

# Calway News

[www.calway.org.uk](http://www.calway.org.uk)

Autumn 2023

## New development officially opens!



**On Friday 21 July, we officially opened our landmark 43-home development at Blyth Road and Garvel Crescent, supporting the community with new, high quality homes.**

Attending the event were Glasgow East MP David Linden and members of the project team, including contactor Cruden Building (West).

Split across neighbouring sites, Barlanark Road and Garvel Crescent, the project provides 37 two-storey homes, including a mix of semi-detached and terraced houses, and cottage flats. Importantly, a selection of ground floor flats has been made available to residents who require a wheelchair, offering spacious and flexible living spaces.

Just around the corner, six homes are located at Blyth Road and mirror the contemporary two-storey design, comprising one terraced block accommodating four and five person households.

**Jim Gourlay**, Chair at Calway Housing Association, said: "Welcoming guests to our new development represents an important milestone for Calway Housing Association as we celebrate the completion of high quality and energy efficient homes for the Barlanark community."

"We are acutely aware of the declining provision of social housing across Scotland, and whilst our new development will not solve the issue alone, we are proud to help increase the number of available affordable housing units."

**David Linden MP** said: "This new development is a fantastic addition to the East End, bringing land back into active use and delivering more social housing to meet exceptionally high demand."

David Linden MP and Jim Gourlay



"It's been great seeing the construction take shape and learning more about not only the energy efficient design and build, but of the economic benefit to the area through local employment and training."

## Dear Residents and Customers,

Welcome to this bumper Autumn edition of our newsletter.

As you can see from the front cover, in July, David Linden MP was the guest of honour at the official opening of our 43 new homes at Garvel Crescent and Blyth Road. We are proud of these new homes and wish their new tenants many happy years living there.

You may have noticed that The Calvay Centre has been putting on more things to do recently. Eddie, our new Calvay Centre Manager has been busy organising new activities and details of what's happening next can be found in 'The Calvay Centre News' pullout in the middle of this newsletter.

Calvay has been working with the Tenant Participation Advisory Service (TPAS) to arrange a Scrutiny Panel. This is one way for us to find out more about what you think about the services we provide. There's still time to get involved so if you want to have your say, email Tony at TPAS - [tony.kelly@tpasscotland.org.uk](mailto:tony.kelly@tpasscotland.org.uk) - we'd love to hear from you.

In the last edition, we told you about our engagement with the Scottish Housing Regulator (SHR). We had a governance review and this included 61 recommendations for us. We've agreed we will follow the recommendations. Most of this work will be completed by mid 2024. We've told the SHR about our plans to make improvements and will keep them updated as we progress.

Finally, for those of you who have 'paid your pound' and are members, our Annual General Meeting will take place in the hall at The Calvay Centre on Thursday 14th September at 6pm. If you're a member of the Association, please do come along. And if you aren't yet a member but would like to join, please see our article on page 6 or have a word with your Housing Officer.

Best wishes,  
**Jim Gourlay**  
Chair



Sorry we're  
**CLOSED**

The office will be closed on Friday 22nd and Monday 25th September for the Public Holiday Weekend. We will re-open on Tuesday 26th at 9am.

For Emergencies during this period:

**Heating/Hot Water/Boiler Issues** – call GasSure on **01294 468 113**

**All other emergency repairs** – call City Building on **0800 595 595**

**Power Cuts** – call SP energy networks on **105** or **0800 092 9290**

**Smell Gas/Gas Leaks** – call Scottish Gas Network on **0800 111 999**

**Mains Water or Drainage Faults** – call Scottish Water on **0800 077 8778**



Over the summer holidays, we operated the Cosy Café Scheme from the Community Café to help prevent food insecurity and bring our community together. Initially funded by an award of £20,000 from The National Lottery, Community Fund, we could run it all through the summer thanks to generous donations from some of our contractors.

We'd like to thank the following contributors for their support: James Frew (GasSure), Lochlie Construction, MCN (Scotland) and Atkinson Partnerships Ltd. Without the initial support of the National Lottery and the continued support from our contractors, none of this would have been possible.

The scheme closed on Tuesday 15th August and we are delighted we could assist so many, with 336 residents all signing up for their free pass, allowing them to attend the café six days a week for something to eat.



# Staff News

## Hellos & cheerios

We were sorry to bid farewell to our Housing Officer, James McGuire, at the end of July. James was with Calvay for 19 years and is moving onto a role within a larger housing association. We also said goodbye to Karen Donaldson, Maintenance Assistant and Oksana Baryn, Temporary Corporate Services Assistant. We wish all of our former colleagues all the very best for the future. (Update: Since we've gone to print, we've welcomed Oksana back on a temporary contract as Housing Assistant.)



James McGuire

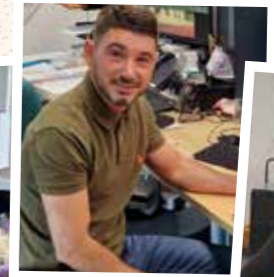
We are pleased to welcome another five new staff members. Billy McCord joined us as Senior Maintenance Officer in April. Ali Smith and Eddie Cusick started in June as Wider Role Manager and Centre Manager respectively. Both Ali and Eddie have a wealth of experience in community development and we look forward to them developing exciting new services for the community from The Calvay Centre.

In July, Linda Smith joined us as our new Corporate Services Assistant and Michele Stirling as Maintenance Assistant. Both bring with them previous experience of working in a housing association.

**Calvay Celebrations**  
June and July were also big months for celebrations amongst the Calvay staff. Firstly, our Senior Housing Officer, Gail Borland, now Dockrell, got married on the beautiful island of Rhodes. Many congratulations to Gail and her new husband.



Margaret McCaig



Craig Boyle



Melissa Craig

Margaret McCaig our Factoring Assistant was presented with flowers for a whopping 25 years' service at Calvay. This was followed by the 40th birthday of Craig Boyle, Housing Officer and then the 30th birthday of our newly promoted Housing Officer, Melissa Craig. Staff certainly enjoyed all the cake on offer during these various events!

**SAVE THE DATE**

Thursday 14 September 2023  
6pm

On Thursday 14 September, we're holding our Annual General Meeting (AGM) within our offices at The Calvay Centre, 16 Calvay Road, Barlanark, Glasgow, G33 4RE

Our AGM is a chance to hear from our Chairperson, Jim Gourlay, and Director, Nick Dangerfield, on our activities, performance and achievements over the last year.

Not a member? Join now – see page 6 for details.

SEPTEMBER

14



**Calvay  
Bingo**  
Every  
Wednesday

The Calvay Centre,  
7-9pm

All welcome

Working together...

...with you

# SAFETY FIRST



Calvy HA has a legal obligation to ensure the safety of all our tenants, but particularly where gas appliances are installed within your home. Therefore, we have a system to make sure all our gas appliances meet a certain standard that is acceptable by the approved authorities (Health & Safety Executive and Gas Safe).

During the course of each year, the annual servicing of your gas heating appliances will be inspected, and we'll keep a record of this being carried out. Please make sure you provide access when requested, as this inspection is vital to ensure your appliances are working safely, and the health and safety of you, your family and your neighbours is safeguarded. Please refer to 5.8 (installations) of your Tenancy Agreement for further information.



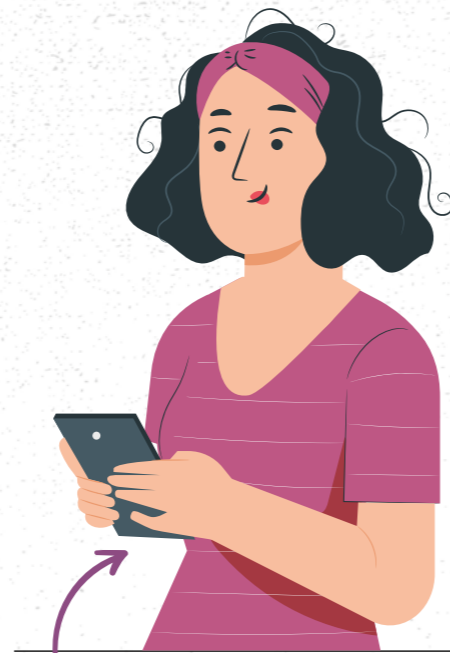
## Contents insurance

At the time of your Tenancy Agreement being finalised, and within the pack you received, there was an information leaflet on "Home Contents Insurance". You were also advised to consider taking out home contents insurance.

If you've lost this leaflet or you want to pursue house contents insurance, please contact your housing officer for more information.

Please note, it is the direct responsibility of you, the tenant, to ensure your home and its contents are protected against any accidental damage caused by fire, flood or theft. This is not Calvy's responsibility.

We'll repair or replace any faulty building components and any fabric damage within your home, but the personal contents of your home and any furnishings - such as floor coverings and décor - is the tenant's responsibility.



## Have you recently changed your phone number?

Please let us know if you've changed your contact number (home or mobile). We need to update our records so we can contact you in the case of an emergency.

# Alterations to your property

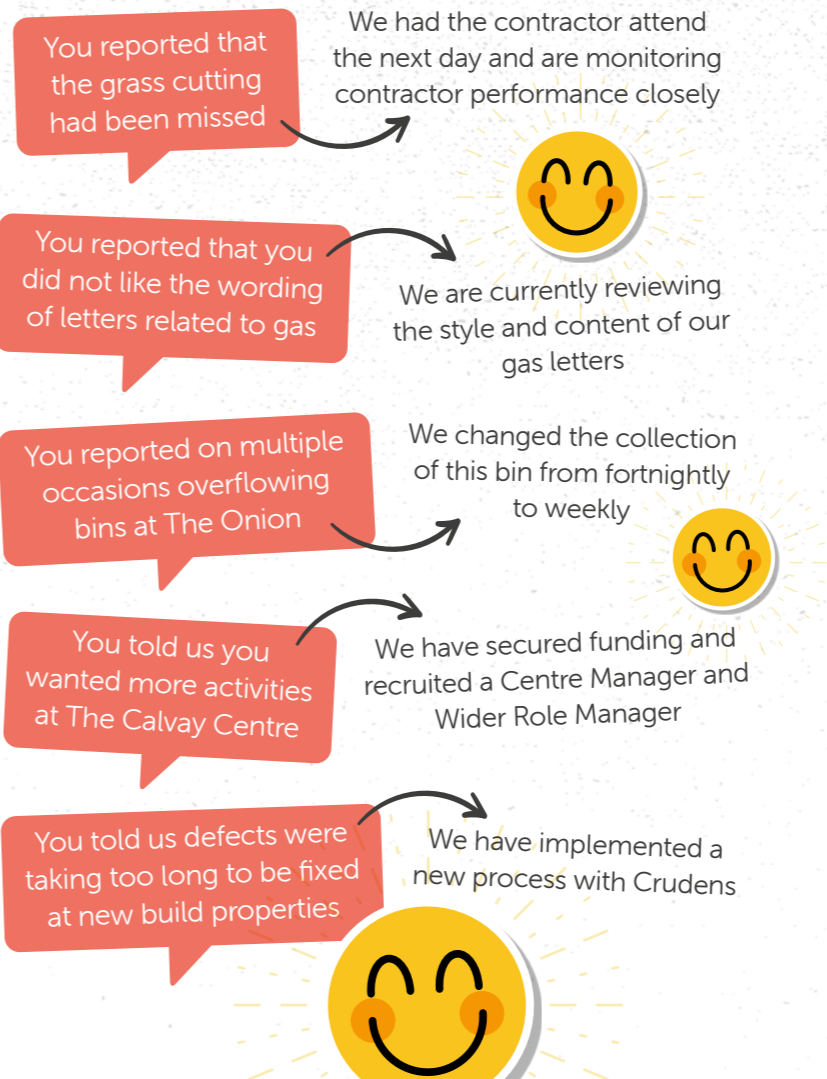
If you want to carry out any refurbishment to your home – be it something minor (like changing electrical accessories, doors, shower, etc.) or major works, and including solid floor or laminate floor installation - you must first ask for our permission by requesting an "Alteration to Property" form from our office.

Once we've received your alteration request, you may be contacted by a member of our staff for further information or to arrange a visit to clarify your request. Following this, you'll receive a letter advising you if your request has been approved or not.

The purpose of this process is to protect you and your tenancy, while exploring the possibility of you qualifying for the major alterations compensation scheme. Please refer to section 5.24 – 5.26 of your Tenancy Agreement for further information.

## You said...

# WE DID!



# Legionella

## What is Legionella?

Legionella is a bacteria that can live in domestic hot and cold water pipes and tanks. The bacteria can survive and grow rapidly at temperatures between 20 and 45 degrees Celsius. Higher temperatures kill the bacteria. Legionnaires' Disease is a pneumonia-like illness caused by this bacteria. Although the risk of legionella being present in frequently-used domestic hot and cold water systems is not as high as in larger-scale water systems, it should not be ignored.

## How can Legionnaires' Disease be caught?

Legionnaires' Disease is caused by breathing in water droplets or spray-mists which have been contaminated by the legionella bacteria. Those most at risk include elderly people, smokers and those suffering from long-term illnesses. It cannot be contracted through drinking contaminated water and cannot be passed from person to person.

## What can YOU do to reduce the risk from legionella?

- If your house has a hot water tank, make sure that the water temperature is set at a minimum of 60 degrees Celsius on the tank thermostat. If you need help or advice on this please contact us.
- Regularly run all cold water taps for at least 2 minutes to flush them out. For hot water taps and showers, make sure they run at full temperature for at least 2 minutes. For taps used less often, this should be done weekly.
- Regularly clean your shower head and hose (if you have one) with a mild disinfectant solution.
- If your house is going to be unoccupied for more than two weeks at any time (particularly in the summer), drain down your water system and refill it on your return. If you need help or advice on doing this, please contact us in advance of your holiday.
- By following these basic rules, you will minimise any risk to you and those in your household from legionella.

# The Calvay Centre News



Issue 1 — September 2023

## Welcome to the first issue of The Calvay Centre News!

We're delighted to introduce you to The Calvay Centre's new Centre Manager and Wider Role Manager. Both are really looking forward to jumping into their roles to support our local community!



### Centre Manager, Eddie Cusick

Eddie is very excited to be The Calvay Centre Manager, as he sees the great potential the centre has and wants it to be to run for the community by the community. Eddie is keen to work side by side with community members to get the centre back to being a busy, vibrant hub of activity that meets the needs and wants of everyone in the community.

Eddie has almost 35 years' experience working with communities and is proud to say he's now worked in all three of Glasgow's great housing schemes - Easterhouse, Castlemilk and Drumchapel.

Throughout his career, Eddie has led on various initiatives, including community engagement and participation, youth services, employability and training, addictions and project development.

Eddie's passion for meaningful community engagement and participation is as strong as ever and he wants to hear from you about what you would like to see in the centre.

### Wider Role Manager, Ali Smith

Ali has worked in community development and regeneration for over 20 years, and is passionate about developing services and projects within urban and rural areas that help to make a difference to local communities.

Ali first started through supporting people to enhance their local spaces through art. This included securing funding, designing and leading on a recycling project involving children's artwork on litter bins, a wildlife trail with information panels and young people learning about art as a career path, with the outcome of a sculpture.

Over the years, Ali maximised usage of community centres, focusing on consultation and the needs of local communities, development and management of environmental and landscaping projects, and services in befriending, mentoring, addiction and health and wellbeing.

If you would like to find out more or have an idea for a community project, please give Ali a call. She'll be pleased to meet you in the centre for a cup of tea and a chat.



If you've got any ideas or suggestions you would like to discuss with Eddie or Ali, please contact them:  
Eddie - [ecusick@calvay.org.uk](mailto:ecusick@calvay.org.uk)  
07498 843 491  
Ali - [asmith@calvay.org.uk](mailto:asmith@calvay.org.uk)  
07498 843 494

## New Calvay Centre Logo

As you can see, we decided to create a stand-alone logo for The Calvay Centre so that it stood out and was more appealing to the community. By doing this, people will not get confused about what is the centre and what is housing related information - although both are very relevant and important.



## We want to hear from you!

Is there anything you'd like to see in The Calvay Centre? Would you be willing to be part of a group to get your idea/suggestion off the ground? If so, we'd like to hear from you. Pop into the centre and have a chat with **Ali or Eddie**. The Centre is nothing if it doesn't have the support and involvement of the community!



## Calvay Centre Advisory Group

We're looking to set up a Centre Advisory Committee which would focus on the groups and other people who use The Calvay Centre. The Committee would meet with the Centre Manager four times a year to discuss how things are going in the centre, what could make people's experience more positive, what could be done to improve the centre, what's required to retain and attract existing and new user groups, hall hire charges and much more.

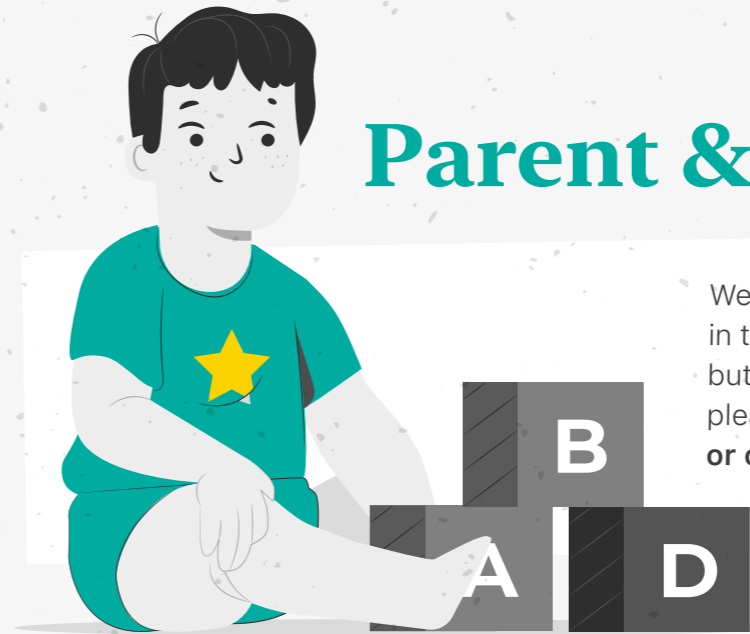
If you're interested in joining the Centre Advisory Committee, contact **Eddie** (Centre Manager) on **07498 843491** or **ecusick@calvay.org.uk**

## All Abilities Club

Our All-Abilities Club runs **every Monday, 12pm – 2pm**, in The Calvay Centre, and is open to any member of the community who has a visible or hidden disability. You may also be a carer (paid and unpaid) of someone with a disability, so why not bring them along for fun, laughter and socialising? To register your place, pop into the centre and speak to **Eddie**, or use the QR code opposite:



## Parent & Toddler Group



We're looking to start a Parent & Toddler group in the hall. We've still to confirm a day and time, but if you're interested in being part of this, please contact **Eddie on ecusick@calvay.org.uk** or on **07498 843491**.

## Gentleman's Club

Having a group of like-minded men to help you navigate difficult situations provides fresh perspectives and support when you need it most. This men's group is a safe, supportive environment that gives you the space to explore the importance of self-care and techniques to improve your wellbeing, mental health and self-value.

In the West of Scotland, us men are famous for hiding our emotions, especially when things are not at their best - in saying that, we're also some of the best listeners and support structures when we need to talk to help someone!

The men's group (Gentleman's Club) aims to be for men of all ages to have some quality time in a relaxed environment where they can have a cuppa, play dominoes, darts or cards, go for day trips - all of which will support mental health and wellbeing, and reduce feelings of isolation by taking part in activities and opportunities.

The Gentleman's Club will meet at a time that suits most participants - this could be during the day, in the evening or at the weekends, or even several times during the week.

If you'd like to find out more about The Gentleman's Club, contact **Eddie on ecusick@calvay.org.uk** or on **07498 843491**.

# The Calvay Centre re-launch/Community Day

Saturday 16th September, 2023,  
12pm-3pm

Let's start autumn off with some fun at The Calvay Centre!

Great news! We're having a community open day with free food, information stalls, tombola, raffle, music, family fun and try out sessions. Plus, the Calvay community garden will be open too. It would be great see you all and the centre busier, so come along, have fun and try a new activity.

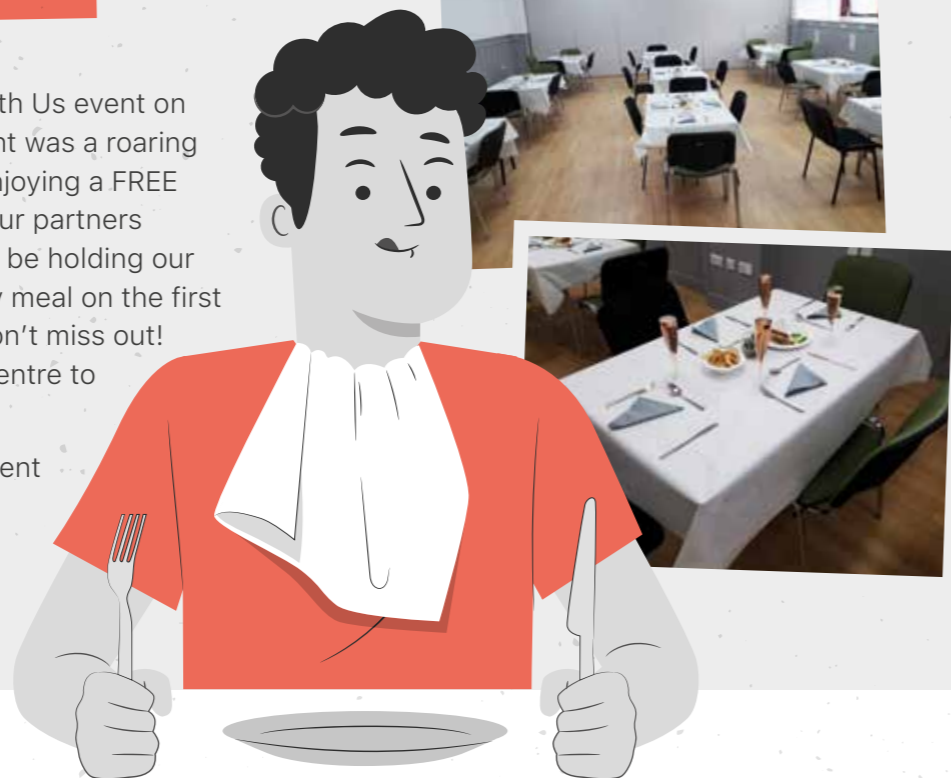
*Oh, and don't forget to come say hello to Ali and Eddie!*



## Come Dine With Us

We had our first Come Dine With Us event on Thursday 3rd August. The event was a roaring success, with 40 individuals enjoying a FREE community meal provided by our partners The Halliday Foundation. We'll be holding our Come Dine With Us community meal on the first Thursday of each month, so don't miss out! Contact Eddie at The Calvay Centre to reserve your space.

The 2nd Come Dine with Us event takes place on Thursday 7th September 2023, 5pm – 7pm. If you would like to attend contact Eddie at the centre.



## Back to School Uniforms Event

On Tuesday 1st August 2023, we held a Back-to-School uniform event in partnership with our colleagues at The Halliday Foundation, [thehallidayfoundation.org.uk](http://thehallidayfoundation.org.uk) in The Calvay Centre Courtyard.

This well-attended event managed to support 50 – 60 families, with 120 – 150 individual school age children getting access to free school uniforms – if the families were to buy these uniforms, it would have cost them collectively **£2,500 - £3,000**.

We're sure you'll agree this has been a good partnership approach to supporting our community, allowing families to use their money for other essential requirements during this cost-of-living crisis. The Halliday Foundation supports communities all over Glasgow. If you'd like to find out more, contact Eddie at The Calvay Centre.



## Community Events Committee

For years, the Calvay community held several annual events and activities that were for the benefit of the whole community, such as gala days, Easter egg hunts, panto trips, community plays and dances, family fun days, and much more.

However, over the years these community events have been missing, meaning the wider Calvay community is missing out. We'd like to bring back these great community events by forming a new community led Community Events Committee. If you'd like to find out more about being part of the committee and what's involved, contact **Eddie on [ecusick@calvay.org.uk](mailto:ecusick@calvay.org.uk) or on 07498 843491**, or pop into the centre for a chat.





# Volunteers Needed

The Calway Centre recognises that volunteers make a vital contribution towards our objectives, the community, and the wellbeing of tenants and residents. We also recognise the added value that volunteers bring to The Calway Centre and to those who use the centre. Volunteers do not replace or devalue the role of paid staff.

**WE HAVE MANY VOLUNTEERING OPPORTUNITIES AVAILABLE, AND YOU DON'T NEED TO BE EXPERIENCED OR QUALIFIED, ALL YOU NEED IS A POSITIVE ATTITUDE, COMMITMENT, AND A WILLINGNESS TO SUPPORT YOUR COMMUNITY.**

<b>We have several opportunities you can volunteer in, these being:</b>	
<b>Community Engagement</b>	<b>Breakfast Club</b>
<b>Lunch Club</b>	<b>Community Activities &amp; Events</b>
<b>Fundraising</b>	<b>Social Media, and Information &amp; Communications Technology.</b>
<b>Gardening Club</b>	<b>Intergenerational Work</b>
<b>Marketing &amp; Publicity</b>	<b>Much, much, more...</b>

In return for volunteering, we will provide **FREE** support and training, reimbursement of any out-of-pocket expenses, opportunities to enhance your skills, and references to move into employment, training, or education.

- Some of the benefits to volunteering:**
- **Gain Confidence:** Volunteering can help you gain confidence by giving you the chance to try something new and build a real sense of achievement.
  - **Learn new skills:** Volunteering can help you learn new skills, gain experience and sometimes even qualifications.
  - **Be part of a community:** Volunteering can help you feel part of something outside your friends and family.
  - **Meet new people:** Volunteering can help you to meet new and different kinds of people and make new friends.
  - **Make a difference:** Volunteering can have a real and valuable positive affect on people, communities, and the wider society in general.
  - **Take on a challenge:** Volunteering can help challenge yourself to try something different and achieve personal goals.
  - **Have Fun!** Most people who volunteer have a great time, regardless of why they chose to do it.



For more information in Volunteering, contact:  
 The Centre Manager, The Calway Centre, 16 Calway Road, Glasgow, G33 4RE  
 Email: [ecusick@calway.org.uk](mailto:ecusick@calway.org.uk) Tel: 0141 773 5790 (Direct Number) Mob: 07498843491



# Emergency First Aid Course



The Calway Centre in partnership with Glasgow Kelvin College will be running a 1 Day Emergency First Aid Course in the Calway Centre on:



**Tuesday 12<sup>th</sup> September 2023**  
**(9am – 4pm)**  
**Lunch and refreshments provided.**



This course is open to all members of the community who are aged 18 years and over, and absolutely **FREE!**

The purpose of First Aid is to provide immediate care to sick or injured patients until full medical help is available. The five main aims of first aid are to: **Preserve** life, **Prevent** the escalation of illness or injury, **Promote** recovery, **Provide** pain relief, and **Protect** the unconscious.

Accidents and injuries can happen at any time and anywhere, whether it be to a member of the family, a friend, a colleague, or a stranger, if you are prepared you could prevent things getting worse and possibly save a life!

If you are interested in attending this 1 Day Course, and can attend 9am – 4pm, we would like to hear from you!

By gaining this sought after qualification you will have the experience and skills to assist someone who is ill or injured and make a difference until the emergency services have arrived if they are required. This qualification can also help you in your personal and career development!

To register for this course or to find out more information, please contact Eddie Cusick (Centre Manager) on [ecusick@calway.org.uk](mailto:ecusick@calway.org.uk) or pop into the centre office for a chat!



# 'GETTING STARTED'

The Calway Centre in partnership with Glasgow Life will be running a 4-week introduction to computing course called 'GETTING STARTED' on:

**Monday 23<sup>rd</sup> October 2023, 10am – 12pm.**  
**The Calway Centre**  
**16 Calway Road, Barlanark, G334RE.**

This 4-week course is designed to support participants and raise their knowledge and understanding of computers, everything from switching on a computer to using a mouse and exploring the basics of word processing, to searching the Internet and sending Emails. Our experienced tutors will make this a fun and informal introduction to computers and tablets. It's all done at an easy pace – ideal for anyone with little or no computer experience and even for those who might be a little scared of computers.

Topics covered will include:

- Getting started with Computers.
- Getting started with the Internet.
- Getting started with Online Safety & Shopping.
- Getting started with Email.



If you would like to register for this course or find out more about this course; contact Eddie at The Calway Centre on 07498843491 or [ecusick@calway.org.uk](mailto:ecusick@calway.org.uk) or pop into the centre for a chat!



# The Calway Centre

## Hall Hire Charges

As we move forward, The Calway Centre needs to be self-financing, as Calway Housing Association cannot continue to subsidise the running costs of the centre from tenants' rent income.

So, we've created a hall hire structure that will generate an income to cover the day to day running costs of the centre, but also ensures that the hall is affordable and accessible for the local and wider community. The costs are very competitive and the cheapest in the surrounding area.

The Calway Centre is a welcoming venue where everyone is treated with dignity and respect. We provide and facilitate opportunities for people to socialise, volunteer, and participate in activities that promote the development, health and wellbeing of the local community. We seek to enhance self-esteem, reduce social isolation and improve social cohesion and equality for all groups, families and individuals within our operating area.

**If you would like to book the hall for a meeting, party, event, display, show or anything else, please contact Eddie – [ecusick@calway.org.uk](mailto:ecusick@calway.org.uk) or 07498 843491.**

### Hourly Room Hire Charges 2023/24

Room/Area/Space	Notes	Community	Third Sector	Commercial	Capacity
<b>Full Hall</b>	After 2pm	£10	£15	£20	Banquet - 60 Theatre - 80 Standing - 100
<b>Large Part Hall</b>	On request	£10	£15	£20	Banquet - 40 Theatre - 60 Standing - 80
<b>Small Part Hall</b>	After 2pm	£5	£10	£15	Banquet - N/A Theatre - 20 Standing - 30
<b>I.T. Suite/Meeting Room</b>	On request	£5	£10	£15	12
<b>Meeting Room 2 (Sitting Room)</b>	On request	£5	£10	£15	10
<b>Meeting Room 3 (Beauty Room)</b>	On request	£5	£8	£10	8

## Calling all hairdressers and barbers - room for rent!

Are you a professional hairdresser or barber? Would you like to run your own business from The Calway Centre? Our Beauty Room comes with a sink and trolley, making it an ideal opportunity for you!

We're offering good rental rates, which include all utility charges. Plus, you can choose if you want to

work full or part time hours. The Centre operates 7 days a week, so you can negotiate access for the days you want to work.

If you'd like to find out more, contact **Eddie on [ecusick@calway.org.uk](mailto:ecusick@calway.org.uk) or 07498 843491.**



# Membership of Calvey HA - APPLY TODAY!

## Have you ever thought about becoming a member of Calvey Housing Association?

### As a member, you can:

- Vote at Calvey's Annual General Meeting (AGM) or Special General Meetings to elect the Management Committee and on any other matters set out in the Association's Rules.
- Stand for election to the Management Committee.
- Nominate other members for election.

We have an open membership policy and welcome membership from all sections of our community. We're especially keen to promote membership to our tenants and to groups who are currently under-represented in the areas where we work.

To apply for membership, you must be aged 18 years or over, or if you're an existing tenant, 16 years.

### Calvey membership is open to:

- Calvey tenants and other customers
- Other people living in the areas we work in
- Other individuals and organisations

All applicants for membership must agree to support the Association's aims and objectives. At Calvey Housing Association, we want to:

1. Provide a high quality housing service
2. Demonstrate strong performance and compliance
3. Be a good employer

4. Invest in and support our community
5. Practice robust governance
6. Be responsible, forward-thinking and innovative

### Interested? Here's what to do:

1. Complete an application form. You can either download this from our website [www.calvey.org.uk/applications-and-forms/](http://www.calvey.org.uk/applications-and-forms/) or we can post one out to you – call the office on 0141 771 7722 to request this.
2. Fill in your application monitoring form
3. Return both of these forms, along with £1 membership fee, to the Calvey office at **The Calvey Centre, 16 Calvey Road, Barlanark, Glasgow, G33 4RE**

Please note we only accept applications from individuals and not bulk applications from organised groups.

### What happens next?

Your application, along with any others received, will be considered at our next Committee meeting, or as soon as possible thereafter.

### If your application is approved:

- You'll become a member with immediate effect and your name will be entered in the Register of Members.
- Your Membership Certificate and a copy of Association's Rules will be sent to you shortly afterwards.

It really is that easy! Apply today and become more involved in your community

## We want to hear from YOU

We are here to provide the best service possible for you.

Your comments and suggestions help influence the decisions made about the services you receive and the management of your home and neighbourhood. It is a two-way process that involves the sharing of information and ideas with the aim of improving the standard of service we provide.

We welcome and encourage you to feedback your views and we recognise the importance of meeting

your needs and expectations. Therefore, why not complete one of our Comments / Compliments / suggestions forms, and let us know your views. You can collect this from our office, or one can be posted out to you.

You can also join our **Tenant Scrutiny Panel**. If you would like to get involved, please contact **Tony** at TPAS at [tony.kelly@tpasscotland.org.uk](mailto:tony.kelly@tpasscotland.org.uk).

# DEALING WITH CONDENSATION, MOULD AND DAMPNESS

## What is Condensation?

Condensation is moisture that's created by everyday living: cooking, showering and even breathing. It's present in the air all the time, but only becomes visible when it comes into contact with a cold surface and you see the water droplets. This is known as the dew point.

Warm air carries more moisture than cold air because when the air is heated, the molecules move further apart. When these particles come into contact with a cold surface, they contract again and then can't carry the same amount of moisture - it then gathers on the surface in the form of water.

Once the water is deposited on the surface, it provides an environment where mould spores and other things like dust mites - which are also always present in the environment - thrive. This is the black mould you see in corners and around windows.

## What can you do to prevent this?

- **Heat and ventilate** - try to use your heating when you're at home and open a window for about 15-20 minutes, every 3-4 hours. This will replace the warm moist air with fresh cold air which, as it's heated, will gather moisture particles and carry them away.
- **Keep doors closed** - this will prevent warm moist air travelling through the house and finding the colder surfaces.
- **Keep lids on pots while cooking** - this will also help reduce the amount of water dispersed into the atmosphere.
- **Open bathroom windows and use the fan** - if you have a bathroom window, keep it open while showering and bathing, and keep the fan vent clean to ensure it runs efficiently.
- **Drying clothes** - if you're using clothes horses, try to keep them in a room with the door closed and the window open. Don't dry clothes on radiators - this is a major cause of condensation
- **Leave space between the back of furniture and the wall** - this will allow air to circulate.

Keeping condensation to a minimum reduces your risk of dampness and mould growth. It's important to understand that we cannot reduce condensation without your help. If you have any questions or concerns around mould, dampness or condensation, please call us on **0141 771 7722**.

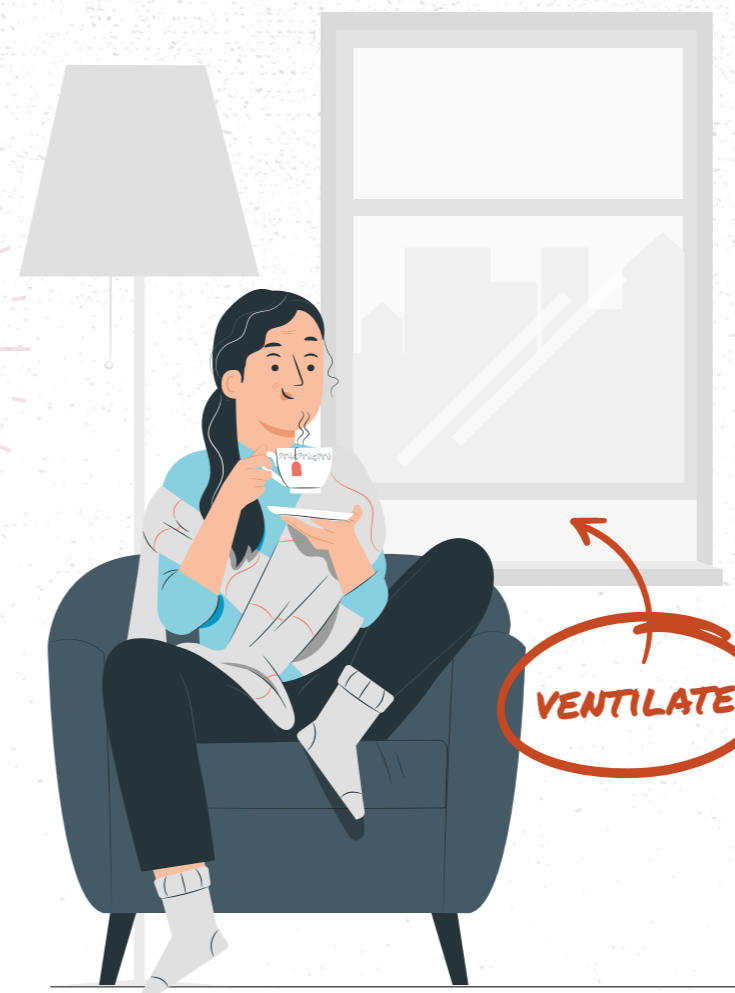
## Maintenance updates and Information

### Roof anchor testing

If your property has a roof anchor, you'll know that annual access is required for this piece of health and safety equipment to be checked and tested for use. Please keep an eye out for our letter advising on approximate dates when MCS Safety Systems will be on site.

### Gutter clearance

This contract has just been awarded to MCS Safety Systems. All front and rear gutters and porch gutters will be cleared early autumn.



# ARE YOU ELIGIBLE FOR A Clothing Grant?

Families on low incomes may be eligible to receive a School Clothing Grant award of £120 for a Primary-aged child or £150 for a Secondary-aged child. The award is given annually to help with the cost of purchasing essential school clothing for families who are on a qualifying benefit.

You may be eligible for a Clothing Grant if you have a child that attends a Glasgow school, and you receive any of the following benefits:

- Housing Benefit/Council Tax Reduction (this is not Council Tax single person's discount or student discount).
- Universal Credit (UC), and your monthly take home pay is £726 or less.
- Income Support/Income based Job Seeker's Allowance (JSA) or any income related element of Employment and Support Allowance (ESA).
- Child Tax Credit (CTC), but not Working Tax Credit, with an annual income of less than £18,725.
- Both Working Tax Credit and Child Tax Credit, with an annual income of less than £18,725.
- Asylum Seeker receiving support under Part VI of the Immigration and Asylum Act 1999.

**Please note:**

- Children attending an Early Years establishment are not eligible for a Clothing Grant.
- If your child attends a school managed by another local authority, you must apply to that local authority for a Clothing Grant and Free School Meals.



## Are you eligible for Free School Meals?



You may be eligible for Free School Meals if you have a child that attends a Glasgow school, and you receive any of the following benefits:

- Universal Credit (UC), and your monthly take home pay is £726 or less.
- Income Support/Income based Job Seeker's Allowance (JSA) or any income related element of Employment and Support Allowance (ESA).
- Child Tax Credit (CTC), but not Working Tax Credit, with an annual income of less than £18,725.
- Both Working Tax Credit and Child Tax Credit with an annual income of less than £8,717.
- Asylum Seeker receiving support under Part VI of the Immigration and Asylum Act 1999.

Win £25 food voucher!

# Hallowe'en Competition

Hallowe'en is creeping up once again, so time to get in the mood with our Spooky Wordsearch.

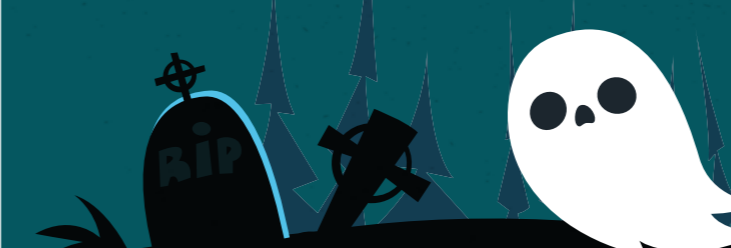
Find all the words in the box below and return your entry to the Calvay office (please use the post-box outside the building) – remember to put your name and address on the back.

Closing date is 20th October 2023. The first correct entry out the witch's hat will receive a £20 Food voucher. This competition is for over 18s only.

B	I	I	Q	Z	B	A	V	B	C	L	P	D	A	S
F	I	R	A	K	H	H	A	B	K	V	X	D	T	K
H	R	B	W	P	A	M	M	C	H	C	K	E	J	E
X	C	A	P	T	U	T	P	X	S	O	P	C	B	L
F	A	A	N	N	N	H	I	M	W	S	U	O	M	E
K	N	V	W	K	T	Q	R	A	G	T	M	R	M	T
W	D	B	N	Z	E	Q	E	S	J	U	P	A	B	O
K	Y	S	B	W	D	N	G	K	Z	M	K	T	A	N
F	N	P	O	I	H	P	S	Z	K	E	I	I	T	V
H	G	I	O	T	O	L	A	T	G	H	N	O	X	D
G	H	D	X	C	U	L	O	R	E	Y	D	N	W	R
C	O	E	D	H	S	N	L	S	T	I	F	S	M	U
P	S	R	Z	E	E	A	F	V	F	Y	N	W	Y	N
R	T	T	H	A	L	L	O	W	E	E	N	Z	K	H
Y	Y	C	B	H	J	Q	K	I	M	G	C	B	Q	B

- |               |              |             |           |
|---------------|--------------|-------------|-----------|
| Haunted house | Frankenstein | Decorations | Pumpkin   |
| Costume       | Skeleton     | Vampire     | Halloween |
| Spider        | Party        | Bat         | Ghost     |
| Candy         | Witch        | Mask        | Boo       |

Ghoul luck!



# BE SAFE

## this Bonfire Night

In the run up to Bonfire Night on 5th November, the advice from the Scottish Fire and Rescue Service is to attend a safely organised bonfire and firework display.

However, if you must have a bonfire at home make sure:

- It is well away from buildings, vehicles, trees, hedges, fences, power lines, telecommunications equipment and sheds.
- Smoke does not cause a nuisance to neighbours, affect visibility on roads or otherwise inconvenience vehicles.
- Sparks, flying embers or burning debris do not endanger nearby property.

Here's more advice on how to stay safe on Bonfire Night:

- Never drink alcohol if you're tending a bonfire or setting off fireworks – remember it's an offence to consume alcohol in a public place.
- To reduce the emission of harmful smoke and combustion products, bonfires should comprise of untreated wood and paper-based materials only.
- Never use pressurised containers or sealed vessels amongst bonfire material or irresponsibly throw them on burning bonfires, as they could cause an explosion.
- Never throw fireworks on bonfires.
- Never use flammable liquids to ignite bonfires – use proprietary fire lighters.
- Never leave a burning/smouldering bonfire unsupervised – make sure it is completely extinguished.

Any bonfire failing to satisfy safety conditions – or where people are behaving irresponsibly – may be deemed dangerous and as such, subject to being either removed, extinguished or otherwise made safe.



Bonfires and the Law:

- It is an offence under Section 56 of the Civic Government (Scotland) Act 1982 for any person to light a fire in a public place so as to endanger any other person or give them reasonable cause for alarm or annoyance or so as to endanger any property.
- It is illegal for anyone under 18 years of age to possess fireworks.
- Throwing fireworks or setting them off in a public place is illegal.
- You are not permitted to use fireworks between the hours of 11pm and 7am on any day except on 5th November when the curfew extends to midnight.
- It is an offence to cause unnecessary suffering to animals.

# HOME SAFETY TIPS

## Make sure your smoke alarms work

It's essential to protect your home by having working smoke alarms installed throughout.

Smoke alarms are the first responder in the event of a fire, so it's vital you have adequate protection that's in full working order.

## Safety in Closes

As your landlord, we have an obligation to do everything we can to keep our customers safe. As part of this, we're increasing our focus 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.

That's why we 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've asked you to remove them, we may remove them ourselves and 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.

## See it, report it

Our staff do their best to monitor communal areas and report repairs, such as trip hazards, to be attended to. If you notice a hazard or anything you feel poses a risk to safety, please let us know by emailing [repairs@calvay.org.uk](mailto:repairs@calvay.org.uk) and providing a picture where possible

You can also report repairs and hazards by contacting the Repairs team on **0141 771 7722** (Option 1).

Where there are faults with street lighting, public paths and the condition of the roads, please report these directly to Glasgow City Council via:

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



# Useful numbers - who to call when

Issue	Contact	Phone
Reporting a repair during office hours	Calvay Housing (press option 1 for repair)	<b>0141 771 7722</b>
Paying rent	Calvay Housing	<b>0141 771 7722</b>
Reporting emergency repairs (after office hours, not including gas)	City Building	<b>0800 595 595</b>
Heating/hot water/ boiler repairs	GasSure	<b>01294 468 113</b>
Gas leaks/gas smell	National Grid	<b>0800 111 999</b>
Electric supply fault/power cut	Scottish Power Energy Network	<b>105 or 0800 092 9290</b>
Mains water or drainage faults	Scottish Water	<b>0845 601 8855</b>
Pest control	Glasgow City Council	<b>0141 287 1059</b> or <b>public.health@glasgow.gov.uk</b>
To find out who supplies your gas	Consumer Enquiry Service	<b>0870 608 1524</b> or <b>www.findmysupplier.energy</b>
To find out who supplies your electric	Meter point Admin service	<b>0845 270 9101</b>
Reporting crime anonymously	Crimestoppers	<b>0800 555 111</b>
Police non-emergency	Police	<b>101</b>
Noise complaints (outwith office hours)	Glasgow City Council	<b>0141 287 6688</b>
Missed bin collections or bulk uplift issues	Glasgow City Council	<b>0141 287 9700</b>
Fly-tipping, graffiti or litter	Glasgow City Council	<b>0141 287 1058 / 0300 343 7027</b>
Dog fouling	Glasgow City Council	<b>0141 287 1058</b>
Benefit advice/assistance	Calvay Housing – Welfare Rights Officer	<b>0141 771 7722</b>
Roads and lighting faults	Glasgow City Council	<b>0800 37 36 35</b>
Abandoned cars	Glasgow City Council	<b>0141 287 6688 / 0141 287 0859</b>
Fire emergency	Fire Brigade	<b>999</b>
Crime emergency	Police	<b>999</b>
NHS health emergency	NHS	<b>999</b>
NHS health non-emergency	NHS	<b>111</b>
Mental health support	Breathing Space	<b>0800 83 85 87</b>