

Calway News

www.calway.org.uk

April 2020



Calway Cares

Committee and Staff of Calway Housing Association hope that everyone is continuing to keep safe and well during these unsettling times of the Coronavirus crisis. The staff have been working hard from their homes to ensure all of our customers are getting the support and information they need. Our phones have remained open from 9.00am to 5.00pm, Monday to Friday, for anyone needing assistance.

Following an initial mailout to all of our customers when we stopped on Friday 20 March, we sent a follow up text. Where we didn't have a contact number on file, we have written to those people. We have also contacted all of our customers aged 70 and over to check if they need help with getting food, prescriptions, etc. Whilst we have a whole range of information on our website and Facebook for organisations

who can help, we realise that not everyone may have access to the internet. The aim of this leaflet is to provide a handy list of contact phone numbers and email addresses, along with information on organisations or projects who can help with a variety of issues.

If you have questions about anything not covered within this leaflet, please do not hesitate to contact the office where a member of staff will be happy to help.

If you have access to the internet, please keep checking our website or Facebook page as these are updated regularly with the latest available information.

Call us on
0141 771 7722
or email
**enquiries@
calway.org.uk**

LIST OF SERVICES AVAILABLE

Do you need food?

The following people are available for you to call to get some essential foodstuff delivered to you when you cannot do it yourself or you just cannot afford it.

Organisation	Phone Number
FARE – 31 Drumlanrig Avenue	0141 771 9151
Connect Community Trust 17 Newhills Road / 39 Conisborough Road	0141 781 9918 or 07515853113
Glasgow North East Foodbank & Celtic FC Foundation	0141 551 4354 or 0141 551 4340

Government & NHS Shielding Support

If you have received a letter stating you must stay at home for 12 weeks, it also contained information on how to get in touch to get a weekly food box delivered for you and one other person in your household. If you have been unable to do this please call:

YOUR COUNCIL SUPPORT LINE - 0141 276 1185

If you are on your own with no support you can also call – **0800 111 4000** – they can assist with food & medication along with providing Social Work Services and emotional support.

Please also be aware that Calvay Housing Association have Glasgow North East Foodbank vouchers that we can issue to you by calling us on **0141 771 7722**.



Need a prescription?

If you need a prescription and are unable to go out and get it please ask someone you know to get it for you and leave it at your door. If there is no one please call:-

YOUR COUNCIL SUPPORT LINE - 0141 276 1185

They will arrange for your medication to be delivered to your home.



Gas & Electricity Issues

If you are having financial difficulty and are unable to pay the bills, have debt or are unable to top up your meters the following assistance is available:-

CALL MONEY MATTERS ENERGY PROJECT ON - 0141 445 5221

You can also contact your own energy supplier directly as the Energy Industry have agreed to support vulnerable people through COVID-19. (If you are unable to get your supplier's phone number call us and we will get it for you.)

AVAILABLE TO ASSIST YOU.

Mental Health

This is a difficult time for everyone but can affect some people more than others. If you are 16 years old or over and feeling low, are anxious or stressed please call:-

**NHS LIVING LIFE -
0800 328 9655**

**BREATHING SPACE -
0800 838 587**



Domestic Abuse

This is a difficult situation for anyone to deal with but while lockdown is going on, some situations can become intolerable. There is still help out there for all women, men, children and young people. If you need help now please call:-

NATIONAL DOMESTIC ABUSE HELPLINE - 0800 027 1234

ASSIST - 0141 276 7710

GLASGOW WOMEN'S AID - 0141 553 2022

GLASGOW WOMEN'S SUPPORT PROJECT - 0141 418 0748

Dealing with kids

PARENTLINE offer calm, practical, advice; emotional support; space to talk. Their website also offers practical guidance/advice for dealing with children during lockdown.

TEL: 08000 282233 -

Monday to Friday 9am-9pm and
Saturday/Sunday 9am-12 noon

or visit their website:

www.children1st.org.uk/parentline



Legal & Advice Services

Govan Law Centre have launched a new Freephone contact for people living or working in the Glasgow area during Coronavirus. You can call them on -
0800 043 0306.

General

For help getting food, medicine and a range of other crisis support

**GLASGOW HELPS -
0141 345 0543**

Cleansing

**BINS AND RECYCLING -
0141 287 9700**



UPDATE ON CALVAY SERVICES

Paying your rent –

make sure you continue to pay your rent in the normal way and remember you can still phone our office and pay by card.

Should you have any difficulties paying your rent for whatever reason, please contact the Association on **0141 771 7722**. We appreciate times are difficult, you may have had a change in circumstances, or are unsure where to access help and assistance in applying for universal credit or other benefits. There are many new measures in place to help people during this time, so please make sure you contact us. Our Welfare Rights Officer and experienced Housing Staff are here to help you.

Emergency Repairs Service –

you can still report emergency repairs in the normal way:-

Emergency Gas-related repairs at any time – 01294 468 113

All other Emergency repairs during office hours (Mon-Fri – 9am to 5pm) – 0141 771 7722

All other Emergency repairs outwith office hours – 0800 595 595

Annual Gas Servicing –

it is a legal requirement for landlords to continue to carry out these safety inspections, so if you receive a letter or call from Gas Sure or from the Association, please provide access for this inspection, if it safe to do so.

Please note: before carrying out any repair, the association and/or the contractor will ask you some basic questions to make sure it is safe to visit your home. If you have symptoms of the virus or are self-isolating for any other reason, please let us know so we can ensure everyone keeps safe.

Garden Maintenance –

Calvay is still providing landscape maintenance of open spaces and of private gardens for those who are eligible for our Assisted Gardening Scheme or pay for our Optional Gardening Service and we would also urge all other residents to keep their own gardens neat and tidy. Now more than ever is a great time to do some gardening while you are stuck at home and can enjoy sitting out in the nice weather. If you want to find out more about either of our Gardening Schemes, just phone the office.

Stay safe. Stay at home.

