

Calvay News

Its *Springtime*
and its our

40th Anniversary Year!

Yes it's our 40th Anniversary and to celebrate, we will be holding events throughout the year. Keep an eye on Facebook, our Website and the screens around the Calvay Centre for up to date information.

In the meantime, why not join us for a trip down memory lane by looking through our Special Edition pullout section, which looks over the past 40 years.



PROGRESS ON EWI

Residents will have seen the progress of the insulation programme taking place on Calvay Road, Calvay Crescent and Barlanark Road as scaffolding has gone up across the area. You will also now see the finished article as works start to complete at the first properties on Calvay Road. I'm sure you will agree the buildings are looking fantastic. Not only do these blocks look great, the feedback from residents has been excellent with many people commenting on how much warmer their homes were over the festive period.

"The difference has been so noticeable; I've not had to use my heating as much"

"One of our rooms had never felt warm before, now it's roasting!"

Our contractor Procast will continue to work in the area, over the coming months. Works will commence, on all scheduled blocks, no later than 31 March 2025. We do however need residents at all blocks within the programme to play their part by providing



access for the Tenant Liaison Officers to survey your property. Please also allow access for new ventilation to be installed in kitchens and bathrooms. Additional ventilation is critical when insulating properties, as a lack of ventilation is likely to result in issues with build up of condensation which can lead to dampness and mould. If you do not have a scheduled appointment for the installation of your fans then you must contact the team to arrange this. Failure to allow access, will result in delays in the programme. It will then, in turn, jeopardise Calvay's access to the Scottish Government's Net Zero funding which must be claimed by 31st March 2025. This will result in additional expenditure for the Association which means using money we would otherwise spend on new boilers, kitchens and bathrooms.

If you are still to give access to your property then please contact Fraser or Michelle on the phone numbers provided below.

Fraser: 07534 678 505

Michelle: 07535 914 623

3 | Rent
Increase

4-5 | Useful
information

PLUS! Special
Edition Pull out

Chairperson's Welcome

Welcome to the Spring 2025 edition of Calvay's newsletter.

As you will have seen from our front page, it's our 40th Anniversary this year. A lot has happened over the past 40 years and to celebrate we will be holding events throughout the year. Keep an eye out for more information.

After the recent storm, I'm sure everyone is looking forward to some better Spring weather. Our houses at Calvay lost some tiles, which our contractors are busy replacing. Fortunately, we did not suffer any major damage.

In this edition, there are articles about changes to Personal Independence Payment which has been replaced by Adult Disability Payment see page 10 for details.

Are you a young carer, looking after someone else? If so, check out our article on page 11 to see if you are eligible for a young carer grant.

You will have probably seen all the scaffolding and work being carried out to properties in Calvay Road, Calvay Crescent and Barlanark Road. Calvay is spending over £5M installing External Wall Insulation which will keep tenants' homes warmer and save tenants money because fuel bills should reduce. The properties will also look much smarter too.

Our Wider Role team have been successful in securing a grant to pay for an energy advisor. We are currently recruiting for this post. The person who is appointed will be shared with Gardeen Housing Association. They will help people to get the best out of their heating systems and advise how to save money on energy bills.



Steven Blomer
Chair

Staff News

35 YEARS AT CALVAY!

Our Director, Nick Dangerfield, was delighted to present our Senior Housing Officer Gail Dockrell with an award and gift voucher to celebrate an incredible 35 years of working at Calvay.

Gail was presented with a gift voucher from the Association, along with a special Long Service Award from Employers in Voluntary Housing (EVH). EVH distribute these awards to recognise staff and Committee Members who serve more than 30 years in the housing sector. In total, Gail has actually worked in housing for 39 years, having previously worked at Govan Housing Association before starting with Calvay as a Housing Assistant in January 1990.

Gail has seen lots of change over the past three decades and has watched children of tenants grow up and become tenants themselves with their own children, she has seen old properties demolished and new ones built, and many colleagues and Committee Members come and go.

Gail says of her time working at Calvay:

"It's been amazing to see the growth of Calvay over the years but the relationships I've built with colleagues and tenants (old and new) has been the biggest factor. There have been many changes over the years and some quite challenging but one thing about housing is... every day is a school day, even after all these years ! "

Committee and Staff are all delighted to share in this milestone with Gail and wish her many more happy years at Calvay.



Rent Increase

At Calvay, we are committed to maintaining high-quality housing and delivering essential services to all our residents. To continue meeting these standards, we will be implementing a rent increase of 3.3%, effective from 1st April 2025.

Why is the Rent Increasing?

This increase is necessary to cover rising costs associated with property maintenance, direct services and general running costs. Additionally, it enables the Association to invest in ongoing improvements, ensuring your home remains safe, comfortable, and energy efficient.

In December 2024 a consultation was held with tenants. We had a fantastic response to our survey which proposed two options, either to increase the rent by 3.3% or 4.3%. In total, 107 responses were received, with a mixed response which was largely in favour of an increase of 3.3%.

Proposed
Rent Increase

3.3%

Tenants
In Favour

69%

Proposed
Rent Increase

4.3%

Tenants
In Favour

31%

In January 2025, the Management Committee agreed to implement a rent increase of 3.3% from the 1st April 2025.

How Will This Affect You?

Starting from 1st April 2025, your rent payments will reflect the new rate. We understand that any increase can be challenging, and we are committed to supporting our tenants through this transition.

Support and Guidance

If you are concerned about the impact of this change on your budget, please reach out to our **Welfare Rights Officer**, who can provide advice and signposting on benefits, financial planning, and other available resources. Our team is here to help ensure that you are supported and informed.

COMPETITION WINNERS



Congratulations to both of our competition winners from our Winter Edition. Margaret McIntyre, who won our Christmas Crossword competition and received a £25 Amazon Voucher and Ross Tuite, who won our Christmas Colouring competition and received a £25 voucher for Smyths Toys.

Well done to both and hope you enjoy your prizes.

EASTER WEEKEND OFFICE CLOSURE

The Office will close on **Wednesday 16th at 1.00pm** and will reopen on **Tuesday 22nd April at 9.00 am**



Be aware of SCAMS



If you've had a text message or email asking you to apply or contact someone about payments relating to cost of living, winter fuel payment, etc. please be aware that this may be a scam. DWP will never ask for personal details by text or email so if you are in any doubt, please contact the organisation directly and avoid clicking on any links.

ALTERNATIVE FORMATS

Accessing our documents in alternative languages, large print, Braille, or with sign language interpretation is a straightforward process.

Simply contact our office, and they will assist you in obtaining the format that best suits your needs.

We are committed to providing a hassle-free and efficient service to ensure that everyone can access our materials in the format that works best for them.

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



WAYS TO PAY YOUR RENT...

We offer many different methods of payment. Rent is due by the 28th, and we will accept payments made right up to the last day of the month by prior arrangement.

Please note: We no longer accept cash at our office. Cash can be paid at the Post Office or at Paypoint outlets.

The following payment methods are available to all of our tenants and are designed to be easy, convenient and some can be done without you even having to leave the comfort of your home.

METHODS OF PAYMENT



To pay by Debit/Credit Card simply contact the office on **0141 771 7722**. If you wish to pay by direct debit, your Housing Officer will be happy to explain the procedure. Direct Debits can be set up online or over the phone. You can set your Direct Debit up for either weekly, fortnightly, four weekly or monthly payments from your bank account. By agreeing to allow Calvay HA to collect your rent from your bank account on a frequency set by you, you don't need to remember to make payments and we can even apply any annual rent changes for you.



To pay over the phone, simply call **0330 041 6497**. You will be asked to enter your 19-digit allpay.net account number, which is the long number shown on the front of your payment card. You will then enter your own debit card details and the amount you wish to pay and you will be given a reference number as proof of payment.



To pay using the allpay.net Online Payments Service, simply log onto **www.allpayments.net** and follow the on-line instructions or download the payment app.



To make a card payment over the phone you can contact the office on **0141 771 7722**.

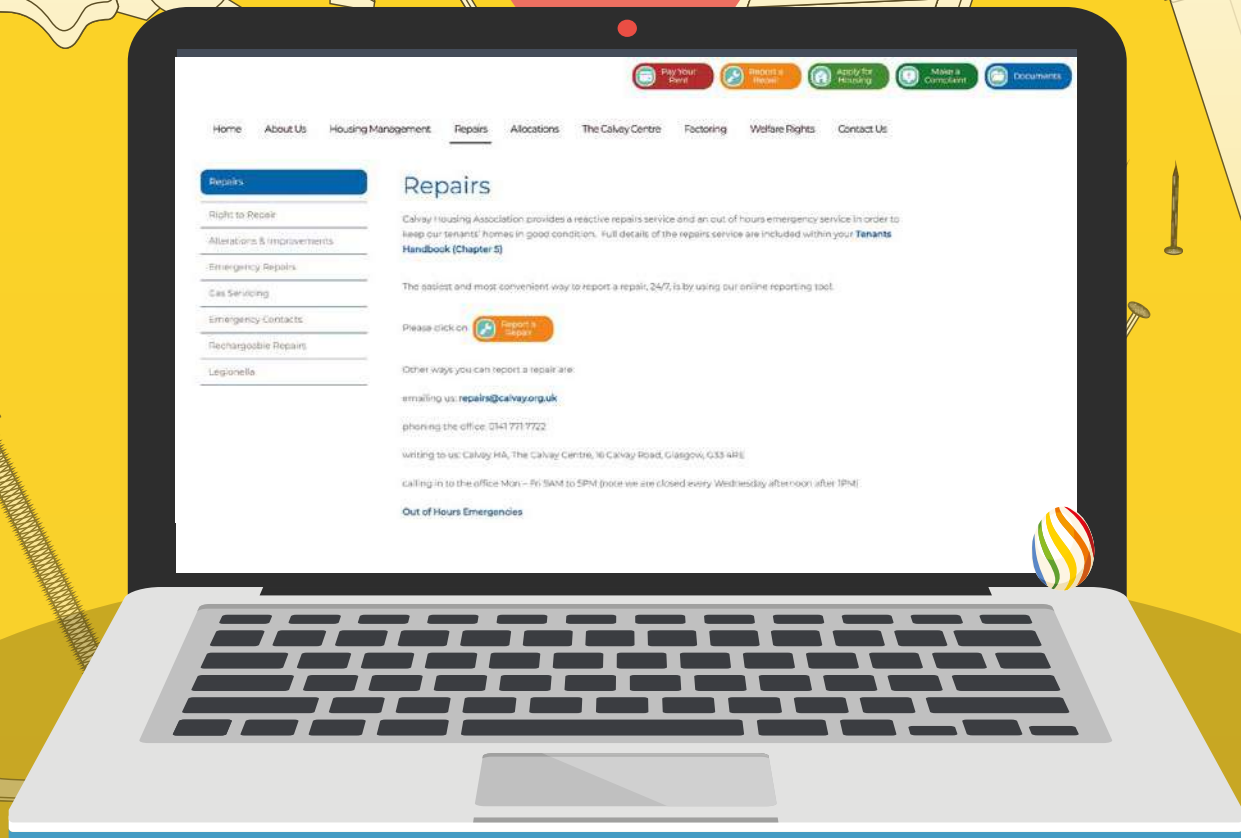


Payment can be made using your rent payment card at any Post Office or any outlet where you see the Paypoint sign.



To make a bank transfer please contact us for our account details. In your reference, please quote your tenant reference number, so that we know which rent account to allocate the funds to.

If you require a rent card, please contact the office and we will arrange for one to be sent to you, call **0141 771 7722**



REPORTING YOUR REPAIRS

Did you know that you can now report repairs online day or night, 365 days a year???

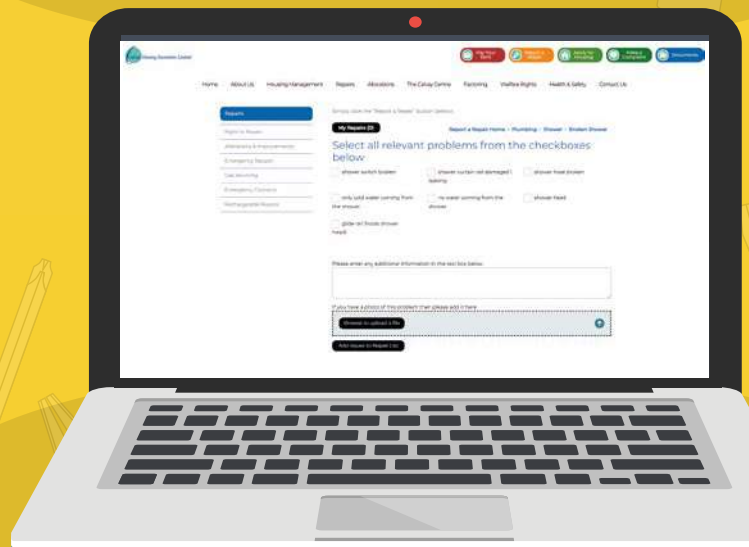
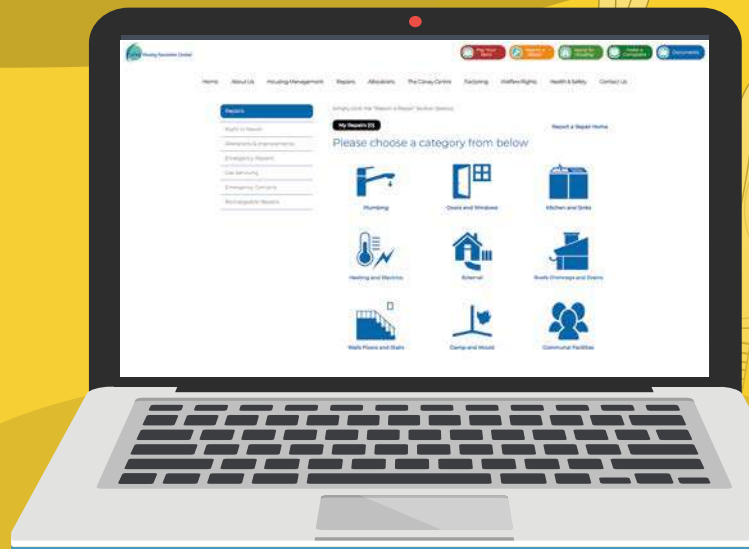
Calway now has an online repairs picker, which tenants can use to report repairs at their convenience. This means no waiting in telephone queues or having to come out in the cold winter weather to our offices.

To report a repair please go to www.calway.org.uk and click on "Report a Repair". Or why not nip into our office where you can access our new Repairs Picker tablet at reception.

You can report a repair during office hours by calling on **0141 771 7722** and select option 1

This function should only be used for non-Emergency repairs. If you have an emergency repair then please call one of the following numbers:

- Out of Hours (Gas) - **01294 468113**
- For all other of Out of Hours – City Building **0800 595 595**



Zero Tolerance

UNACCEPTABLE BEHAVIOUR

We have a zero tolerance policy toward physical and verbal abuse of our staff, including abusive correspondence / emails, abusive graffiti or stalking and abuse on social media platforms.

We have a range of measures and support in place to protect staff and to ensure that appropriate action is taken to prevent and respond to any unacceptable action against our staff that may have a negative effect on their physical health or mental wellbeing.

Over the past few months the Association has experienced several incidents of aggressive and abusive behaviour towards staff.

We appreciate people may act out of character in times of trouble or distress. There may have been upsetting or distressing circumstances leading up to a complaint coming in to our office. We do not view behaviour as unacceptable just because a customer is determined. However, abuse or aggressive behaviour



towards staff is unacceptable and will not be tolerated. Behaviour of this nature may lead to us issuing warning or ending direct contact.

ANOTHER FINE MESS!



We understand that your dog is a valued and much loved member of your family. However, we are also aware that dog fouling in backcourts and in public areas is a real issue in all of our areas. Backcourts are not places for your dog to run free or foul. In the interests of public safety and to keep our communities clean and tidy, we expect tenants to walk their dog on a lead at all times in backcourt areas.

Our tenancy agreement requires tenants to apply for permission to keep a dog in their home. While we usually have no problem with granting permission, we must advise that if we find out that your dog is responsible for fouling then we may remove that permission. So please be a responsible owner! If dog fouling is an issue in the backcourt area where you live, please contact the Association with as much information as possible. And, if you witness dog fouling in streets or in public places (like parks), please report it to Glasgow City Council's Environmental Task Force on **0300 343 7027**.

Environmental Task Force
Glasgow CITY COUNCIL

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



The Calway Centre News





Issue 7 - February 2025



Thanks to funding from Cyber Scotland, Calway Housing Association Ltd via our Wider Role Team have been able to provide a **Digital Support Service** to our tenants and the wider community so that they can make the best use of their mobile phones, tablets, and laptops. The purpose of this service is to support those individuals and families who may be having issues with their devices. These issues could be security and being safe, passwords, attaching photos and documents, applying for jobs and other positions, emails, and scams to name but a few. Since September we have engaged with and supported various members of the community, both young and old. We deliver this service in partnership with Fuse / Shettleston Does Digital who allocate experienced staff to run our digital support service.

If you would like to make use of this **FREE** service please come along to: Burnmouth Court Conservatory, 20 Burnmouth Court. on a Monday 12.30pm – 2.30pm or The Calway Centre, 16 Calway Road on a Wednesday, 11am – 2pm.

If you would like more information on this service please contact Eddie (**07498843491**) or Ali (**07498 843 494**) or email asmith@calway.org.uk or ecusick@calway.org.uk for more information.

IT FOR ME

THE CALWAY CENTRE IN PARTNERSHIP WITH SHETTLESTON DOES DIGITAL ARE PROVIDING A **FREE** SERVICE TO HELP WITH YOUR DIGITAL SKILLS!

NEED HELP USING YOUR LAPTOP, TABLET OR PHONE?

WOULD YOU LIKE TO CONNECT TO FAMILY OR FRIENDS ONLINE?

WANT TO LEARN HOW TO USE THE INTERNET SAFELY?




BURNMOUTH COURT
MONDAYS: 12.30PM - 2.30PM
20 BURNMOUTH COURT, BARLANARK, G33 4TR

THE CALWAY CENTRE
WEDNESDAYS: 11AM - 2PM
16 CALWAY RD, BARLANARK, G33 4RE

TO BOOK AN APPOINTMENT OR FOR MORE INFORMATION PLEASE CALL:

07598728156 SHETTLESTON DOES DIGITAL
07498843491 EDDIE AT THE CALWAY CENTRE
EMAIL: ECUSICK@CALWAY.ORG.UK
OR POP IN AND HAVE A CHAT WITH US

FUNDED BY
CyberScotland

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FROM PREVIOUS PAGE

Community

Based Learning & Training



Since the start of the year, we have been very busy with community-based learning & training opportunities taking place in the centre, these have included:

- Wellbeing & Yoga
- Beauty & Nails
- Digital Photography
- ESOL (English for Speakers of Other Languages)
- Elementary Food Hygiene
- Yoga

All of these opportunities are designed to ensure that participants have the best experience possible whether it is for social, educational, or recreational purposes!

Also, to remove barriers to participation, we introduced creche provision to a few of our courses, this enabled individuals to participate without the worry of having to arrange childcare.



1985 - 2025
40

Calvay Housing Association Limited

40TH
ANNIVERSARY
PHOTO SPECIAL

Come Join us on a trip down
memory lane!



40TH
ANNIVERSARY
PHOTO SPECIAL



40TH
ANNIVERSARY
PHOTO SPECIAL



40TH
ANNIVERSARY
PHOTO SPECIAL



Calway Community Events Committee

Our Winter Extravaganza was a great success. Many activities and events took place between 31st October – 20th December 2024, including:

- Children's and Families' Halloween Party
- Seniors' Halloween Party
- Alternative to Fireworks (Safe Space)
- Seniors' Bus run to Edinburgh
- Children's and Families' Christmas Party and meals
- Seniors' Christmas party and meals

- Community Christmas Meal
- Children's and Families' Panto Trip
- Seniors' Panto Trip

And since the start of the year, we have put on;

- Time to Talk Events
- Valentine's Events
- Community Meal (Curry Night)
- School Mid Term Activity



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FROM PREVIOUS PAGE

We have put on many activities for all sections of the community, and we are planning much more, but we need the community's support and ideas of what they would like to see and get involved in. If you have an idea you would like to discuss pop into the Calvey Centre to speak to members of the Community Events Committee to share your idea and they will see how this could be actioned.

How to find out what is happening in The Calvey Centre

There are a number of ways to find out what is happening in The Calvey Centre; these are:

- Follow Calvey Housing Association on Facebook
- Look at the digital display on the Calvey Centre window
- Pop into the centre and see what is on the notice boards
- Pop into the Calvey Centre and have a chat with the staff
- The one that we recommend is to talk to family, neighbours , and friends as they will have a great knowledge of the area, and it is always good to talk.



EASTER COMPETITION



WITH EGGCELLENT PRIZES!

Calling all Calvay Kids!!

To celebrate Easter, we are giving you the chance to win a £20 Smyths voucher.

All you have to do is colour in the picture below then post it or hand it into us at the Calvay Office by 1:00PM on Wednesday 16th April.

Good Luck!!

Name

Address

.....

Tel No

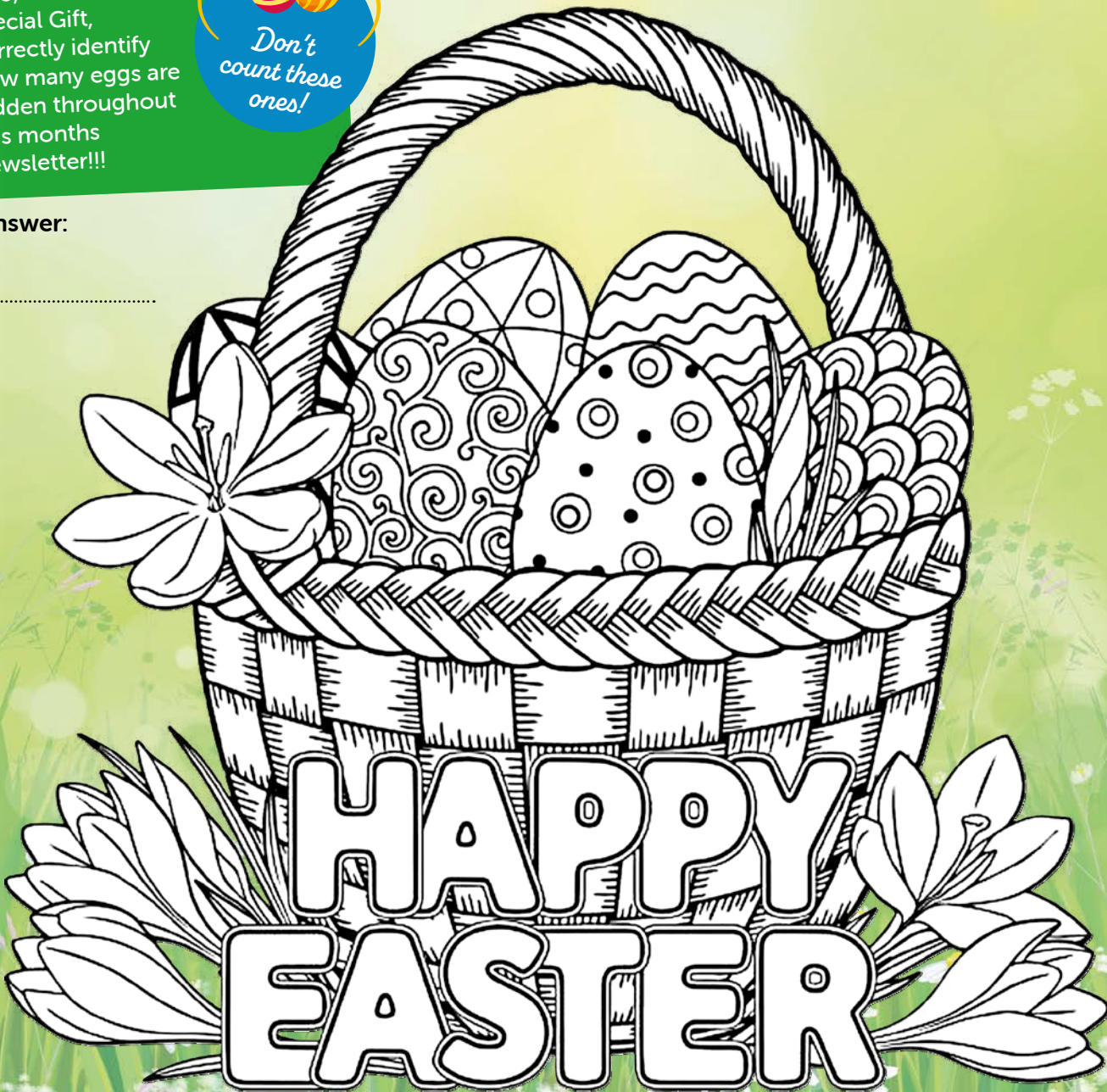
Age

Also, for an extra special Gift, correctly identify how many eggs are hidden throughout this months newsletter!!!



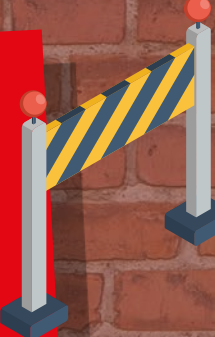
Answer:

.....



Terms & Conditions: Entry must be received by 1pm on the 16th April. Only one entry per household. Judges decision is final.

WHAT WE DO TO KEEP YOU SAFE



SAFETY IN CLOSES

As your landlord, we have an obligation to do everything we can to keep you safe. As part of this, we are currently focusing on fire safety. This includes making sure that all closes, shared internal areas, landings and stairwells are kept free of all items and personal possessions.

We appreciate that a few items stored in a close may not appear to pose a risk, however, in a dark, smoke-filled area, any item could help fire to spread and cause a hazard which prevents escape. We have therefore taken the decision to no longer allow any items in

our closes and communal areas. If you leave items in a close or communal area, our staff will knock your door and ask you to remove them. If items remain in the close after we have asked you to remove them, we may remove them ourselves and may charge you for the cost of their removal. In the event that an item poses a serious hazard or fire risk, we may remove it immediately. You can help to keep everyone safe by making sure that nothing is left in your close or communal area at any time. If you have any questions about this, please contact your Housing Officer.

LOST POWER?

Here are a few things to try before you call to report a fault:

- Check your trip-switch or fuses to make sure you do not have a fault with an appliance: - If the trip switch is on, turn the switch off and back on again.
- If the supply is not restored, push the "test" button. If the switch trips, there is a fault with one of your appliances. You should then turn off all appliances

- and turn the switch back on. Now switch your appliances on one by one and if the power trips when you turn on an appliance, that is the faulty appliance. It may be as simple as a light bulb needs to be replaced.
- Check with your neighbours, if they are having a problem it may be a power cut.



MOBILITY & E-SCOOTERS

The health and safety of our tenants, visitors and fire protection of our buildings are our priority. Mobility & E-scooter storage can pose a health and safety risk because they are a potential source of ignition and their involvement in a fire can be fatal.

It is the scooter owner's responsibility to ensure they comply with the use of invalid carriages on highways regulations 1988.

Mobility & E- Scooters should not be charged overnight or left on permanent charge, and only charged for the manufacturer's recommended time. Tenants are advised to refer to their mobility scooter manufacturers guidelines for further information.



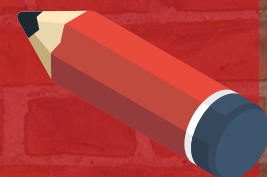
SEE IT, REPORT IT

Our staff do their best to monitor communal areas and report repairs such as trip hazards to be attended to. 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 staff.

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
- GCC My Account
- Roads and Lighting Faults (RALF) - **0800 373635**



What WE do to keep you safe

Electrical Safety

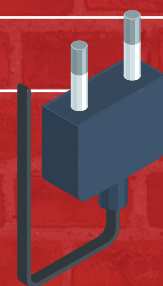
- Carry out an electrical safety checks on your home and undertake any works identified during the check promptly.
- Carry out an electrical safety check in communal area of all blocks and undertake any works identified during the check promptly.
- During the empty homes process we will ensure every property has a safety check and any required works completed prior to the property being let.
- Maintain a register of all electrical checks carried out to ensure the effective management and monitoring of the electrical safety process.

- Ensure any Calvay HA Operative or contractor undertaking works in Calvay HA homes is properly electrically qualified for the works they are undertaking.

We need to carry out regular electrical checks (EICR) and tests because electrical installations can deteriorate due to issues such as damage, wear and tear, corrosion, excessive electrical loading, ageing and environmental influences. Electricity is a major cause of fires and electricity can cause injury such as electric shock, burns and falls.

What YOU can do to keep yourself safe

- Give access for all electrical safety checks.
- Ensure your main electrical board is clear of belongs and easily accessible at all times.
- Do not overload power circuits with multiple extension cables.
- Do not attempt to carry out any electrical works yourself, except plug changes. Switch off chargers etc. when not in use and check for overheating



CARBON MONOXIDE - WHAT SHOULD YOU DO??

Carbon monoxide is a colourless, tasteless, odourless, non-irritating gas produced as a by-product during incomplete combustion of fuels due to there being insufficient oxygen present. Complete combustion occurs when sufficient oxygen is present and leads to the production of carbon dioxide. Most combustion processes (natural or man-made) produce some carbon monoxide.

How to reduce the risks

- Allow us to access your home for annual gas safety checks. We'll check your carbon monoxide alarm is working and that it's within its expiry date
- Although we visit to test it annually, you should also test your carbon monoxide detector every week
- If any detectors aren't working in your home, call us on **0141 771 7722** to report this straight away
- Find out more about carbon monoxide poisoning on the **NHS website**.



What are the Scottish choices For Universal Credit?

UC Universal
Credit

With Scottish choices, you can ask for universal credit to be paid twice a month and for the amount in universal credit for rent to be paid direct to your landlord.

Payments twice a month

You can choose to be paid universal credit twice a month. If you do not make this choice, your universal credit will be paid once a month.

If you choose more frequent payments, your next payment of universal credit will be made at the same time of the month, but will only be half as much. The second part of your payment will be around 15 days later, but this may change if that date is a weekend or a bank holiday.

Payment of rent to your landlord

You can choose to have your amount of universal credit to help with the rent paid direct to Calvey.

If you make this choice, you should check that the amount paid to us covers the full amount of your rent. If it does not, you might be able to apply for a discretionary housing payment.

Who can get Scottish choices

If you live in Scotland and get universal credit, you can get the Scottish choices, unless the DWP has already decided to change your universal credit payments in a similar way. Changes made by the DWP are called 'alternative payment arrangements'

ADULT DISABILITY PAYMENT

Adult Disability Payment has replaced Personal Independence Payment (PIP) in Scotland.

Anyone in Scotland who was in receipt of PIP should now either have been transferred to Adult Disability Payment or have been informed that their transfer is in progress.

If you know anyone with a Scottish postcode who is still getting PIP and not received a letter advising them of their transfer, please ask them to get in touch with us. They can do this by calling our freephone number **0800 182 2222**.

Financial support is available to people forced to leave their home with their children because of domestic abuse. A higher amount of **Best Start Grant Pregnancy and Baby Payment** may be available to them.

Pregnancy and Baby Payment is £754.65 for a first child. A first child is the oldest child under 16 and can include a stepchild, an adopted child or a child in kinship care.

Normally, this changes to a payment of £377.35 for any subsequent child. However, if a parent and their children have been forced to leave their home

because of domestic abuse by their partner or ex-partner, they may get £754.65 for any child after their first.

Call us free on **0800 182 2222** about the additional support offered.

Funeral Support Payment is available to people in Scotland who need help towards paying for a funeral. People who get Universal Credit or other qualifying benefits may be eligible for this support.

It can be used towards funeral costs for a baby, a child or an adult. The payment also includes stillborn babies.

The payment can cover the costs of burial or cremation as well as transport and travel and other administration costs.

Find out more and apply online at mygov.scot/funeralsupport. You can also apply in person, over the phone or ask for a paper application form by post by calling us free on **0800 182 2222**.



Scottish Government
Riaghaltas na h-Alba
gov.scot



WHO CAN GET A YOUNG CARER GRANT



You can get a young carer grant if:

- you normally live in Scotland;
- you are aged 16, 17 or 18. You normally have to be under 19 to claim, but if you have missed the deadline due to the coronavirus outbreak your claim can be treated as if it was made before you turned 19;
- you are not entitled to carer's allowance or carer support payment on the day you claim;
- you are caring for someone, or for more than one person, who has a disability;
- you are providing care for at least 16 hours a week on average; *and*
- no-one else has received a young carer grant in respect of the person you care for in the last year.

Caring for someone with a disability

To get a young carer grant the person you provide care for must be getting either:

- adult disability payment or personal independence payment daily living component;
- child disability payment or disability living allowance care component, middle or highest rate; or
- attendance allowance.

'Care' means something that involves an activity which promotes the physical, mental or emotional wellbeing of the person you are caring for. You must not be providing the care under a contract or as voluntary work.

How many hours?

In the 13 week period before you claim you must have provided 208 hours of care and you must have provided it in at least 10 of the 13 weeks.

The hours of care can be made up of the time you spend caring for up to three people who have disabilities.

You cannot normally get a young carer grant if someone else has, in the year before you claim, received a young carer grant for the person you care for.

How much is the young carer grant?

The young carer grant is £383.75 and you can get one grant per year. You can get a maximum of three grants in total.



You said...

WE DID!



You were unhappy with wording of arrears letters.

We have committed to review letters issued for rent arrears.

You wanted more courses to be run at the centre.

Classes have been arranged in 2025 so far include ESOL, digital photography, food hygiene, yoga and wellbeing, beauty course and yoga, introduction to computing.

You wanted to be able to report repairs out with office hours.

We have introduced the "Repairs Picker" on the Calvay website.

Residents at Burnmouth Court wanted to be able to make use of the common room.

We have worked with residents to reopen this facility from March 2025. The Burnmouth Court Residents Association has been established.

Tenants have fed back recently that they want more opportunities to participate.

We have referred them to our Your Voice Group which is open to any resident to join. For more information on this please speak to Eddie at the Calvay Centre.



CALLING ALL TENANTS...



The Tenant Participation Advisory Service (TPAS) Scotland are working with Calvay HA tenants' and residents' group, Your Voice. Eveline, from TPAS, will be out and about in the coming weeks. Look out for posters, communications, and publications. TPAS and Your Voice want to hear from local people about what's good, what's not so good, and what's most important to you. Tell us what you would like to change or what you think could be done better.

Your Voice has been set up since 2023. The group want to reach out to as many tenants and residents as possible. We want to work with you to achieve the best services possible for all, and to ensure that the group views truly reflect those living in the community.

Monthly meetings have been taking place in the evenings, mainly Tuesdays 6.30pm – 8pm, although there has been a break since Christmas, and we last met on 25th February. The group are open to ideas to grow and develop and really want to hear from you. They realise that evening meetings don't work for everyone, so tell us what works for you e.g. would morning or afternoon meetings with or without or provision of creche facilities get you along for an informal chat and a cuppa?

You can contact Eveline directly to find out more, for a chat, or to let her know you're interested in giving your views to influence change; email eveline.armour@tpasscotland.org.uk text or phone: 07593 565183.

We hope to hear from you soon!



Useful Telephone Numbers

Gas Repairs (All tenants) – JAMES FREW
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

All of our contractors and consultants are required to observe our Equality Opportunities policy.