



"A Community with Commitment"

# News

## 15TH AGM - ONWARD AND UPWARD!

The AGM on 19th September was a lively and enjoyable occasion, which addressed the Co-op's main business issues and was well attended by Members and Staff.

The Chairperson, Betty Lindsay, welcomed everyone and commented that the response to the Robert Bennie tragedy and the start up of the Robert Bennie Trust had shown, yet again, that the Calway area in Barlanark was a community with heart, and of her warm appreciation of this support. Betty also encouraged the use of the Robert Bennie Centre by local people for private functions. The Social Action Group was waiting to hear if they were to be awarded funding for the provision of staff at the Centre. At present work is being carried out by volunteers, which is greatly appreciated.

Betty thanked all concerned for their support and confirmed her belief that the Co-op had made good progress and could look forward to the future with confidence.

The Secretary announced that nominations had been received from the four Committee members who had come to the end of their term of office. There were seven vacancies on the Committee therefore their re-appointments were unopposed.

The external Auditor, Mr Mike Blyth of HLB Kidsons, commented in detail on the Co-op's finances as shown in the Newsletter, including Depreciation and Transfers to Designated Reserves. Mr Blyth expressed the opinion that,

overall, the Co-op's finances were sound. The Auditor also commented that a year on year deficit after all transfers to reserves should be avoided in the long term.

Duncan McLean, Director gave a report of the Co-op's activities for the past year including the completion of the tenating of New Build Phase 3. Duncan also commented that Reid Associates had recently carried out a Stock Condition Survey. The Survey included a Life Cycle

Costing that set out the recommended major Repairs to the Properties over the next thirty years. The Committee would be examining this Survey to agree actions over the next five to ten years.

Michael Dawson, who is our part time Acting Director during Duncan's secondment to Glasgow Housing Association was introduced to the meeting and was welcomed aboard. Michael was assured of the support of the Staff and Committee in carrying out his duties for the forthcoming year.

Question Time, which was lead by Duncan Mclean, was an interesting session as usual with many contributions and discussions on land drainage, Housing Benefit claims, and various issues of housing and estate management.

The evening ended with a free raffle and 1st, 2nd and 3rd prizes were won by Ann Harkins, Peter Howden and Thomas Ross respectively. Congratulations to you all.





# HOUSING MANAGEMENT UPDATE

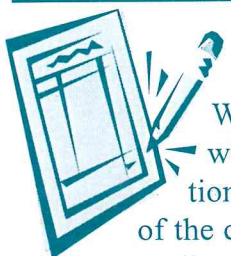
## COMPLAINTS PROCEDURE

The Co-operative has been advised that some Tenants are reluctant to make complaints to the Office as they feel that Committee members will find out about their complaints.

Please be assured that this is not the case. All complaints made at this office are kept strictly confidential. The only information the Committee receives, is a summary of complaints received, detailing: number of complaints and the number of each type of complaint made i.e. whether the complaint was due to noise or dogs etc.

Please come forward with any complaints you have. If staff don't know about your problem, they won't be able to help resolve it.

Of course, if you feel you are not getting a suitable response from staff members, you may wish to take your complaint to the Committee. This can be done through Committee Surgeries, where complaints are taken directly by members of the Committee, or by submitting a formal grievance.



## APPOINTMENTS

When contacting the office, you will have noticed that the Receptionist will ask what is the nature of the call. The reason for this is so that your call can be passed onto the appropriate staff member.

Unfortunately, some tenants will not divulge the nature of their call and as a result calls maybe diverted to the wrong staff member causing confusion and possibly the wrong information being given out.

Please assist us by giving the Receptionist an indication ie: repair/rent/permission to stay etc and your query will be dealt with more quickly and efficiently.

## BULK REFUSE

Would all residents who stay in the Co-op area please note that all bulk refuse must be put in the back court before the City Council Cleansing Department will uplift it.



The bulk uplift is normally done early on Mondays so the ideal time to put bulk refuse items in the back is late on Sunday. This will reduce the chance of furniture etc. being broken up and scattered all over the back. Remember the items must be placed in the back court.

## STAGE 3 ADAPTATIONS

**Do you or any of your household suffer from an illness or disability which would benefit from a disabled adaptation, for example an over-bath shower or walk-in shower?**

**The Co-operative has received money from Scottish Homes for this purpose and is presently accepting referrals from tenants who require this work.**

**If you would like more information, please contact Gail at the office.**

## HOUSEHOLD CHANGES

Have you had a household change recently, someone left, another came to stay? If so then you should inform the Property Services section and complete the appropriate paperwork.

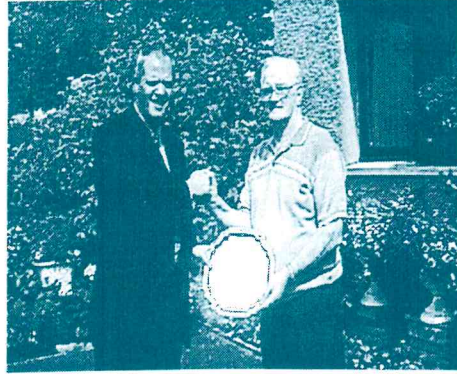


If you don't then this may affect your housing benefit, garden maintenance and succession to tenancy requests. Any decision taken is based on information, which is held in your personal house file, and it is therefore important to keep us up to date with any change.



## GARDEN COMPETITION WINNERS

Congratulations go to Catherine O'Hare of 33 Calvay Road, winner of this year's garden competition. Thanks also go to George Burt from The GEN, who judged the event.



Second prize went to Mr. & Mrs. Cavanagh of 7 Burnett Road, and third prize went to Mr. & Mrs. Coulter of 54 Calvay Road. All winners received B&Q vouchers and a plaque which were presented at the Co-op's AGM.

Mr. Adams of 36 Barlanark Road was awarded with a Millennium Award for his outstanding gardening contribution to the Calvay area.

George was impressed by many of the other gardens in the area and highly commended certificates were awarded to Barr of 52 Calvay Road, Donaldson of 39 Burnett Road, McLachlan of 49 Calvay Road, Carr of 21 Burnett Road, Hewitt of 66 Barlanark Road, McCall of 45 Calvay Road, Meenie of 27 Burnett Road, O'Donnell of 58 Barlanark Road, Wilson of 12 Barlanark Road and Young of 40 Barlanark Crescent. They were also invited to the office to choose new bedding plants which were donated by Land Engineering in recognition of their efforts.

## GAS FIRE CASING

During the recent gas central heating annual service contract, it was noticed that various tenants have painted or stained their gas fire casing to suit their decor. We have taken advice from Corgi (Gas Safety Authority) regarding this issue, that have since informed us of the following: -

Before carrying out this type of work, you should always contact the fire manufacturer for permission and advice on how to remove any coatings, original or new. The casing should be removed from the appliance prior to the coating being applied or removed to prevent unnecessary damage. This should be removed with the assistance of a Corgi Registered installer.

Where an appliance is found to have a coating not approved by the manufacturer and have signs of stress, i.e. scorching or burning. The appliance will be deemed as sub-standard and the tenant informed accordingly.

If you have any questions regarding this issue, please contact Tracy Johnston for further advice or information.

## COMMITTEE SURGERY

The next Committee Surgery will be held in the Co-operative's offices on Wednesday 1 November 2000 at 2.00 pm. No appointment is necessary.

The Committee Surgery is held to let tenants voice their complaints, praise or ideas.

The Surgery is not the place to raise complaints for the first time, they should be raised with staff first of all and only taken to the surgery if you are unhappy about the response you received, or lack of it.

## GENERAL MEETING

The next general meeting is due to take place on 4 December 2000 in The Robert Bennie Centre. A flyer with further details will be sent out nearer the time.

## HANDS OFF!



Main fuse boxes in the closes contain high voltage and are extremely dangerous.

## CONGRATULATIONS

To Mrs. Monroe of 64 Barlanark Road who won a £5.00 voucher in this quarter's Tenant Satisfaction Card raffle.





## SUCCESS FOR CALVAY'S GREAT SCOTTISH RUNNERS



Calvay Co-operative is proud to announce the completion of the Great Scottish Run Half Marathon on Sunday, 20 August 2000 by the Calvay team. The eleven runners have to date raised £829.00 for the Robert Bennie Trust with more sponsorship still to come.

Congratulations especially to Kelly Limond, who completed the 13.1 miles in just over 1 1/2 hours! Kelly also won a prize from the Lintel Trust, to whom Calvay also donated money, for being their fastest female runner.

Congratulations to everyone concerned, what a great achievement!

| NAME            | POSITION | TIME    |
|-----------------|----------|---------|
| Alan Bennie     | 3,972    | 2:07:12 |
| Marie Hamilton  | 5,997    | 2:48:47 |
| David Ladden    | 5,432    | 2:25:41 |
| Kelly Limond    | 1074     | 1:42:12 |
| Gordon Paterson | 3996     | 2:07:29 |
| William Ralston | 5064     | 2:19:08 |
| Lesley Rankin   | 4602     | 2:13:40 |
| Alison Reid     | 5998     | 2:28:47 |
| Robert Reid     | 6054     | 2:53:51 |
| James Smith     | 5908     | 2:43:34 |
| David Rooney    | 2332     | 1:53:42 |

### ROBERT BENNIE TRUST NEWS

The Trust has now received excellent contributions from groups and individuals and from sponsored runners in the Great Scottish Run and the bank balance is growing all the time.

A local fund raising team is now in place with ideas for further events and we look forward to bringing real help to young people in Greater Easterhouse and to young Neurofibromatosis sufferers throughout Scotland.

The Trust now has Charitable Status with the Inland Revenue and so we now can apply to companies and other funds for support.

There is to be a social night on the Thursday, 26th October after the SAG AGM, tickets are £2.00 and it's B.Y.O.B. We hope as many as possible can come to support this good cause.

### SAG NEWS

We are happy to report that The Robert Bennie Centre remains open for use by local people for private parties and for local groups for their project activities.

The work of keeping the Centre open is done entirely by volunteers and the whole community has greatly benefited from their efforts.

It is planned that the Centre should be staffed to provide a more complete set of activities and "core funding" is being sought for this.

We would encourage all to use the Centre as much as possible and we look forward to making it a major contribution to the life of the Community. "If we don't use it we'll lose it!"

Don't miss the SAG AGM on 26th October at 7.00 p.m. the Centre.

### YOUTH GROUP REPORT

The Youth Group is well attended by local children and young people and is wholly run by volunteers, with most of the activities held at the Robert Bennie Centre.

The Community is indebted to these volunteers, and we hope that greater funding will be



available to enable the Group to provide an increased level of support to the young people of the area

The Youth Group's AGM will be held on the 26th October immediately following the SAG AGM and all tenants are invited to attend.