

Calvary News

Are You Eligible?

When we began the process of allocating our Winter Packages, back in September/October 2023, we initially targeted our tenants aged 65 and over, based on the information on our system at the time.

Next were families with children aged 5 years and under. Again, we based this on the information contained within our system at the time.

If you feel you meet the criteria but have not received a letter, this may be due to the fact you have not informed the Association of a change of circumstances. **It is very important that these details are kept up to date.**

Please remember, you may also miss out on opportunities for assistance on funding prospects from the Association eg: Cost of Living, Cash for Kids, as we will only action the information we have at the time.

If you have had any changes in your household then it is **your responsibility** to inform us in writing at the time of the change.

If you have had a child, then we will require a copy of their birth certificate. If you have an adult

staying with you, or you wish someone to move in with you and you haven't notified the Association, then a Permission to Stay request **MUST BE SOUGHT** from the Association. Please contact the office for a form.

If you fail to keep your official household details up to date with us, then this may result in problems at a later date, particularly when there are requests for succession or assignation of tenancies. Succession or assignation of tenancy is an important right offered to a joint tenant or qualifying occupier of the tenancy (i.e. a registered household member). If you have a joint tenancy, and one tenant passes away, the surviving tenant will automatically inherit the residency. Alternatively, if you are an adult household member you can also qualify for succession or assignation of tenancy, so long as your details have been officially registered with us for a **minimum of one year prior to requesting the succession/assignation.**

If a person has been living at the property for a minimum of one year, but the landlord has not been informed in writing, the person would not qualify



for succession/assignation of tenancy. As these rules are dictated by the Housing (Scotland) Act 2014, Calvary Housing Association has no discretion in this matter, as we cannot disregard Housing Law.

So, if you haven't informed us of a change, and wish to do so, please contact the office to request the relevant form and return it to our office as soon as possible.



WELCOME FROM THE CHAIR

As I write this, there is some snow on the ground and the pavements are icy. But spring is just around the corner and green shoots cannot be far away!

A quick reminder that Glasgow City Council's (GCC) garden waste scheme has changed. If you live in a main-door property and want a garden waste collection you will need to pay £50 per brown bin. This will cover the period 1 October 2023 to 30 September 2024. Contact GCC for details. Alternatively, you can still take your garden waste to Easter Queenslie Recycling Centre for free.

Our Centre Manager, Eddie, and Wider Role Manager, Ali have been hard at work getting more events organised in the Centre. There are many activities for all ages including Baby and Toddler Group for the youngest, Fuse, Toonspeak - and more - for young people and the Bingo Group.

There are opportunities to improve your IT skills on the PC Passport Course or get job related qualifications, for example, the Nail Technicians Course.

More details can be found in the Calvay Centre pull-out in the middle of this newsletter.

We are continuing to make the improvements we agreed with the Scottish Housing Regulator (SHR). Currently, our status with the SHR is "Working Towards Compliance". The Committee believes we are currently on-track to return to "Compliant" status during 2024.

Finally, a plea – we are looking for more local residents to join the Committee. Calvay was set up by local tenants who fought for a better deal for the Barlanark Community. Today, the Committee is a mix of local people and others who believe in what Calvay is doing. As a community-based association, it is important that the Committee has local people on the Committee and is representative of the community we serve. If you would like an informal chat about what it means to be a committee member, with either Nick Dangerfield (Director), or myself, please phone the office **0141 771 7722**.



Jim Gourlay



STAFF NEWS

We were sorry to say farewell to our Finance Officer, Amelia Buckley who retired in December 2023 after being with us for an impressive 34 years!



I think its safe to say, Amelia has deserved a well-earned rest!

Everyone at Calvay HA will miss Amelia and we wish her a long and happy retirement.



And, in related news, we welcome back a familiar face, Eileen Stevenson, who has been appointed as successor to the role of Finance Officer.

TRIBUTE TO ANNA ELLIS

It was with great sadness that Committee and Staff at Calvay learned about the death of Anna Ellis, the Association's former Chairperson.

Anna joined Calvay's Management Committee in 1994 and apart from a short break between 2012 and 2014, she served on the Committee in various roles and was



Chair at the time of her retirement in 2022. Anna was very passionate about the Calvay community and area and was not only involved in the Management Committee, but also represented the Association at EHRA, a local group consisting of other housing associations in Greater Easterhouse. Anna had very strong views and had many debates over the years with regulators, Councillors, MP's and the like, as well as with her fellow Committee Members. This was all with the goal of making Calvay a better place to live.



We know that Anna's family and friends will miss her terribly and we would just like to acknowledge the huge part that she played in Calvay's history.

COMPETITION WINNERS

Congratulations to both of our competition winners from our Winter Edition.

Chantella Beattie, who won our Christmas Crossword competition and won a £25 Amazon Voucher and Gabriel Ollik, who won our Christmas Colouring competition and won a £25 voucher for Smyths Toys.

Well done to both and hope you enjoy your prizes!



You said...

WE DID!



That your enquiry was not responded to in a reasonable timescale.

We have begun to review our Customer Service Charter which we will publish once finalised.



That previous rent consultation material was unclear and confusing.

We produced a new easier to use leaflet and held an open meeting.



That you would like to report repairs online.

We are working to introduce on-line repairs reporting over the course of the summer.

We love to hear from our customers and we really appreciate the following compliments:

- A tenant from Calvay Rd to say how pleased they are with the standard of close cleaning.
- A tenant from our new build site at Garvel, got in touch to say how pleased they are with their new home.
- Another tenant was in touch about the great job that contractors had done of their back court.
- A compliment was posted on our Social Media to say "This housing is very good to their tenants"



MEET OUR COMMITTEE FOR 2024

The Committee Members are as follows:



JIM GOURLEY
Chair



STEVEN BLOMER
Vice Chair



CHRIS WARWICK
Treasurer



BRYCE WILSON
Secretary



JULIA OKUN
Committee Member



GERI MOGAN
Committee Member



JIM MUNRO
Committee Member



PETER HOWDEN
Committee Member



EMMA CONNELLY
Co-opted Member



GORDON LAURIE
Appointed Member



LAWRIE WEST
Appointed Member



HELEN FORSYTH
Appointed Member



LAUREN AUSTIN
Co-opted Member



VACANCY
This could be you



VACANCY
This could be you

Fancy Joining our Committee?
We want to hear from YOU!

We currently have two vacancies and we would love to hear from YOU. The Association welcomes applications from anyone who has a genuine interest in the local community and is committed to help drive our Association forward. For more information on how to Join our Committee please call 0141 771 7722 or email us at enquiries@calvayha.org.uk.



YOUR VOICE

in action



tenant
participation
advisory service

Tea & Chat

Our Tea & Chat sessions at the end of January raised good and not so good issues about being a Calvay tenant or factored owner.

"Really useful insights and ideas came from local people and are shaping "Your Voice's" proposed improvements," explained independent adviser Eveline Armour of TPAS.

Some points raised included:

- Participants were aware of the Tenant Satisfaction Survey (TSS), but few remember taking part or knew the results.
- Participants were aware of Calvay collecting performance information on services but didn't know how Calvay was using this information
- Few remembered seeing or reading the Annual Report.
- No one knew what standard of service to expect when asking for services.

We explored what was important to local people. The most common were:

- Windows and doors in specific streets
- Dealing with anti-social behaviour
- Open spaces, bins, and the look of the area
- Feeling like a community and helping new and vulnerable people

And just in case you were thinking everything was doom and gloom, it wasn't. Positive feedback included:

- the benefits of the cafe and community centre
- liking their area and home
- how helpful staff were
- their general satisfaction with Calvay, even when they weren't pleased every time



Your Voice is working to:

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

We are local people who listen and learn to make a difference.

Your Voice thanks folks that took part and gave their time. Cheers.

Quizzing the Director

"Your Voice" met with Nick Dangerfield, Calvay's Director, to explore how Calvay:

- Carries out their Tenant Satisfaction Survey
- Gathers service performance data
- Sets performance standards and targets

What's Your Voice going to do?

We'll use what we learned via the Tea & Chat and our quizzing of Nick to recommend ways to raise awareness of:

- The standard of services people can expect from Calvay
- Performance results, especially on what is important to the Community

Then we plan to dive into a key service, investigate what local people want and come up with ideas to benefit us all.

If you want to join us, contact Tony Kelly of TPAS ("Your Voice's" independent advisers) on tony.kelly@tpasscotland.org.uk or call 07810 304503 or ask a member of staff.

GARVEL CRESCENT AND BLYTH ROAD RESIDENTS



In 2023 the Association took handover of 43 new build properties at sites on Garvel Crescent and Blyth Road. As it is nearing a year since the development was completed by our Contractor, Cruden Building (Scotland) Ltd., we are required to undertake a final inspection of all homes, both internally and externally.

As with any new build development, it is expected that some defects will occur and it is the responsibility of the Contractor to rectify any necessary repairs over the course of the first year following completion.

In order to ensure that defects are identified and reported to the Contractor to make good, we have

arranged for our Clerk of Works, David Hendry, to contact residents to arrange an appointment from March. If, however, in the meantime you have noticed a possible defect within your new home, then please get in touch with the repairs team at Calvey HA and we can take action on this now.

You can contact us on **0141 771 7722 (Option 1)**, in person at our offices or via email – repairs@calvey.org.uk

PLUMBING SURVEYS



In our Winter newsletter, we advised you of our plan to appoint a contractor to carry out surveys of all the common water storage tanks. This is to ensure all our customers are on mains supply water and are no longer using stored water from tanks in the attic.

We are pleased to advise that John Doherty & Co. Ltd have been appointed to carry out these surveys.

During these surveys, our contractor may require access to your home.

This is to confirm that 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 is VITAL that you allow access to our contractors to carry out these checks

As an organisation we want to make sure all our residents are safe in their homes.

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 (e.g. 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.

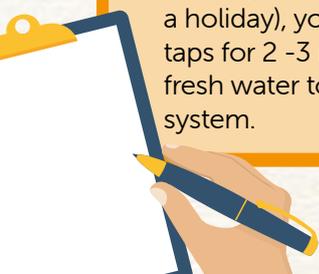
Please note, if you live in a recent new build property, no action needs to be taken.

Asbestos Surveys

As your Landlord Calvey HA has a legal responsibility to manage asbestos that is found in common areas – including cupboards, cellars and attic spaces.

Calvey have appointed Environtec to carry out management surveys of common areas and attic spaces of any blocks built prior to 2000. These surveys will not affect the safe use of your home or common close and surveyors will make sure that signage is displayed, and samples will only be taken when safe to do so.

This type of survey is purely to understand where asbestos is contained within our stock (if any) and the best way in which to manage it. Surveyors will not need access to your home.



The Calvay Centre News



Issue 3 - February 2024

Happy New Year



The start of 2024 was just as busy as the end of 2023. We started off the New Year with a series of community-based courses, the return of the Baby & Toddler Group, return of the Sewing Group, a series of new Youth Services and not forgetting our Community Meals.

We also formed a new partnership with the Glasgow Girls Club through their 'Strong Girls Programme' - The Strong Girls programme is a creative empowerment initiative that aims to engage and connect the most vulnerable young women in our communities. We work in collaboration with

frontline and statutory services to target those who have been traditionally difficult to engage with.

We are supporting the All Star Dance School to introduce new sessions so that senior/older members of the community could become more active and fitter through dance. They also ran FREE sessions for younger members of the community as a new activity, hobby or past time.

We continued to roll out our support services to the community during the Cost-of-Living Crisis, these included Air Fryers, Duvets, Energy Saving lightbulbs, and £100 to help toward rising fuel costs.

Community Based Courses

Mental Health First Aid -

This 6-week course is being held between 17th January and 21st February 2024. This comprehensive programme offers practical knowledge, empowering delegates to confidently assist individuals facing mental health challenges.

The Mental Health First Aid course was so popular and informative that we have already planned our next 6-week course to start on Wednesday 1st May 2024.



Nail Technicians Course -

Following on from the Beauty course held last year, the participants wanted to specialise in Nail & Manicure where they will develop advanced skills in the application of various nail treatments, such as: Manicure, Pedicure, Application of tips with various overlays, sculpting and art techniques skills. This 12-week specialised course/group consisted of 14 participants coming from a variety of backgrounds and ages. At the end of the course, 4 members of the group asked for support to look at setting up their own businesses.



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Community Based Courses

PC Passport –

The PC Passport Course started on the 29th January 2024 and is still running. PC Passport is a SCQF Level 4 qualification that looks at 3 main programmes of Word Processing, Excel Spreadsheets, and PowerPoint/Presentations.



Emergency First Aid – 15 participants took part in the 1-day course on the 22nd January 2024. This gave them the opportunity to gain knowledge, skills and experience to provide immediate care to sick or injured people until full medical help is available. The course content included the five main aims of first aid which are: Preserve life, Prevent the escalation of illness or injury, Promote recovery, Provide pain relief, and Protect the unconscious.

All 15 participants went on to successfully pass the course and were awarded a nationally accepted qualification that certifies they are First Aiders; this certificate lasts for 3 years.



Elementary Food Hygiene –

15 participants took part in the 1-day course on the 28th January 2024 with the purpose of gaining the knowledge, skills and experience of safe food handling to ensure participants have a high level of knowledge and understanding of the existing legislation and best practices of food handling and preparation.

All 15 participants went on to successfully pass the course and were awarded a nationally accepted qualification that certifies they are competent in food handling and preparation; this certificate lasts for 3 years.



Sewing Group – The sewing group started off the new year by making memory bears out of the clothes of a loved one who may have passed away or was seriously ill. The group lead and tutored by Alison A'Hara is going from strength to strength and is looking for new members. If you would like to learn more about sewing, etc why not come along to the Calvary Centre on a Tuesday morning at 10am.

Baby & Toddler Group – this has been a very popular activity for parents, children, and families. Each week we have about 8-10 regular families who are using the service, learning new skills and experiences, and building positive relationships both in and outwith the family unit. We have continued our positive working partnership with the Halliday Foundation, their staff are committed and enthusiastic about child and family development. Each week brings a new theme, new activities, and new opportunities, and in addition to the childcare element Halliday Foundation provides weekly supplies of fresh fruit and veg and essential groceries, not to mention baby products such as nappies, wipes, etc.





Community Meals – Our “Come Dine with Us” events are a great success, so much so we have retained the partnership with the Halliday Foundation so that we can deliver the events for the next calendar year. During our last sessions we delivered over **200 three course meals** to members of the community (individuals and families). We also provided some light entertainment to make the events that more special. Our next “Come Dine with Us”, on Thursday 14th March 2024, is the first community meal of the year and will not be the last. **Future Community Meals / Come Dine with Us events will take place on the 2nd Thursday of the month.**

Spring is in the air and The Wider Role team at The Calvay Centre is taking forward an Environment Group. We’re starting off with opening up the community garden, based at the top of Calvay Crescent for the community to grow fruit and vegetables in the raised beds. Would you like to take part? If interested or would like to know more, please contact Ali Smith on asmith@calvay.org.uk or call the office on **Tel: 0141 771 7722**



CALVAY BINGO

Every Wednesday
The Calvay Centre, 7-9pm
All welcome

In addition to the “Come Dine with Us” events, we also invited over 150 senior members of the community to the centre for a traditional 3 course Christmas lunch. This too was a great success with everyone having a great time.

We also continued with our Cosy Café initiative during the school and public holidays. This has been funded by CHA contractors that made substantial contributions. During the festive period we managed to provide subsidised hot drinks, snacks, and meals to over 400 individuals and families.



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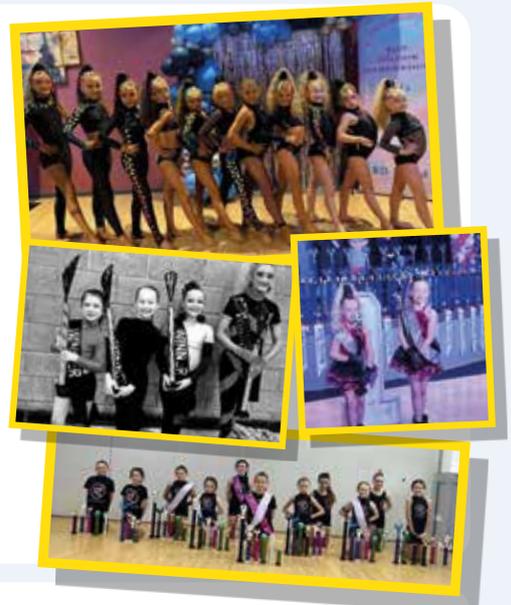
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Calvay Community Events Committee

- The Calvay Community Events Committee have planned a calendar of events and activities for the next calendar year. These activities and events will have a community focus that is inclusive, informative, and involves the community throughout the process. There will be socials, age and gender focused, with everything being fun. There will be community days, dances, afternoon teas, children's events, etc, etc, so watch out for notices and posts on Facebook.

The Calvay Community Events Committee plan to provide an Easter Egg for every child in the area, this will be on a first come first served bases on or around the 29th March 2023 in the Calvay Centre.

All Star Dance School - All Star Dance School are one of the anchor tenants / user groups of the Calvay Centre, and we have a strong working relationship with the group. We supported them to secure funding from the Ward 18 Area Partnership, this funding allowed them to provide FREE dance classes for young people, and FREE light exercise classes using dance as the conduit to keep fit and healthy.



Wider Role - The Wider Role Team led by Ali Smith is responsible for the Calvay Centre and everything previously mentioned. The Wider Role Team are looking to secure funding so that they can employ a Digital Inclusion Officer and an Energy Advisor, both these roles are essential and would compliment all the existing services in Calvay Housing Association so that our tenants and the wider community can get access to services, that will make a difference to them financially and contribute towards their development working towards being more self reliant.

Youth Services



After securing funding from the GCC Ward 18 Area Partnership we were able to commission 3 established and experienced youth services to work out of the Calvay Centre, to deliver a variety of activities for young people, in the hope that they would re-engage with the centre and the community.

Fuse - delivering a 10-week programme, starting on the 24th January 2024 This included computing, gaming and coding, etc. The 10-week programme was a success and was very beneficial for those that attended.

CCT - delivered a 10-week programme, starting on the 26th January 2024. This included activities that developed core skills, social and personal development.

Toonspeak - will deliver a 6-week programme, starting on the 22nd February 2024, in Drama. This will give young people a great opportunity to learn by taking part in drama workshops. The programme offer new experiences through play, encouraging creative thinking, problem-solving, teamwork, confidence building, and by exploring through drama.

9 WEEK SESSIONS | **FREE**
JUNIOR DANCE CLASS

Trained by
Jazmin Lena Sanchez Reid

**HIPHOP
LYRICAL
JAZZ
ROCK & ROLL
AND MORE**

2pm - 3pm

SATURDAY 3RD FEBRUARY 2024

CALVAY CENTRE
BARLANARK
16 Calvay Rd, Barlanark Glasgow, G33 4RE

First Aid Trained
Qualified Teacher under BDC
PVG Checked

CLOSE CLEANING

ESTATE
MANAGEMENT
SECTION

Unfortunately the close cleaning contractors have informed us that they have been unable to properly clean a number of closes in the area, and reported this is because some residents are leaving various items in the communal close areas i.e. outside flat doors, on communal landings, in the back close area etc. The items mentioned range from bikes, prams, toys and general household items, as well as black rubbish bags.

We would like to remind all residents that the communal close area is no place to store any of your personal belongings or any bulk items. Not only is there a possibility of your items being stolen, but as highlighted these items cause a disruption to the close cleaning service.

MORE IMPORTANTLY THE ITEMS COULD ALSO POSE A POTENTIAL FIRE AND/OR TRIPPING HAZARD TO RESIDENTS, CONTRACTORS AND THE GENERAL PUBLIC.

In regards to the black rubbish bags, a bin store is provided within a short distance of all properties, therefore there is no reason for any resident to place rubbish bags anywhere within the communal close. Not only does this create a bad smell but also attracts vermin to the properties.

In light of the above, the Association would appreciate your co-operation to ensure we can keep your close clean and free from rubbish, bulk, household items and more importantly vermin.



REPORT IT...

We ask that if you notice a hazard or anything you feel poses a risk to safety then please highlight this to the association via repairs@calvay.org.uk providing a picture where possible. Alternatively these can also be reported by contacting the repairs team on **0141 771 7722 (Option 1)** and speaking to a member of the repairs team.

Where there are faults with street lighting, public paths and the condition of the roads then please report this direct to Glasgow City Council via the following routes:

- My Glasgow App
- GLASGOW CITY COUNCIL - My Account
- Roads and Lighting Faults (RALF) - 0800 373635

Estate Inspections

Unfortunately, staff have not been able to dedicate the time to Estate Management due to pressure of the other workloads. Although staff have been reacting to Estate Management complaints, our aim is to be more proactive and for staff to be more visible in the area.

The Estate Management Policy is currently being reviewed and due to be implemented from 1st April 2024. It is anticipated that staff will commence regular inspections again of the general common areas as well as all the closes.

Being a Good Neighbour

Looking after your garden

As Spring approaches we all want the place to look nice and part of that includes having a tidy garden area. If you live in a house or a flat that has its own garden (or gardens), then it is up to you to look after it.

We expect you to:

- cut the grass regularly
- trim any hedges or bushes
- maintain any trees within your gardens
- dispose of any cuttings/grass appropriately

- keep gardens clear of weeds
- keep your gardens clear of any rubbish or dumped items
- ensure that fencing is kept well maintained
- regularly remove any pet faeces and dispose of appropriately

If there is nobody in the home fit enough to look after the garden, Calvey may be able to assist under our Garden maintenance scheme. Please contact the office on **0141 771-7722** to discuss further.

MESSAGE TO DOG OWNERS

We understand that dogs are part of the family and loved, however over the Winter months we have seen an increase in complaints of dog fouling in back courts and in public areas like pavements etc.

Back courts are not a place for your dogs to run free or foul, we expect tenants to walk their dog or else have them on a lead at all times in back court areas. As outlined in the tenancy agreement we require tenants to apply for permission to keep dogs in their tenancy. Usually, we don't have any issues in granting this permission. However due to increased complaints received regarding dog fouling if we find out the responsible owner(s) we may start removing permission to keep dogs in the tenancy.

If you see dog fouling in the streets or public places like parks etc. you can report it to Glasgow City Council's environmental task force on **0300 343 7027**. If dog fouling is an issue in your back court area please contact the Association with as much information as possible.



Environmental Task Force

Are you concerned about litter, fly-tipping, graffiti, dog fouling or any other environmental issue? We want to hear from you. Use the **MyGlasgow app**, call **0300 343 7027** or contact us using social media

Report using Twitter @theenvtaskforce Report using Facebook envtaskforce

Being a Good Neighbour

REMEMBER

NOISE TRAVELS!

We receive a lot of noise complaints, the most common ones being loud music and TVs, parties and loud voices, dogs barking, children screaming or jumping and using DIY tools.

All of us have to appreciate that all households are not the same. There are young people, elderly people, families with children, some with regular visitors, people working different hours, some up early, some up late, people with disabilities, some may be hard of hearing while others can hear a pin drop, plus all the rest that comes with living in a tenement flat. So what we're saying is that while everyday living will always bring an element of noise between flats, please be aware of how noise travels. Have respect for your neighbours and an element of tolerance – that way everyone will be able to live their lives in harmony.



LAMINATE FLOORING

Laminate flooring is very popular with tenants these days but it can cause a lot of problems. Here are some things to bear in mind if you're considering laying or currently have laminate flooring:

1. Permission

Before you carry out any alterations or home improvements, you must seek written permission from us first – and this includes laying laminate flooring.

2. Noise

Noise travels far more with laminates than with carpets, so you need to be mindful of this, especially if you live in a tenement. All tenants must have respect for their neighbours as per their tenancy agreement. If you cause any noise nuisance to your neighbours that's deemed to be caused or exacerbated by your laminate flooring, you may need to remove it.

3. Access

If we require access under the existing floorboards to carry out any repairs or

maintenance to the property, it will be your responsibility to lift and relay the laminate flooring – not ours. We'll also not accept liability for any damage to laminate flooring that's had to be lifted for access purposes. If the laminate is glued down, it will almost certainly be ruined if access is needed.

4. Liability

If you fit laminate flooring, you'll be liable for:

- any damage to under floor services (such as water, electricity or gas pipes) as a result of the installation
- levelling the existing floor to allow the installation to be carried out
- adjusting any doors that won't close as a result of the new floor height

5. Leaving your property

If you end your tenancy, you'll generally be required to lift and remove the flooring before leaving the property, unless an alternative arrangement has been made with us and the incoming tenant, prior to your moving out.

UC Universal Credit MANAGED MIGRATION

The Department of Work and Pensions are currently writing to all claimants. Look out for a letter called a 'Universal Credit Migration Notice' and follow the instructions in your letter before the deadline.

You will **not** automatically be moved over to the new benefit, this includes people who have recently claimed or renewed their tax credit. Currently this is for people on Tax Credits only.

EARLY LEARNING PAYMENT

is a payment of £294.70 per child to help with the costs of early learning. You can get the payment when your child is aged between 2 years old and 3 years and 6 months old. To get this payment your child does not need to go to nursery.

You can get Early Learning Payment for multiple children, as long as each child is the right age when you apply.

You can spend this money on anything you need for your child at this age. This could include:

- clothes
- toys
- trips to new places

SCHOOL AGE PAYMENT

is a payment of £294.70 per child. It helps with the costs of preparing for school when your child is first old enough to start primary school.

You can get the payment for multiple children, as long as each child is the right age when you apply.

To get a payment, your child does not have to take up a place at school. You'll still need to apply in the year that your child is first old enough to start school, if:

- you're deferring when your child starts school
- your child is not going to school

When you need to apply for the School Age Payment depends on when your child was born:



Your child's date of birth	When you can apply
Between 1 March 2018 and 28 February 2019	Between 1 June 2023 and 29 February 2024
Between 1 March 2019 and 29 February 2020	Between 1 June 2024 and 28 February 2025

FINAL REMINDER for bereaved parents to check eligibility for financial support

Bereaved parents who lost their partner between 9 April 2001 and 8 February 2023 may be eligible for a backdated government payment even if they no longer have dependent children.

The Government extended eligibility for Bereavement Support Payment (BSP) and Widowed Parent's Allowance (WPA) to cohabiting parents with dependent children in February 2023. These payments can be backdated to 30 August 2018.

These benefits were previously only available to bereaved parents who were married or in a civil

partnership. So anyone who had dependent children when they lost their cohabiting partner and who thinks they may be eligible should check Gov.uk for more information.

DWP opened a 12-month window for cohabiting parents to backdate their claims in full. Parents whose partner died before 9 February 2023 have until the end of **8 February 2024** to do so. After this, it will not be possible to claim WPA and they will not get their full entitlement to backdated BSP. The final deadline for any backdated BSP is the end of 8 November 2024.

CARER'S ALLOWANCE CHANGES IN SCOTLAND

A new benefit called Carer Support Payment will replace Carer's Allowance in Scotland. This is planned to happen between February 2024 and spring 2025 as part of Scottish devolution.

Your benefit will move from the Department for Work and Pensions (DWP) to Social Security Scotland if you:

- get Carer's Allowance
- live in Scotland

You do not need to apply for Carer Support Payment

If you get Carer's Allowance, you do not need to apply for Carer Support Payment. DWP and Social Security Scotland will move your benefit for you.

Your award will stay the same

There'll be no gap in your award and the amount you get will stay the same. DWP will continue to pay you until Social Security Scotland start to pay you. If you get Carers allowance supplement, you'll still get payments twice a year.

Your other benefits

Moving from Carer's Allowance to Carer Support Payment will not affect your entitlement to other benefits.

If you get benefits from providers like DWP, you might need to tell them when you move to Carer Support Payment.

Social Security Scotland do not know what other benefits you get. So they cannot contact providers for you. But they'll send you a letter saying how to contact providers.

When your benefit will move

DWP will send you a letter to say when your benefit will move to Social Security Scotland. This is planned to happen between February 2024 and spring 2025.

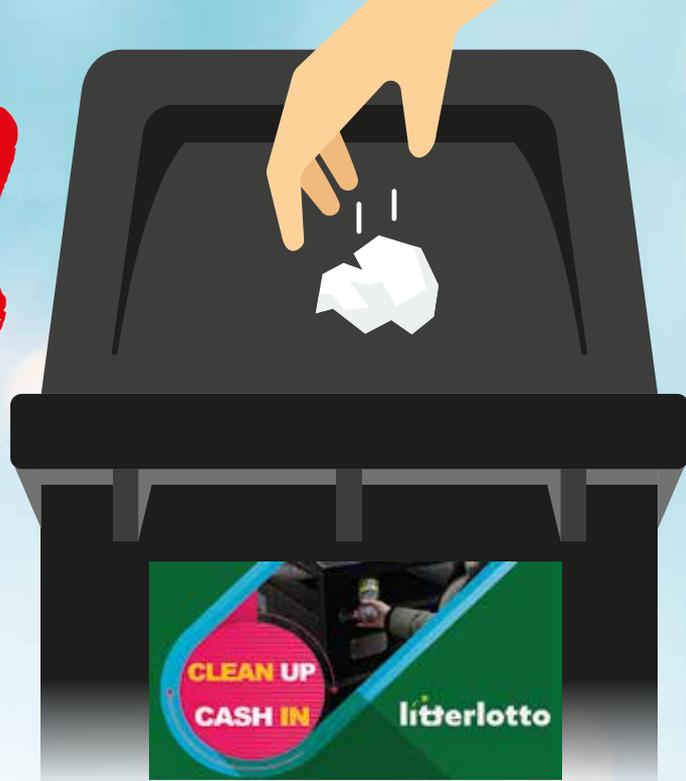
Social Security Scotland will send you a letter to say what's happening during the move. They'll send you another letter when the move is complete and your Carer Support Payment has started.



Any problems or want some advice then call our Welfare Rights officer Angela on 0141-771-7722



BIN IT TO WIN IT!!



Glasgow City Council are working in partnership with LitterLotto and Keep Scotland Beautiful, to encourage more people to develop good habits and bin their litter responsibly. This in turn will help combat the growing issue of litter in our communities.

As such, Glasgow residents, employees and visitors to the city are being urged to turn trash into cash with the launch of the city's exciting new LitterLotto. The LitterLotto initiative is a free to enter cash prize draw.

In order to be in with a chance to win, people aged 18+ can download the free LitterLotto app and upload a photo binning rubbish via the app's camera function.

People can enter as many times as they like, as long as it's different litter each time being deposited into a Glasgow City Council street bin. Putting rubbish in household waste doesn't count! In addition, please note that leaving litter beside or on top of a bin is also disallowed!

In the event that a bin is full, please find another nearby. You can report overflowing or damaged litter bins using the QR code at the side of the bin.

Each month, a prize draw will see one lucky person chosen at random win the cash prize.

You could also be put into further cash prize draws which could see you with a chance of winning a Keep Scotland Beautiful Monthly prize of up to £200 as well as the weekly LitterLotto UK £1000 pot.

Good Luck!!

You can download the GCC app from the App store and Google Play

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

SP Energy Networks (Power Cuts &

Emergencies)
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