



November 1996

"A Community with Commitment"

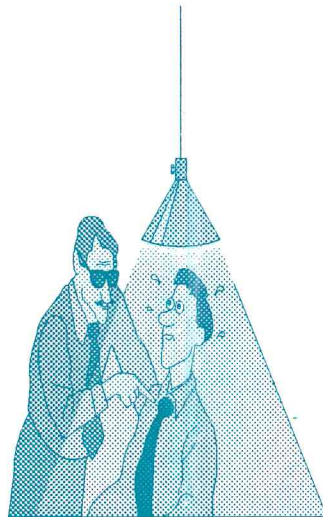
# News

## Monitoring Our Performance

All Housing Associations and Co-operatives are "monitored" by our funders, Scottish Homes.

In October a representative from Scottish Homes Registration and Monitoring Division spent two days in the Co-operative office.

The purpose of this visit was to make an assessment of how well Calway is functioning, and to make sure the committee really is



in control.

The Monitor spent time with all of the senior staff and went through much of the paperwork of the organisation.

Although indications during the visit show the Calway Co-operative is functioning well, we are now waiting for a written report of the Monitor's assessment.

## Community Safety Centre In Greater Easterhouse

Safe Greater Easterhouse has received Urban Programme funding until April 1999 for the development of a Community Safety Centre in a central location in Greater Easterhouse. This community Safety Centre is now open at unit 19 in Shandwick Square Shopping Centre, Easterhouse.

The community Safety Centre is funded by the Scottish Office Industry Department and Strathclyde Regional Council and its aim is to provide the public with information, advice and contacts on all aspects of community safety including crime prevention, fire safety, road safety and general accident prevention.

At the moment it is focusing on the main safety issues, i.e. Fire Safety: Home Safety: Road Safety: Child Safety: Women's Safety:

Crime Prevention and Accident Prevention. Every fortnight it promotes one aspect of these safety issues and invite representatives from the relevant departments to hold surgeries at the shop. These have been going well so far.

If you feel there is a campaign / safety issue which should be promoted or highlighted locally please contact the Community Safety Centre. Staff will discuss this with you and assess how they can work together to raise awareness on the safety issue you are concerned about.

If you wish further information on any of the above pop in to the centre, or telephone Margaret Gilmore, Development Officer on 771-9733.



## How Does The Co-operative Work? Administration Section

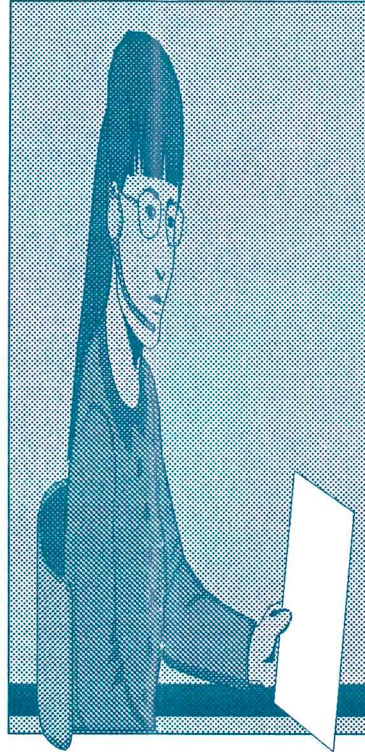
In the last of our articles on the work of the Co-operative we are looking at the work of the Co-operative's Administration Section.

The Administration Section is involved in all aspects of the Co-operative's work and in supporting all members of Staff and Committee. No specific Sub-committee oversees the work of the Administration Section but because it is involved in all aspects of our activity its work is closely monitored. The Administration Section is headed up by the Co-operative's Director, Duncan Mc Lean. He is supported by Debbie Garrett, Administrator; Jean Robertson, Secretary; Tracy Taylor, Secretary and Lisa Carberry, Receptionist.

Because its work is so varied it is difficult to give a clear picture of the work carried out by the Administration Section. Perhaps the following gives some idea of the work.

In the last three months there have been over

2500 telephone calls received in the office and over 450 appointments made for meetings with members of the Co-operative's staff. Also during this time there were approximately 36,000 photocopies taken.



The Administration Section is heavily involved in supporting the involvement of Committee Members and others in the work of the Co-operative. Each year there are over 150 meetings involving staff and committee members. Support is also given to groups such as the Social Activities Group, Youth Group and other local initiatives.

If you are interested in finding out more about the work of the Co-operative or if you are interested in contributing by serving on the Management Committee please contact the office.

### Barlanark Social Work Department Sub Office

The Social Work Department have re-opened a sub office on Blyth Road (in the porta cabins).

Staff in the sub office are available to deal with any type of query. A Welfare Benefits Clinic is held one morning a week.

Appointments can be made by either telephoning 781 - 1333 or by calling into the office.



# Neighbour Disputes Policy

The Co-operative has a policy in place for dealing with neighbour disputes which arise between tenants.

The Co-operative receives various different types of complaints and has categorised these into 3 headings:

**Minor Breaches of Tenancy Obligations** - Issues which are dealt with via Estate Management Inspections fall within this category.

**Complex Neighbour Disputes** - Where these relate purely to breach of tenancy, the Co-operative will deal with them. If however the actions complained of are the responsibility of another department e.g. Police or Environmental Health, the Co-op will pass the complaint onto them, but will continue to monitor the action taken.

**Serious Anti-Social Behaviour** - Generally this refers to actions which must be dealt

with by other departments i.e. the Police. We encourage all complaints to be made in writing (standard forms are available in the office). All complaints received will be acknowledged. The person who makes the complaint will be kept informed of all action taken and of the final outcome.

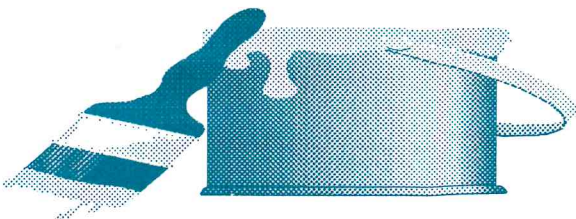
The identity of the person making the complaint is never revealed. Once the complaint has been resolved, the situation is monitored for a six month period. After this time the Housing Manager will write to the complainant to find out if they were satisfied with the action taken and to ensure the problem has ceased.

If you have a complaint to make you must report it to a member of the Housing Management staff directly. Unfortunately the committee cannot take a note of, or deal with your complaints in the first instance.

Copies of the Neighbour Disputes Policy is available on request.



## Cyclical Painterwork - Calvay Crescent



At present the contract painter is redecorating the close, stairs and external windows in Calvay Crescent.

There are a number of flats we have not gained access to. The Co-operative would be obliged if you could contact the office and give us a day when this work could be carried out to your flat.

## Annual Gas Central Heating Service

Citi Gas are in the process of servicing all the gas central heated flats and houses in the Co-operative area. It is most important that the contractor gains access to carry out this servicing.

If you wish to make special arrangements for access, please contact Tracy in the Co-operative's Maintenance Section. We will try to accommodate all of your requests.



# Lottery Forecast - Camelot Letter Tells All

To Calvay Co-op,

Following your badly behaved visit to our offices with your petition and after your outrageous attempt to bribe our loyal staff (£5.00 cheque returned herewith!), I have to ask you to stop these harassing tactics or we will take legal action.

It is clearly a form of "stalking" of me personally, and it is affecting my health. Take it from me, the numbers for



Saturday 16th November will not be 12 17 26 28 31 41, and we will never stoop to leaking our winning numbers to the likes of you!

Ignatious McDade  
Camelot  
Bermuda (on holiday)

Editor:-Calvay Bravehearts! Its obviously a trick! Zap these numbers in immediately, they're trying to steer you off them.

## General Meetings - Creche Facilities

The next general meeting will be held on Monday, 9th December.



Creche facilities will now be provided at all General Meetings.

## Calvay Quiz Night

The Quiz Night was a great success and raised £90 for the Youth Group.

Many thanks go to all those who helped, especially Mary McDonald for her delicious soup.

## Cyberzone

Places Only



If you wanted to know what its like to "Surf the net" The Youth Group are organising a trip to Cyberzone at John Wheatly College on Monday 6th November. Whether your a expert on the computer or a beginner this is an excellent chance to try something a bit more different.

## Poems Of The Month

It is a real pity for old Glasgow City,  
that in the political gritty,  
this is a poor part community  
some people just don't try, do nothing but cry,  
some people care not a jot, blame another clot,  
it should be a boon, for lovely Glesga toon,  
for it can be said with surety,  
it's the peoples people, the heart of this community....

The measure of a person who is strong,  
although you may think it trite,  
they admit that they are wrong,  
just as loud as when they are right....