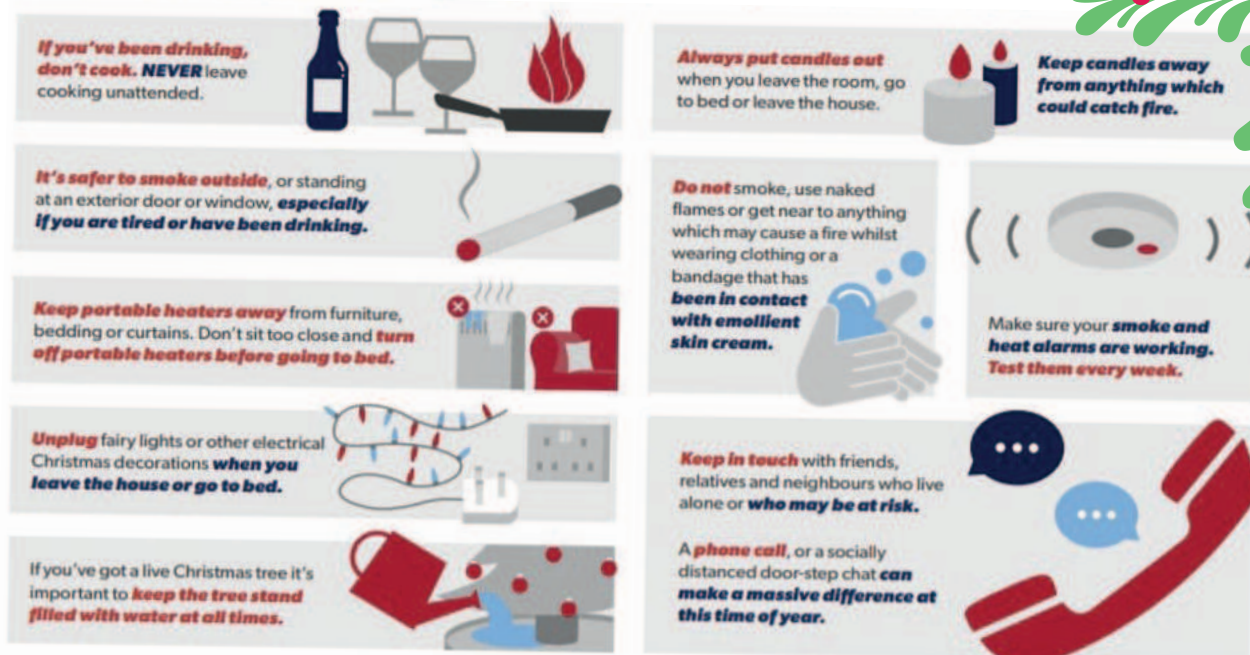
If you wish to check that your road or pathway is part of the council's management plan then check with the council or the Winter Maintenance Plan.





# HAVE A SAFER WINTER

Here's what you can do to stay safe from fire this Winter!



- If you've been drinking, don't cook. NEVER** leave cooking unattended.
- Always put candles out** when you leave the room, go to bed or leave the house.
- Keep candles away from anything which could catch fire.**
- It's safer to smoke outside**, or standing at an exterior door or window, **especially if you are tired or have been drinking.**
- Do not** smoke, use naked flames or get near to anything which may cause a fire whilst wearing clothing or a bandage that has **been in contact with emollient skin cream.**
- Keep portable heaters away** from furniture, bedding or curtains. Don't sit too close and **turn off portable heaters before going to bed.**
- Make sure your smoke and heat alarms are working. Test them every week.**
- Unplug** fairy lights or other electrical Christmas decorations **when you leave the house or go to bed.**
- Keep in touch** with friends, relatives and neighbours who live alone or **who may be at risk.**
- If you've got a live Christmas tree** it's important to **keep the tree stand filled with water at all times.**
- A phone call**, or a socially distanced door-step chat **can make a massive difference at this time of year.**



**SCOTTISH**  
FIRE AND RESCUE SERVICE  
Working together for a safer Scotland

[firescotland.gov.uk](https://www.firescotland.gov.uk)



@SFRSYourSafety

Call us to arrange a free Home Fire Safety Visit for you or someone you know who may be isolated or at greater risk from fire. Together, we can all stay fire safe.

CALL **0800 0731 999** TEXT **'FIRE'** TO **80800** or visit [www.firescotland.gov.uk](https://www.firescotland.gov.uk)

## Fire Safety Visits

**Did you know that the Scottish Fire and Rescue Service offers a free home safety visit?**

Everyone in Scotland can have their property assessed by the Fire Service. They'll take you through a questionnaire and help you sort out a fire escape plan. You may particularly benefit if you have a vulnerability, are a smoker, have poor mobility or use stored oxygen to help manage a medical condition.

### Referring someone for a visit

If you know someone over the age of 50, who smokes and either lives

alone, has mobility issues or uses medical oxygen, the Fire Service needs your help to identify them.

Ask them to get in touch with the Fire Service or, if you're a family member or a carer, please refer them. They will undertake a home fire safety visit where possible. So make the call, it could save a life.

Phone **0800 0731 999**

Text **FIRE** to **80800** on your mobile phone

Or make an online referral via [cset.firescotland.gov.uk/Public/HFSV/RequestVisit](https://www.firescotland.gov.uk/Public/HFSV/RequestVisit)

## Testing smoke alarms

**When did you last test your smoke alarms? It's really important you do so:**

- Test each of your alarms by pressing the button until the alarm sounds.
- If it doesn't sound, you need to replace the battery.
- If a smoke alarm starts to beep on a regular basis, you need to replace the battery immediately.
- Never disconnect or take the batteries out of your alarm if it goes off by mistake.

# Useful numbers - who to call when

Issue	Contact	Phone
Reporting a repair during office hours	Calvay Housing (press option 1 for repair)	<b>0141 771 7722</b>
Paying rent	Calvay Housing	<b>0141 771 7722</b>
Reporting emergency repairs (after office hours, not including gas)	City Building	<b>0800 595 595</b>
Heating/hot water/ boiler repairs	GasSure	<b>01294 468 113</b>
Gas leaks/gas smell	National Grid	<b>0800 111 999</b>
Electric supply fault/power cut	Scottish Power Energy Network	<b>105 or 0800 092 9290</b>
Mains water or drainage faults	Scottish Water	<b>0845 601 8855</b>
Pest control	Glasgow City Council	<b>0141 287 1059</b> or <b>public.health@glasgow.gov.uk</b>
To find out who supplies your gas	Consumer Enquiry Service	<b>0870 608 1524</b> or <b>www.findmysupplier.energy</b>
To find out who supplies your electric	Meter point Admin service	<b>0845 270 9101</b>
Reporting crime anonymously	Crimestoppers	<b>0800 555 111</b>
Police non-emergency	Police	<b>101</b>
Noise complaints (outwith office hours)	Glasgow City Council	<b>0141 287 6688</b>
Missed bin collections or bulk uplift issues	Glasgow City Council	<b>0141 287 9700</b>
Fly-tipping, graffiti or litter	Glasgow City Council	<b>0141 287 1058 / 0300 343 7027</b>
Dog fouling	Glasgow City Council	<b>0141 287 1058</b>
Benefit advice/assistance	Calvay Housing – Welfare Rights Officer	<b>0141 771 7722</b>
Roads and lighting faults	Glasgow City Council	<b>0800 37 36 35</b>
Abandoned cars	Glasgow City Council	<b>0141 287 6688 / 0141 287 0859</b>
Fire emergency	Fire Brigade	<b>999</b>
Crime emergency	Police	<b>999</b>
NHS health emergency	NHS	<b>999</b>
NHS health non-emergency	NHS	<b>111</b>
Mental health support	Breathing Space	<b>0800 83 85 87</b>