

Calway News

www.calway.org.uk

Winter 2018

Christmas at Calway!

The festive season is here again already! To help you get into the Christmas spirit, we've got plenty going on in The Calway Centre for everyone - from tots to teens, and those a bit older too!

Back by popular demand is our Christmas Family Fun Day on Saturday 15th December, 12noon - 3pm in The Calway Centre.

Enjoy a cuppa in the café while the kids get stuck into some festive fun!



FAMILY FUN DAY

SATURDAY 15TH DEC
12NOON - 3PM

GAMES
MUSIC
ARTS
& CRAFTS

AND IT'S ALL
FREE!

Also this Christmas

TODDLERS CHRISTMAS PARTY
WITH REAL REINDEER

YOUTH PROJECT CHRISTMAS DINNER
CAROL SINGING & FOOD

See inside for more details on these and other events in the local area.

6 | **REAL**
Reindeer at Calway

7 | **FREE**
Panto tickets

12 | **WIN**
£50 ASDA gift card

Hello there,

Welcome to the Winter 2018 edition of Calvay News.

My name is Billy McIlroy. I was elected Chair of the Association following the Annual General Meeting (AGM) in September. I've been a member of the Committee since 2016, but some of you might remember me from Calvay's early days. Although I left Calvay in 1995, I still have strong connections with the area. I'm honoured that the Committee have elected me and I hope to have their continued support in the coming year.

I want to thank my predecessor, Pauline Barr, for her hard work and energy over her five years as Chair. Pauline has set high standards for me to try and live up to, and I'm grateful she's carrying on as an active Committee Member - I'm sure I'll be relying on her experience, skills and knowledge to help me in my first term as Chair.

I'd also like to thank those members who came to support Calvay at the AGM. It was particularly good for me to see faces of people who attended that very first meeting over 30 years ago and who are still coming along today. One new Committee Member was elected at the meeting, and I look forward to working with them and the rest of the Committee.

The coming year looks like it will be interesting for Calvay, as three potential sites for new homes are being explored. This will be our first new build project in almost ten years, so you can imagine there's some excitement building. Look out for updates in future editions.

Calvay's Social Survey has now been completed and thank you to everyone who took the time to talk to the survey company. This information will help us find out more about what Calvay residents feel is needed beyond the bricks and mortar. Look out for the Spring edition, where we'll bring you some of the results.

Wishing you all a safe and happy time over the coming festive season.

Billy McIlroy
Chairperson



Over the rainbow

What a gorgeous sight to meet the Calvay staff as we headed into work recently...our Director, Nick, captured this beautiful rainbow on his mobile phone. Sadly we never found the pot of gold!



Tell us about it!

This is YOUR publication, so we want YOU in it! Please tell us your news, achievements and special celebrations so we can share it in the community - and if you can send us a photo, even better! We'll write the story, we just need you to give us the details.

Please contact **Yvonne Smith** or **Tracy Boyle** at the Calvay office or email tracy@calvay.org.uk or yvonne@calvay.org.uk

Deadline for next issue: **Friday 8 February 2019**

YOUR NEW LOOK CALVAY COMMITTEE

Following our AGM on 13 September, Calvay appointed its new Management Committee for the year ahead. This also saw a change to our Office Bearers. Your new Management Committee is:



Billy McIlroy
Chairperson

Anna Ellis
Vice Chair

Linda Dick
Secretary

Wilma Running
Treasurer

Members:

Alison A'Hara
Pauline Barr
Rebecca Howden
Rosemarie Lindsay
Janet Martin
Sandra McIlroy
Chris Warwick

We're also sad to report the passing of one of our longstanding Committee Members, Annie Robertson, at the end of September. Annie was an original member of the Glasgow Housing Association steering group in 2004, when Calvay began the process of taking over the former GHA stock. Annie was committed to improvements in housing in the Barlanark area and will be greatly missed by our Committee and staff.

CHECK YOUR RENT ONLINE

Last issue we told you about the new facility on our website which lets tenants look up their most recent rent and repairs history. If you've not tried it yet, go to our website www.calvay.org.uk, click on the Tenant Register/Log In button and register for an account.

Once we've carried out the necessary security checks and made your account live, you'll be able to log in at any time to see your last six rent and repairs transactions.

Please note, when you register, you must include your full name and address where prompted, otherwise we won't know who you are! You'll also be asked for your tenant number. If you don't know this, please just put in any four digits to allow you to continue with the registration process.

Remember - you must be the tenant or joint tenant of the property, and using your own email address.

**Games, Tea and Coffee Club
@ Barlanark Community Centre
Every Monday from 6.00pm - 7.30pm**

Come and join us at our new games club! There will be great company, games and other fun activities. Tea, coffee and snacks will be provided.

This is a friendly and welcoming club to everyone affected by Dementia.

Burnmouth Road, Glasgow, G33 4RZ

glasgowcity.org.uk
0141 276 1785

Working
Together

TELL US WHAT YOU THINK

Consultation with our tenants is important, as we want to know your views on certain issues before we make a decision which directly affects you. We've currently got two areas where we'd like to know what you think. We've summarised these below, but you'll find more detail in the enclosed information leaflet.

Annual Rent Review – 2019/2020

Each year Calvay consults with tenants and sharing owners on our rent charges and any proposed increase.

Our aims are to:

- keep rents at an affordable level
- achieve the commitments in our Business Plan
- continue to deliver quality services that meet our tenants' needs.

As rent is our main source of income, we need to get the level right to make sure we can:

- meet the costs of managing, maintaining and improving your home and paying for services
- cover our costs including office overheads, bank charges, and payments on existing or new loans to build and improve our stock.

The enclosed information leaflet provides more detail about the proposed levels of increase this year and what we hope to achieve next year, based on these proposals. Please take a few minutes to read it and return the questionnaire, also enclosed.

Calling all ex-GHA Tenants and Owners - Calvay can make your area look better!

As you might already know, GCC own and 'maintain' various bits of common ground across all ex-GHA areas, where the properties are now owned or factored by Calvay. GCC have now approached all housing associations in Glasgow offering to gift these areas to us, as long as we take over their maintenance.

Here's what the difference would be:

Picture 1 shows Blyth Place common area after GCC has cut it - they now do what they call a 'peripheral cut', which means they cut round the edges and leave the middle area as it is.



Picture 2 shows the same area after Calvay's contractors have given it a one-off cut. It's not hard to spot the difference!

We're willing to take over the maintenance of all common ground, as suggested by GCC, as clearly we could make the overall area look much better. However,



we'd need to build the extra maintenance costs into our budget. We'd also need to pass on a small charge to our factored owners, although we've had some quotes and this would be very small.

So, what do you think? Would you like Calvay to make your area look better? Please take a few minutes to complete and return the enclosed questionnaire.

Thanks!

Geraldine McGuigan

When Geraldine joined Calvay as a Receptionist way back in 1998, she never imagined for a minute the journey she would take over the course of the next 20 years. Here our ever-enthusiastic Property Services Officer tells us a bit more about working hard, winning awards and looking out for snakes!

So Geraldine, first joining as Receptionist, now Property Services Officer – has much happened in between?

Plenty! While working on Reception, I was given the opportunity to go to college on day release to complete an HNC in Housing. I then went on day release to Stirling University and did an HND. After that, I moved to the Property Services department as a Property Services Assistant.

I still wanted to learn more though, so continued on at Stirling to do a Masters Degree in Housing Studies. I loved it and won Student of the Year in 2005 and 2006. A few years later I took up my current role of Property Services Officer.

What does your current job involve?

I work within a small team of three Property Services Officers - the others being Craig Boyle and James McGuire - and we all work really well together. We each have our own 'patch' and look after the property in it, and all the issues surrounding it, such as allocations, inspections, voids and dealing with any tenancy issues. Because we're a small community based organisation, we can offer a more personal service. Tenants know us all very well and feel comfortable coming to us for help.

What do you enjoy most about your job?

Each day is different and when you go into work in the morning, you never quite know how your day is going to turn out. The best thing about my job is being able to help tenants and applicants. Allocating a property to someone and knowing it's going to change their life is so rewarding.

I also really like helping people to sort out their arrears. I meet many people who are so worried about their debts, that they feel they can never get back on track. But there's always an answer. Together we work out a plan and make it easier for tenants to budget.

Do you have a personal motto?

To expect the unexpected! In my many years of home visits, I've found myself in lots of 'interesting' situations - most of which can't be printed! However, I was once asked by a tenant to look out for the family snake which had gone missing. It was the quickest inspection I've ever done!

What do you like to do in your spare time?

I'm a working mum so when I get time off I like to spend it with family and friends. Family is very important to me - I come from a close family and spend a lot of time with my son and nephews. I also enjoy swimming and gardening.



To celebrate Geraldine's 20th anniversary with Calvay, she received a gorgeous bouquet of flowers from the staff team. Geraldine has been an inspiration to us all over the years and we look forward to working with her for many more to come.

What's On at The Calvay Centre Christmas 2018

ALL THESE EVENTS TAKE PLACE IN THE CALVAY CENTRE THIS DECEMBER:

*Toddlers
Christmas
Party**

**Wednesday
12th December
10am – 12noon**
(Ticket only)

*Family Fun
Day*

**Saturday
15th December
12noon – 3pm**

*Youth Project
Christmas
Dinner**

**Monday
18th December
5pm – 7pm**
(Ticket only)

*Hope
Barlanark
Carol Singing
& Food*

**Sunday
23rd December
5pm**

*These events are **ticket** only. Please contact Yvonne Smith at The Calvay Centre for further information.

PARENT & TODDLER CHRISTMAS PARTY

Come along and see
Santa's Reindeer and
enjoy fun and games at:

**The Calvay Centre
Wednesday 12th December 2018
10am - 12noon**

Entry strictly by ticket only.
Contact: Yvonne at Calvay Housing
for more information



OH YES WE HAVE!

Free PANTO Tickets for Platform @ The Bridge

We've teamed up once again with Greater Easterhouse Arts Company to offer you free tickets to see the fantastic family panto, Black Beauty.

From the cosy horsebox they call home, The McCuddy Brothers take the bit firmly between their teeth and tell the classic tale of Black Beauty as you've never seen it before. Saddle up, jump on and gallop headlong into a story where loneliness gives way to hope, friends become heroes, and courage saves the day!

We've got tickets for three performances:

Friday 21st December, at 1pm and 7pm

Sunday 23rd December at 2pm

If you'd like to go to one of the shows, pop into the office and ask for a booking form or download from our website. But be quick – it's first come first served!

plat—form



FIRST COME
FIRST SERVED!

SANTA

in the Square

3:00-6:00pm

Thursday 13th December 2018

Bring the whole family together and join in at this year's Christmas event! Look forward to free food, live music and entertainment, carol singing, Christmas stalls, a magical lantern parade, festive surprises and much, much more!

Don't forget to say hello to Santa!

...at BUDHILL SQUARE

Free shuttle bus transportation to and from local schools...
...or park for free at Tesco



Ways to pay

Calvay currently accepts cash for rent and other payments at the office. However, we're continuing to reduce the amount of cash we take in here and are encouraging everyone to use a safer method.

If you still want to pay cash, please consider using your rent payment card at a PayPoint outlet instead of the office. Local PayPoint outlets include:

- the shop on Calvay Road (attached to the Calvay Centre) – open til 7pm
- the Co-op on Hallhill Road - open til 10pm.

If you need a rent payment card to use at a PayPoint outlet, please contact us and we'll send you one out.

Here are three better ways to pay:

1. Debit/Credit Cards

We'll continue to take debit/credit card payments at the office. This is a safer way to pay if you want to make a payment by coming into the office. Please pop in during office hours (9am to 5pm, Mon to Fri) and we'll be pleased to take your payment. We also take card payments over the phone, just give us a call on **0141 771 7722**.

2. Online

You can pay online 24 hours a day using Allpay at <https://www.allpayments.net>

3. Direct Debit

If you want to take the hassle out of paying your rent, why not consider paying by Direct Debit? Direct Debits are a safe and easy way to pay, and come with a guarantee so you're automatically protected by three important safeguards:

- An immediate money back guarantee from your bank in the event of an error in the payment of your Direct Debit.
- Advance notice if the date or amount changes.
- The right to cancel at any time.

Just phone up or call into the office if you want a Direct Debit Mandate form or help setting up your Direct Debit.

Don't get caught out by court expenses

At Calvay we only take legal action for arrears recovery as a last resort. However, there are times when it's simply unavoidable. When going to court, we request decree for repossession, arrears recovery and court expenses. The Sheriff often grants the three requests at the hearing, but sometimes we request the case be dismissed with court expenses.

This means added costs to you - expenses can range from around £350 to over £2,000. A recent case cost £2,205, which the tenant is now responsible for paying. This expense is double the original rent arrears amount due. The only sure way to avoid court costs is to avoid us taking you to court in the first place.

If you're currently experiencing financial difficulty or have a change of circumstances, then notify the office as soon as possible. Our Welfare Rights Officer, Dawn Kane, is always here to help you as well, so please don't sit and worry...talk to us.





Universal Credit – what this means for you

In October we held a Universal Credit Information Event in the Calvary Centre to help explain how UC will affect you. Representatives from Home Energy Scotland and Glasgow Homeless Network came along.

Here are **6 things** you need to know about UC:

1. If you're aged between 18-65 years, Universal Credit will replace new claims for:
Income Support, Income Related Employment Support Allowance, Income Based Jobseeker's Allowance, Child Tax Credit, Working Tax Credit and Housing Benefit.
2. If you're making a new claim for any of these benefits on or after 5th December 2018, you'll need to claim Universal Credit.
3. If you're reporting a change in circumstances for any of these benefits on or after 5th December 2018, you'll also be expected claim UC.
4. With UC, all claims are made online at **www.gov.uk/apply-universal-credit**.
If you can't claim online, call the Helpline on **0800 328 5644** for more information on how to do so.
5. The first payment of UC will be made 5 weeks after you claim. If you can't wait for the first payment, you can ask for a Short Term Advance, when you're making the claim or any time before you receive the first payment. This is a DWP loan and you'll be expected to pay this back over 12 months – repayment will begin with your first UC payment.
6. If you claim UC, Housing Benefit will no longer be paid to your landlord. Your housing costs are included in your UC payment and YOU are responsible for paying your rent direct to your Landlord. There is no other help available if you do not pay your rent and fall into arrears.

Visit www.gov.uk/apply-universal-credit or call
0800 328 5644

Crisis Grants at Christmas

Crisis Grants are available over the festive period to people who have experienced:

- a 'disaster' - like a fire or a flood.
- an 'emergency' - such as when money is lost or stolen.

To apply for a Crisis Grant:

- phone the Scottish Welfare Fund on **0141 276 1177** and select option 1.
(Phonelines are open Monday to Friday, 9am to 5pm)
- apply online on the Glasgow City Council website **www.glasgow.gov.uk**

You should receive a decision within 24 hours so make sure you check your phone regularly.



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.



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:



Winter Weather: Beware of the Frost



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

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

Keep your house warm

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

If your water supply does become frozen:

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

If you do get a burst pipe:

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

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

The out of hours emergency numbers are:

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

Memory Lane

We must be getting old in here at the Calvay Office, but this just seems like yesterday to some of us...instead it's a whopping 20 years!! This is the front cover of our 1998 Winter Newsletter, showing a New Year Message from our much loved and missed Chairperson, Tam.

If you've got any old photographs or memories of the local area, please share them with us. Contact Tracy in the Calvay Office on **0141 771 7722**.



"A Community with Commitment" News

December 1998

New Year - New Hopes

On behalf of Committee and Staff I wish all members and their families all the best for Christmas and the New Year. I am pleased to report that the Co-op looks forward to some real advances in the year ahead.

their new homes.

In the New Year we hope to further secure the Co-op's future. A programme of cyclical works will give our existing properties a millennium facelift. We intend to invest in the office to

improve facilities for Tenants, Staff and Committee.

Finally, we hope to receive funding to secure a major development of housing for rent and sale at Garvel Road, Bressay Road, Barlanark Road. If successful in this bid the Co-op will grow to over 500 properties. This will help to secure our financial position giving us long term security.

The appointment of our Youth Development Worker strengthens the Youth Group. SAG look forward to the major extension and upgrading of the Activity Centre. Barlanark Park is to receive a major facelift starting in January. Tenants returning to New Build Phase 3 should be celebrating the millennium in



'Aw ra best'
TAM KAY, Chairman

Christmas Family Prize Draw

How would you like a **£50 voucher** to help with your Christmas shop? We're giving one lucky tenant the chance to win big with a **£50 ASDA gift card** up for grabs!

All you have to do is fill out the form below and post or hand it in to the office by **Tuesday 18 December**.

The first form out the hat wins. Good luck!

Name.....

Address.....

Tel No.....

Terms & Conditions for Prize Draw

1. Entries must be received by Tuesday 18 December
2. Only one entry per household.
3. Judge's decision is final.

Calvay Housing Association Ltd, The Calvay Centre, 16 Calvay Road, Barlanark, Glasgow G33 4RE. Tel: 0141 771 7722
Email: enquiries@calvay.org.uk www.calvay.org.uk

Registered charity in Scotland No. SCO39234 Registered society under the Co-operative and Community Benefit Societies Act 2014 (No. 2194RS) Registered with the Scottish Housing Regulator No. HAC 80 Property Factor Reg. No. PF000331

Christmas & New Year holidays

Calvay's office will be closed completely over the holiday period. We'll shut at **12.30pm on Monday 24 December 2018** and re-open at **9.00am on Friday 4 January 2019**. If you have an emergency repair during this period, please phone the numbers on page 11.

Bulk uplift over Christmas

Glasgow City Council have advised us they'll be suspending their bulk uplift service during the festive period. However, no dates had been confirmed at the time of going to print, so please visit their website at **www.glasgow.gov.uk** to clarify the dates.

The Council have also told us the free disposal service at the Queenslie Depot is open as normal throughout the holiday, should you wish to dump bulky items yourself. We've arranged with our contractors to assist with this. Bulk items need to be left at the bin store area and will be uplifted by our contractor, Clyde Valley (closes only). Arrangements for houses remain the same, the occupier should contact 0141 287 9700 to arrange uplift.