

Calway News

www.calway.org.uk

Spring 2020



Move it or lose it!

Estate Management Policy Review - **BIG changes coming to Calway**

A new decade has begun and with it comes a new dawn for our community. In 2020 we'll be working together to make our streets, gardens, open spaces AND closes cleaner, tidier and safer for everyone who lives here. We know it's what you want, so we're going to do it – with your help!

At our AGM last September and through our Rent Consultation Surveys, you told us the four things that annoy you most about our area:

- Untidy gardens
- Unsupervised pets & dog fouling
- Litter & fly-tipping
- Cluttered stairs & landings

So we're now taking big steps to sort this out.

We're also launching a **Common Area Fire Safety Campaign** to make sure all our residents are Stair Aware and doing their bit to keep stairs and landings in their close safe.

Following lessons learned from the Grenfell Disaster, along with legislation brought in by the Scottish Government, fire safety is now a major issue that we ALL need to tackle.

As your landlord, we're installing and upgrading smoke/heat and CO2 detectors in all our properties to meet new legislation and increase fire safety for you and your family.

But you have to do your part too by keeping closes free from fire hazard and trip hazards, which means NO MORE of the following on your stairwell:

- Rubbish bags
- Prams
- Bikes
- Old furniture

You CANNOT keep these things in your close – you need to move them or lose them.

We'll be sending out more details soon to every household, so watch this space and let's work together to have a cleaner, safer Calway!

Hello there,

Welcome to the Spring edition of Calvay News.

By the time you receive this Newsletter, I hope the worst of the winter weather will be behind us and we can all look forward to longer, warmer days!

Our development plans for Garvel Crescent and Blyth Road are progressing. Planning permission was scheduled to be submitted in February and we hope to start on site by June.

Late last year we advertised for new Committee Members and I'm delighted to say that at December's Committee Meeting we co-opted four new volunteers. Pauline Barr is an old-hand, having chaired the Committee for a number of years. Another new tenant-member, Julia Okun also joined us. In addition, we're pleased to have Margaret Lynch and Eddie Dunlop - who bring useful experience from their careers - on board too.

The Committee is now 12 strong and currently has as many co-optees as our rules allow. However, we're still on the lookout for enthusiastic new Committee Members. If you're interested in joining the Committee, please contact either myself, any other Committee Member or Calvay's Director, Nick Dangerfield, for more information.

Best wishes,

Anna Ellis
Chair



CHRISTMAS AT CALVAY

Thank you to all our residents who put on fabulous Christmas light displays. Here are just some of those who went the extra festive mile!



Sheils' Christmas kindness

Late last year we contacted all of our contractors and asked them not to hand in any gifts for staff or Committee Members at Christmas. However we did say to them, if they really wanted to, they could donate to a charity of their choice on our behalf and we would let our customers know via the Newsletter.

One of our contractors, Sheils Construction Joinery and Maintenance, made the very generous donation of £150 to the Glasgow Children's Hospital Charity and we would like to say a massive thank you to them.



Tell us about it!

This is YOUR publication, so we want YOU in it! Please tell us your news, achievements and special celebrations so we can share it in the community - and if you can send us a photo, even better! We'll write the story, we just need you to give us the details.

Please contact **Eileen Stevenson** or **Tracy Boyle** at the Calvay office or email Eileen@calvay.org.uk or Tracy@calvay.org.uk

Deadline for next issue: **22nd May 2020**

Celebrating 30 YEARS at Calway!

Huge congratulations to our Senior Property Services Officer Gail Borland and our Finance Officer Amelia Buckley who both recently celebrated 30 years of working for Calway Housing Association! The Staff and Committee would like to thank them both for their hard work and dedication throughout the years.



SOCIAL SURVEY WINNER

Congratulations to Frankie who won the £50 Glasgow Fort gift voucher in the prize draw for completing our Social Survey in October. Keep your eyes peeled in future Newsletters for more details of our prize draws!



HAVE YOUR SAY

TENANT SATISFACTION SURVEY

About every three years we carry out a Tenant Satisfaction Survey, as well as a Factored Owners' Survey. This is YOUR chance to tell us what you think about the services we deliver to you. We use this information to compare ourselves against other housing associations and to help us improve what we do. We won't be speaking to everyone, but will survey at least 40% of our properties.

Both the Tenant Satisfaction Survey and the Factored Owners' Satisfaction Survey will be carried out in March by a company called Wider Role Solutions. They know Calway well, as they carried out our last surveys in 2017.

The person doing the survey is called Gerry Scott. He will carry an ID badge and a letter of authority from Calway HA. If you're unsure of who is calling at your door, do NOT answer. Instead, please call us on **0141 771 7722** and ask us to confirm the caller is genuine.



WIDER ROLE
SOLUTIONS

RENT INCREASE

From 1st April 2020, Calway's rents will go up by 2%. We need to put the rent up because each year our costs increase. Please note that we are still 'harmonising' some of our rents. This process means some rents are increasing by up to 5% and other rents are being frozen.

We have sent you a letter letting you know how much your rent will increase from 1st April 2020. We try and keep the rent increase as small as possible to make sure our rents remain affordable. Calway is a housing association and we do not make a profit. This helps us to keep our rent levels down.

Before the Committee made its decision on how much to increase the rent, we consulted with all tenants. Consultation on the rent review was highlighted in an insert in December's Newsletter, which also explained reasons for the review, how Calway spends your rent money, how our rents compare with others and what our proposals are for 2020/2021.

A short questionnaire was issued with the Newsletter and posted on our website to gather tenants' feedback on the proposed increase. This year we also included pre-paid envelopes to encourage tenants to post their response back to us free of charge. Questionnaires could also be returned by email or in person.

The breakdown of consultation responses was as follows:

Question	No of tenants
Agree with proposal to increase rents by 2%	13
Support a higher rent increase of 2.5%	7
Understand some rents need to go up by 5% maximum	2
Disagree with proposed rent increase	11
No boxes ticked	1

The results show that in total 22 respondents (65%) supported an increase of 2% (or above), while 11 disagreed with the proposed rent increase.

We will write to all tenants who made comments on their response - for example, people wanting to know when repairs or improvements will be done to their home - and also those who might benefit from speaking to our Welfare Rights Officer, Dawn.

Thank you to everyone who responded.

Scottish Housing Regulator (SHR)

Calway Housing Association is a Registered Social Landlord (RSL). This means we are regulated by the Scottish Housing Regulator (SHR).

The SHR regulates to safeguard and promote the interests of current and future tenants of social landlords, people who are or may become homeless, and people who use housing services provided by RSLs and local authorities.

The SHR has produced information for tenants: The SHR How we regulate - A guide for tenants and service users. This guide can be downloaded from

the documents section on Calway's website and the SHR's website. If you prefer, we are happy to send you a printed copy. Just phone us on 0141 771 7722, call into the office or email enquiries@calway.org.uk if you would like to receive a printed copy.



**Scottish Housing
Regulator**

CAROLINE KERLIN-SCOTT

Caroline is one of Calvay's newest recruits, having joined us last summer. With a background in housing, Caroline has taken up the role of Maintenance Assistant within our Property Services team. Here she tells us about her first impressions of Calvay, learning on the job and being locked in the corridor!

So Caroline, how are you finding life at Calvay?

I'm really enjoying it. The first thing that struck me was how friendly and supportive everyone here is. I feel very lucky to work with such a great group of people. Being the new person can sometimes be a bit daunting, but I was made to feel so welcome.

What does your role as Maintenance Assistant involve?

The main focus is on repairs. I process invoices, and arrange repairs and void repairs. I maintain data for cyclical maintenance, which is the regular upgrade of property, such as external painting, gutter cleaning etc. I also arrange for major repairs, such as bathroom and kitchen upgrades to be carried out.

What do you like best about your job?

Well to begin with, I'm enjoying learning about this side of the housing process. Repairs is the one area of housing I'm least familiar with - I previously worked as a Housing Officer for Clackmannanshire Council, responsible for Tenancy Management, and Voids and Allocations, and also as a Homeless Case Work Officer – so it's good to experience something different. Within my new role, I get to see a process from start to finish, and I really like the fact that I'm helping to improve someone's home.

Anything you're finding particularly challenging?

Getting used to new systems and new passwords! I found myself locked in the corridor as I had forgotten the code to get in. Thankfully someone was going to the printer and rescued me!!

How do you relax outside of work?

Well I have two young children who keep me very busy, so there's not a great deal of me-time at the moment! I love spending time with them and going on days out together. I recently took my little girl on her first trip to the cinema – we went to see Paw Patrol which she really enjoyed! But when they're both tucked up in bed and I have some time to myself, I enjoy reading and catching up with my favourite TV shows, including Silent Witness and Game of Thrones.



Come join the volunteers!

Calvary Volunteer Group is focused on integrating our local community. Last year two of our popular events were the Hallowe'en and Christmas parties (see the photos on the page opposite for a taster of the Christmas one!)

We started 2020 by discussing new ideas and are now planning a lot of activities for both kids and adults throughout the year. We're beginning with an event just before Easter and will finish with our Christmas Party. In between, we'll be organising plenty of activities and events such as International Children's Day, movie evenings, pensioners' tea parties, charity

events, another Hallowe'en Party and much more!

You'll find details on all the events on the information board at the Calvary Centre and on our Facebook page – Calvary Volunteer Group.

We hope there will be something for everyone in our community and would invite all residents to come along to whatever appeals to them.

Also, if you would like to help us and be part of the Volunteer Group, please join us for a cup of tea and

biscuit every Friday at 10am in the Calvary Centre. We're very friendly and will be more than happy to have you and your ideas, so don't be shy! See you this Friday.

Julia Okuń, Volunteer



Bookbug Sessions

Free story, song and rhyme sessions
for babies, toddlers, pre-school
children and their families.

**Scottish
Book Trust**
inspiring readers and writers

Where:

The Calvary Centre
16 Calvary Road
Barlanark
G33 4RE

When:

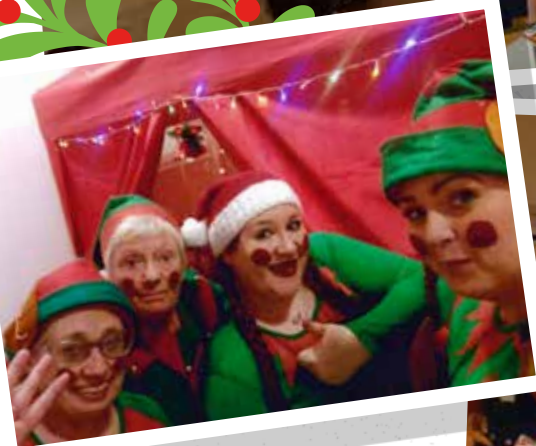
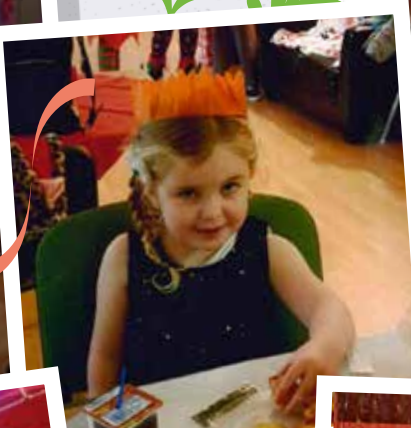
Every Thursday
10am-11am

Refreshments provided for parents/carers & children.
For more information contact **0141 781 2116**.
scottishbooktrust.com/bookbug



ALBA | CHRUTHACHAIL

FUN AND GAMES AT THE CHRISTMAS PARTY!



FOODBANK CLOSURE

We received late notification that the Glasgow NE Foodbank at Trinity Parish Church in Shettleston has now closed (as of 7th February).

Glasgow NE Foodbank are currently looking for new premises and will provide us, and other relevant parties, with an update as soon as they have further information.

If you have a voucher, you can still use it on a Friday afternoon at Calton Parkhead Parish Church, 142 Helenvale Street, Parkhead, G31 4NA.

If you have any questions or would like to keep up to date with future developments, please visit Glasgow NE Foodbank website: <http://glasgowne.foodbank.org.uk/> or search for Glasgow NE food-bank on Facebook.



PLANNED IMPROVEMENTS AND CYCLICAL WORKS

We've got lots planned for 2020/2021 to make your home and environment better.

Here are our main priorities:

Fire Safety Upgrades

The Scottish Government has placed a legal requirement on all social landlords in Scotland, like us, to implement fire safety upgrades by the end of February 2021. This involves the installation and upgrade of smoke alarms and interlinked heat alarms in all of our properties. We kicked these works off last year and plan to have all properties completed by the end of this year.

Bin Store Upgrades

The Committee agreed last year to commit funding to carry out bin store upgrades that would satisfy GCC's requirements for the Bin Replacement Programme, which is replacing metal bins with wheelie bins. This has been a major piece of work to make sure we do it right and also meet GCC specifications. We've tendered these works and will be appointing contractors very soon, so look out for more details coming your way.

New Windows

Window replacements are also planned during 2020/2021 at some of our ex-GHA tenement properties. We'll be tendering for these works too and hope to start this programme around May/June, once we've appointed a new contractor.

Kitchen & Bathroom Replacements

Over the last two years we've replaced and upgraded loads of kitchens and bathrooms, and we plan to continue with this during 2020/2021. Our current contractors, MCN (Scotland) Ltd, are finishing off this year's works before following on with the next batch. We'll be writing to the tenants involved very soon.

Electrical Inspections

Periodic electrical inspections are also continuing as another measure to make sure your house is safe for you and your family. REMEMBER! If you fail to provide access for the electrical inspections or to have any follow-on works carried out, you will NOT be included in the kitchen and bathroom upgrade works.

Cyclical Painting

We'll also be continuing with some cyclical painting works during 2020/2021 to various properties. Our Maintenance staff will be surveying properties over the next few months and we'll let you know very soon if your area is to be included.

Other Works

We've replaced lots of close doors and entry systems over the last two years and still have some to do. We've also been replacing the Linotol in some of our older tenement closes and may do some more this year, but the main priorities are those highlighted above.





Calvay Bingo

Every Wednesday

The Calvay Centre,
7-9pm

All welcome

Gutter Cleaning

You might have seen our contractors out and about cleaning gutters. It's important to keep gutters clear because if they get clogged with debris, it can cause a leaky roof or water damage to the inside or outside of your home.

Our contractors have been using cherry pickers to safely reach the height of the gutters – here they are at work in Burnmouth Road and Sandaig Road.



Recycled discounted furniture

ReConnect's aim is to support local residents in the East End of Glasgow, as well as create a reuse culture that helps save the planet.

They make sure as many items of furniture as possible are saved from landfill, selling them on through their shop to the people who need them the most. Everything they sell is high quality at bargain prices.

You can also receive a further 20% off at ReConnect if you contact Melissa at the Calvay Office and ask to be referred. Call Melissa on **0141 771 7722** or pop into the office to see her.

If you have furniture you're looking to get rid of, ReConnect will also come and collect it free of charge and find it a new home.

To find out more, visit the ReConnect store at 90 Camlachie Street, Glasgow, G31 4AD or visit www.reconnectglasgow.co.uk

RECONNECT
GLASGOW
FURNITURE REUSE & RECYCLING



RECYCLING: DO IT RIGHT

For those of you who have recycling bins, here's a quick summary of how to use them properly...

Blue bins

Cleansing Services will NOT empty the recycle bin where:

- **the rubbish inside is not the appropriate recyclable material**
- **it is overflowing and the lid cannot be closed.**

Cleansing will also NOT empty or remove any rubbish bags left next to the blue bin, regardless of the contents of the bags.

Your blue recycle bag/sack is for use in your home only - you should store the appropriate recyclable materials/rubbish in the blue bag/sack in your home and then empty the contents into the blue bin at the back close.

If the blue bin is full you will not be able to recycle your rubbish. So treat it as normal household refuse and place it in the regular bins provided.



Grey (food) bins

Cleansing Services will NOT empty the grey (food waste) recycle bin where the rubbish inside is not the appropriate recyclable material - it's for food waste only.

Remember:

- **You should not place anything other than food waste into the grey bin.**
- **You must properly bag food waste using the bin liners provided by GCC, before placing it in the grey bin.**
- **If food waste is placed in any other type of bag, Cleansing will not remove it.**

Failure to follow this practice will result in rotten rubbish remaining at your back close door, which will most likely attract vermin to your property!



PAINT DISPOSAL

How you dispose of paint tins depends on the type of paint.

Oil and solvent based paint:

- This should NEVER be placed in your bin.
- Instead take it to a Household Waste Recycling Centre (HWRC), where it can be sent for specialist disposal (Calvay's nearest HWRC is: Easter

Queenslie Recycling Centre,
90 Easter Queenslie Road,
Glasgow G33 4UL).

Water based paint (emulsion):

- This can be disposed of in your normal rubbish bin BUT it must be fully dried out first as all liquid waste is banned from going to landfill.

- Add something absorbent, like cat litter, sand, dry soil or sawdust. Only once the paint is dried, can you put the tins in your general waste bin at home.

The best way to get rid of unused paint is to offer it to friends, family or online e.g. Freecycle, Freecycle or Gumtree.



Are your tumble dryer and washing machine safe?

Whirlpool Tumble Dryer Recall

You may have seen that Whirlpool UK are recalling certain models of unmodified Hotpoint, Indesit, Creda, Proline or Swan tumble dryers, made between April 2004 and September 2015, because there's a risk it could catch fire.

If you think your tumble dryer might be affected, unplug it and check the Whirlpool website <https://dryerrecall.whirlpool.co.uk/> or call Whirlpool on **0800 151 0905**.

If yours is a faulty machine, you can choose from one of the following options:

- have it replaced free of charge
- have it fixed by an engineer
- receive an upgrade
- receive a refund

The recall only affects Whirlpool made machines that haven't been fixed or replaced yet. There may be 500,000 of these tumble dryers still in use in households across the UK.

How do I know if my tumble dryer is affected?

- If your machine HAS a green dot sticker, it has been modified already or is not part of the safety alert, so you don't need to do anything. You can check for the green dot sticker in the door area, either on the door itself or the door rim. If there's no green dot there, check the back panel of the machine in the middle and near the top.
- If your tumble dryer does NOT have a green dot, and was made between April 2004 and September 2015, it is affected.
- What if my tumble dryer is affected?
- If you have an affected tumble dryer you must unplug it immediately and do NOT use it until it's been fixed or replaced.
- You should call Whirlpool on **0800 151 0905** to register your details for the recall.
- Please note that if your tumble dryer is not covered by the recall because it has been modified or replaced, and you still experience fire, smoke or a burning smell, you should unplug the machine immediately and contact Whirlpool on **0800 151 0905**.

Whirlpool Washing Machine Recall

You may have seen or heard about problems with some Hotpoint or Indesit washing machines. Whirlpool have issued the following information about a safety recall:

People's safety is Whirlpool's priority, which is why we are proactively recalling certain models of washing machines manufactured under the Hotpoint and Indesit brands between 2014 and 2018.

To find out more about the recall and to check whether your machine will need to be recalled, visit <https://washingmachinerecall.whirlpool.co.uk/> or call **0800 316 1442**. Please note that appliances under the Whirlpool brand are not affected.

If your washing machine is being recalled, you will be offered a like-for-like replacement washing machine provided free-of-charge.



USEFUL TELEPHONE NUMBERS

Gas Repairs (All tenants) – Gas Sure
01294 468 113

All other Emergency Repairs
0800 595 595

Cleansing
0141 287 9700

Gas (Scottish Gas Networks)
0800 111 999

Scottish Power (Emergency Supply)
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

Housing Benefit & Council Tax Services
0141 287 5050

Abandoned Cars
0141 276 0859

Crime Stoppers
0800 555 111



Calvary Crossword

Pop the kettle on and have a go at our Calvary themed crossword. It's just for fun and answers are at the bottom of the page. If you're stuck, the Calvary website might be able to help!



Across

- 3 Takes place on Wednesday evening (5)
- 5 Nearest railway station (10)
- 6 Pay this each month! (4)
- 7 Where to go for local events (6,6)
- 8 Our housing association neighbours across the Edinburgh Road (9)
- 9 Received from Calvary four times a year (10)

Down

- 1 Collected on Mondays (7)
- 2 Takes place on Monday evening (6,4)
- 4 Takes place on Tuesday (5,5)

Kelvin College One-Day Courses



109 Bellrock Street, G33 3HE
0141 774 3344
info@cranhill.org.uk

Calvary Housing Association Ltd, The Calvary Centre, 16 Calvary Road, Barlanark, Glasgow G33 4RE.
Tel: 0141 771 7722 Email: enquiries@calvary.org.uk www.calvary.org.uk

Registered charity in Scotland No. SCO39234 Registered society under the Co-operative and Community Benefit Societies Act 2014 (No. 2194RS) Registered with the Scottish Housing Regulator No. HAC 80 Property Factor Reg. No. PF000331

Crossword Answers
Across: 3. Bingo 5. Garrowhill 6. Rent
7. Calvary Centre 8. Wellhouse 9. Newsletter
Down: 1. Rubbish 2. Boxing Club 4. Dance
Class