

# Calvay News

## Report your repairs online



Did you know that you can now report repairs online day or night, 365 days a year. Calvay 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.calvay.org.uk](http://www.calvay.org.uk) and click on "Report on a Repair"

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

- During office hours – **0141 771 7722**
- Out of Hours (Gas) - **01294 468113**
- For all other of Out of Hours – City Building **0800 595 595**

## CALVAY MAJOR WORKS UPDATE

You will now see scaffolding up on Calvay Road and the first of the blocks being fitted with a new External Wall Insulation nearing completion. We are delighted that these residents will start to feel the benefit of the system this winter with warmer homes and reduced fuel usage.

Our contractor ProCast, however, still have a number of properties to survey and failure to allow access will mean works cannot start on your building. This means one flat could prevent the whole block from receiving new insulation.

If you are still to be surveyed please call our Tenant Liaison Officer, Michelle Reid on **07535 914 623** to book your survey.

### Keep Your Children Safe!!!

In recent weeks the Association has received reports of children and adults on scaffolding. This is completely unacceptable and Housing Officers have been meeting with residents and their children to warn against this behaviour. Children have been spotted up on the roof, however, a fall from as little as six feet is enough to kill someone. If you see anyone on scaffolding who should not be there then please call the Police Scotland on 101 to report this and notify the staff at Calvay at the first available opportunity.



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# Welcome from our new Chair

*Welcome to the Winter 2024 Edition of Calvay News!*

Firstly, I would like to introduce myself. I am Steven Blomer and I was elected as Chair of Calvay HA after the Annual General Meeting which took place in September. I have lived in Barlanark for 6 years and served on the Committee for 2 years. I stood for Chair because I want to make sure Calvay continues to provide great homes for its residents and also works to improve the local area and offer opportunities for people to learn and take part in social activities at the Calvay Centre.



Following another successful AGM the Committee now has fourteen (out of a possible maximum of fifteen) members. I'm pleased to say that seven of the current committee are tenants, ensuring a strong tenant voice on the committee.

There's a chance for adults to win a £25 Amazon voucher in our Christmas wordsearch competition and for children there's a colouring competition with a prize of a £25 Smyths Toys voucher. The closing date for both competitions is 18th December, so don't delay if you want a chance to win!

We know that Christmas can be a difficult time for many. If you think you need some help with your finances, for example to check you're getting the benefits you're entitled to, you can make an appointment with Angela, our Welfare Rights Officer, by calling 0141 771 7722. On page 13 you can find some energy saving tips to save you money and on page 6 there's information about the Child Winter Heating Payment.

While we've had a mild autumn, no-one knows what winter will bring. There are articles on pages 14-15 for advice on how to deal with condensation. On the

back page, you can find details of who to call in an emergency, such as if there's a power cut. Keep this newsletter handy so you have all the information you need.

As you will have noticed, a lot of work is taking place in Calvay Crescent and Calvay Road. Our contractors, Procast are putting external wall insulation on the properties. This will keep properties warmer and help to reduce fuel bills. The project is costing over £4 million, about half of which is being paid for by the Scottish Government. This is Calvay HA investing for the future of the Barlanark community. By the summer, all of the properties in Calvay Crescent plus most of Calvay Road and Barlanark Road will have had extra insulation applied. As well as improving insulation, the properties will look much smarter.

Over the years, Calvay has produced, printed and delivered four newsletters a year. We think the newsletter is an important way for us to let you know what's going on. We are going to continue to produce the newsletter, but we want your opinion on whether we should continue to print and post it out to everyone, or whether you would be happy only receiving the newsletter electronically. If we did move to sending the newsletter electronically, we would guarantee to print and post a copy to anyone who still wanted a paper copy. Please fill in and return the questionnaire to let us know what you think.

Next year will be Calvay's 40<sup>th</sup> Anniversary. Look out for information about events as we celebrate forty years delivering great homes and services for the Barlanark community!

Best wishes for Christmas and the New Year.

*Steven Blomer*  
Chair



# STAFF UPDATE

Congratulations goes to our Housing Officer, **Craig Boyle**, who has obtained a Fixed Term secondment post, as Senior Housing Officer, at another Association.



*Craig Boyle*

We are delighted that our Housing Assistant, Andy Wilson, was promoted and will be taking over Craig's post as Housing Officer for the duration of the secondment. Megan Blair will be joining us, to temporarily take over Andy's role as Housing Assistant for a period of 12 months.



*Andy Wilson*

Confirmation of the Housing Officer patches is listed on page 5.

We were sorry to say goodbye to our Maintenance Officer, Greg Rodgers, who is leaving for a new role. We wish him all the best.



*Greg Rodgers*

We are delighted to announce that our current Maintenance Assistant, Katy McGregor was promoted and will now take over the role of Maintenance Officer. We also welcomed Gary Miller as our new Maintenance Assistant.



*Katy McGregor*

## CHRISTMAS AND NEW YEAR HOLIDAYS



**The Calvay office will be closed throughout the Festive Period.**

The Office will close at 12.30pm on Tuesday 24 December 2024 and will reopen at 9.00am on Monday 6<sup>th</sup> January 2025.

If you have an emergency repair during this time, you will find all of the emergency numbers detailed on our back page.



## Congratulations

to Millie Watson who won the £25 Tesco voucher in our Hallowe'en Wordsearch competition.



## 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**

# CALVAY AGM



We held a successful Annual General Meeting in the Calvay Hall on 12<sup>th</sup> September. As usual, the Annual Accounts were presented and new Committee Members were elected.

Your New Committee is as follows:



Steven Blomer  
Chair



Bryce Wilson  
Vice Chair



Jim Munro  
Committee Member



Geri Mogan  
Committee Member



Peter Howden  
Committee Member



Emma Connelly  
Committee Member



Laura Austin  
Committee Member



Alison A Hara  
Committee Member



Janet Campbell  
Committee Member



Michelle McGill  
Committee Member



Margaret Scott  
Committee Member



Lawrie West  
Appointed Member



Gordon Laurie  
Appointed Member



Helen Forsyth  
Appointed Member

## ANNUAL REPORT

Each year we publish our Annual Report for our tenants and residents. This report provides information on Calvay's performance throughout the year. There are comparisons between how we did last year compared to previous years. We also include information about how we compare to other housing associations and the Scottish average.

It is available to download directly from our website [www.calvay.org.uk](http://www.calvay.org.uk). If you would like a printed copy, however, we're happy to provide you with one – just call the office on **0141 771 7722** or email [enquiries@calvay.org.uk](mailto:enquiries@calvay.org.uk) and we'll get one sent out.

We're also keen to know what you think about the Annual Report:

- Does the report contain the information you want to see?
- Is the report easy to understand?

If you want to answer these questions or make any other comment about the Annual Report, please either email us at [enquiries@calvay.org.uk](mailto:enquiries@calvay.org.uk) with "Annual Report Feedback" in the subject line, or write to us at: Calvay Housing Association, Annual Report Feedback, The Calvay Centre, 16 Calvay Road, Barlanark, Glasgow G33 4RE.



# REFUSE COLLECTION

In recent months the Association has received several complaints from tenants and Glasgow City Council around the condition of bin stores and contaminated bins. Several bin stores have been found in a considerable mess which has led to the Council refusing to empty bins and the Association having to pay a contractor to clean and clear the area.

There are several negative consequences from not using bins properly and not disposing of waste in the appropriate place. Not only does this leave your bin store/backcourt looking untidy, but it will also attract more vermin to the area, as they get easier access to the rubbish. This will result in bin bags being ripped open by vermin, birds and foxes and the inevitable spread of rubbish about the area. Contaminated bins

will not be emptied by the Council and as such the Association is forced to pay for bins to emptied, this means less money towards improving and maintaining our customer's homes.

The Association is working with GCC and is very keen to resolve this problem and would therefore encourage you to report anyone you witness dumping rubbish on the bin store floor to us. Any information we receive will be treated in the strictest confidence.



## HOUSING OFFICER PATCHES

HOUSING  
MANAGEMENT  
SECTION

### ANDY WILSON

- Blyth Place / Road
- Burnmouth Court / Road
- Duncansby Road
- Garlieston Road
- 44 - 54 & 6 Garvel Road
- Hallhill Crescent / Road
- Kentallen Road
- Kerrera Place / Road
- Millbeg Crescent / Place
- Pendeen Road
- Sandaig Road



### GERALDINE McGUIGAN

- Barlanark Close - No's - 1, 3 - 12
- Barlanark Crescent - No's 7 - 24
- Barlanark Drive - No's 7 - 24
- Barlanark Place - No's 5, 33-51
- Barlanark Road - No's 1 - 11, 18, 20, 22,26,28,30.
- Barlanark Road - No's 32, 34, 36 - 43, 60 - 70.
- Blyth Road - Nos 34 - 44
- Burnett Road - No's 2 - 8 & 19 - 39.
- Calvary Crescent - No's 43 - 73.
- Calvary Road - No's 3, 44 - 46, 48, 50, 52, 54 - 65.
- Calvary Road - No's - 30A, 30B, 32B, 34A, 38B.
- Croftspar Grove
- Garvel Drive - No's 2 - 8, 11, 15, 18, 20, 21, 24, 25, 27.
- Garvel Drive No's - 28, 30 - 34, 37 - 39 & 41.
- Garvel Road No's - 12, 31, 39, 41, 43.
- Garvel Crescent - No's 15 - 33 & 39 - 47



### MELISSA CRAIG

- Barlanark Close - No's - 2, 5, 9, 11 & 14.
- Barlanark Crescent - No's - 28-55.
- Barlanark Drive - No's - 8 - 16.
- Barlanark Place - No's - 1, 25, 27, 29 & 31.
- Barlanark Road - No's 12 - 16, 19, 21, 23, 27, 31, 33 & 35.
- Barlanark Road - No's - 44 - 58 & 72 - 116.
- Bressay Close / Place
- Burnett Road - No's - 3 - 7 & 11 - 18
- Calvary Crescent - No's 3 - 41
- Calvary Place
- Calvary Road No's 5 - 41, 47, 49, 51, 53, 67 & 69.
- Calvary Road No's - 32A, 34B. 38A
- Garvel Drive No's - 1, 9, 10, 14, 16, 17, 19, 22, 26, 29, 35, 36 & 42
- Garvel Road No's - 10 - 26, 29, 35, 37, 45 & 47
- Garvel Crescent No's 1 - 11, 35 & 37



# Welfare Rights

Carer Support Payment is coming to the Glasgow area on 4<sup>th</sup> November 2024, there are extended benefits for people previously denied payments due to certain circumstances i.e. Students, to get more information please call Angela Martin Welfare Rights officer at Calvey housing association on 0141-771-7722.

## Benefits of Carer Support Payment

Carer Support Payment improves on Carer's Allowance, which it is replacing, by:

- extending availability to more carers in full time education
- providing links to wider services to help carers access all the support they are entitled to
- introducing clearer processes and timescales for carers who want to challenge a benefit decision

# Child Winter Heating Payment



Child Winter Heating Payment used to be called Child Winter Heating Assistance.

Child Winter Heating Payment is a benefit from the Scottish Government.

It's a payment to help disabled children and young people and their families with increased heating costs over winter.

It's paid once a year. The payment for winter 2024-2025 is £251.50.

Children and young people in Scotland can get the assistance if they're under 19 years old and get one of the following 'qualifying benefits':

- the highest rate of the care component of Child Disability Payment
- the highest rate of the care component of Disability Living Allowance for children

- the enhanced daily living component of Personal Independence Payment
- the enhanced rate of the daily living component of Adult Disability Payment

They must be getting this on at least one day in the third full week of September.

In 2024 this will be Monday 16 September to Sunday 22 September.

## Winter Fuel Payment



- Payment restricted to older people in receipt of qualifying benefit
- Qualifying benefits: Universal Credit, Pension Credit, Income Support or Income based Job Seekers Allowance, Income Related Employment Support Allowance
- Pension Age Winter Heating Payment now deferred until winter 2025
- Encourage pensioners to check their eligibility for Pension Credit to secure their payment this winter
- Pension Age Winter Heating Payment planned to be delivered by Social Security Scotland from Winter 2025



# ARE YOU ENTITLED TO PENSION CREDIT?

**Pension Credit gives you extra money to help with your living costs if you're over State Pension age and on a low income. Pension Credit can also help with housing costs such as ground rent or service charges.**

You might get extra help if you're a carer, severely disabled, or responsible for a child or young person.

Pension Credit is separate from your State Pension.

You can get Pension Credit even if you have other income, savings or own your own home.

To check if you are entitled to pension credit then call our Welfare Rights Officer Angela on **0141-771-7722**.



## How you get Winter Heating Payment

**You will get Winter Heating Payment automatically if you get one of the benefits that make you eligible.**

Getting Winter Heating Payment does not affect any other benefits you may get, such as Winter Fuel Payment.

### When you get it

You'll automatically get the single payment between December and February. This does not depend on how cold it is.

You'll get a letter or an email from Social Security Scotland telling you it's coming. It appears as 'WHP' on your bank statement, WHP stands for Winter Heating Payment.

If you qualified for another benefit, you'll automatically get Winter Heating Payment. These are called the qualifying benefits.

**The Warm Home Discount Scheme is a one-off £150 discount off your electricity bill.**

If you're eligible, your electricity supplier will apply the discount to your bill. The money is not paid to you.

You'll usually get the discount automatically if you're eligible. You only need to apply if you're on a low income in Scotland - contact your energy supplier to apply.

You may be able to get the discount on your gas bill instead if your supplier provides you with both gas and electricity and you're eligible. Contact your supplier to find out.

Please note we do not have continuation of funding this year for tenants to receive the £100 fuel cash payment. However, tenants can have access to our Welfare Rights Officer and Angela can advise on the criteria to receive fuel vouchers.



# YOUR HOME, YOUR SAFETY!

## Bedtime checks

### Simple bedtime checks to prevent potential fire hazards.

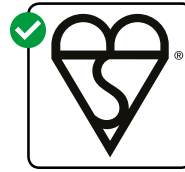
Before going to bed, you can help keep your family safe by checking your home for potential fire hazards. This will only take a few minutes, but it can help keep everyone safe while you sleep.

Follow these simple bedtime checks to help keep your home safe.

1. Switch off and unplug all electrical appliances not designed to be left on overnight.
2. Stub out all cigarettes and always empty ashtrays. Pour water over cigarette ends and matches before putting them in the bin outside.
3. Switch off any portable heaters.
4. Switch off any electric blankets, unless it's marked 'suitable for all night use'.
5. Close all doors – it can keep your escape route free from smoke and may stop a fire spreading.
6. Make sure the main door keys are to hand.
7. Extinguish open flames such as candles.
8. Only use laptops and devices on hard surfaces so the air vents can let the heat escape. They should also be unplugged before bed.
9. Never charge your mobile phone while you are asleep, or charge it and leave under your pillow.

There is always a risk of fire. By having an escape plan in place, you can minimise the risks and ensure that everyone knows what to do in the event of a fire, which can happen at any time, and it can spread quickly, leaving little time to react. Bedtime checks can help reduce the risk of fire, but it is always better to have an escape plan ready.

## FIRE SAFETY THIS CHRISTMAS



Check your Christmas tree lights carry the British Safety Standard sign.



Never place candles near your Christmas tree or materials that can catch light easily.



Test your smoke alarms at least monthly and only remove batteries when replacing them.



Most fires start in the kitchen. Avoid leaving a cooker unattended. Avoid cooking when under the influence of alcohol.



Make sure your family and visitors know how to escape in an emergency.



Make sure cigarettes are put out properly.

## Testing smoke alarms



Test them by pressing the button until the alarm sounds. If it doesn't sound, you need to replace the battery. If a smoke alarm starts to beep on a regular basis, you need to replace the battery immediately. Never disconnect or take the batteries out of your alarm if it goes off by mistake.





# The Calway Centre News



Issue 6 - November 2024

## It's Panto Season

The Calway Centre and The Calway Community Events Committee have come together and secured funding to send local children & families (100 in total) to the local Panto (Rumpelstiltskin) at Platform on Friday 20th December. All tickets are free and include transport to and from the panto, with ice cream and sweets. If you have not already booked your tickets, please contact Eddie or a member of the Events Committee at the Calway Centre, but do it quick, as tickets are going fast!

In addition, so that our seniors (55 yrs plus) don't miss out, we will be sending 50 lucky people to the Pavilion Theatre to see 'Beauty and the Beastie' on Wednesday 18th December. Again all tickets are free and include transport to and from the panto. If you have not already booked your tickets, please contact Eddie or a member of the Events Committee at the Calway Centre, but please note, tickets are going fast.

We would like to thank Calway Housing Association Ltd - Wider Role Team, and East Centre (Ward 18) Area Partnership for their contribution and grant.

**Children & Families  
'FREE' Panto**  
(All children must be aged 0 – 14 years, and be accompanied by a responsible adult)

**RUMPELSTILTSKIN**  
BOOK NOW!

Friday 20<sup>th</sup> December 2024  
6pm Pick up at The Calway Centre  
FREE Transport provided to and from the Platform Theatre.  
Show starts at 7pm.  
Spaces are limited and are on a first come first served basis!

**THEY'RE BEHIND YOU!**

To book your place come along to The Calway Centre and speak with members of the Calway Community Events Committee or Eddie (Centre Manager) 07498843491

**Senior's Christmas Panto  
(55 yrs plus)**

**Beauty AND THE Beastie**

**FREE PANTO TICKETS**  
**Wednesday 18<sup>th</sup> December 2024**  
5.30pm Pick up at The Calway Centre  
FREE Transport provided to and from the Pavilion Theatre.  
Show starts at 7pm.

A £5, returnable, deposit is required to reserve your place and will only be returned on the evening of the panto, if you do not attend you will forfeit your deposit.  
Spaces are limited and are on a first come first served basis!

To book your place come along to The Calway Centre with your £5 deposit and speak with members of the Calway Community Events Committee or Eddie (Centre Manager) 07498843491

# Christmas

# Parties

Following on from the success of last year, and to support the community during financial pressures, The Calvay Community Events Committee, working in partnership with the Calvay Centre, will be providing a few **FREE Christmas Meals** on the run up to the festive break, these are:

- **Seniors (55 years plus) Christmas Lunch**, Thursday 12th December 2024, 2pm – 4pm in the Calvay Centre.
- **Children & Families Christmas Dinner**, Thursday 12th December 2024, 6.30pm – 8pm in the Calvay Centre
- **Seniors (55 years plus) Christmas Lunch**, Friday 13th December 2024, 5pm – 7pm in the Calvay Centre.

To book your space, contact Eddie – **07498843491** – at the Calvay Centre or speak to a member of The Calvay Community Events Committee.

We would like to thank Calvay Housing Association – Wider Role Team, and East Centre (Ward 18) Area Partnership for their contribution and grants.

## The Calvay Community Events Committee

Over the past year the members of the Calvay Community Events Committee have been working tirelessly to ensure that there are plenty of activities and events in the Calvay Centre for all sections of the community. There are community meals, community fun days, psychic nights, trips away, children & family sessions, easter eggstavanza, line dancing, yoga sessions, summer play sessions, movie nights, arts & craft sessions, sport sessions, tribute nights, comedy nights, and much, much more.

The Events Committee (see photo) are all members of the community who give up their time voluntarily; Alison A'Hara – Chairperson, Joanne Crichton – Secretary, Alicen Reid – Treasurer, Annmarie Boyle – Committee Member, Agnes McCarthy – Committee Member, Bryce Wilson – Committee Member, and Michelle McGill – Committee Member. We would also like to thank the committee's youngest member – Claire Sneddon who was on the committee from



the outset, but unfortunately resigned due to other commitments.

The Committee work away in the background planning and preparing various activities and events, doing fundraising events, and identifying and sourcing grants from various distributors. Over the past year, the committee have brought in over £22,000 that gets invested in the community.

# Calvay Community Garden




**We would like to say a big thank you to Angela from The Royal Horticultural Society outreach team for coming along to carry out recent free autumn planting workshops in the Calvay Garden.**

There was no experience required to take part in the workshops and participants learned how to prepare soil and plant a range of onions, garlic, sage, camomile and other herbs. There was also a discussion on seed saving, and participants took away sunflower seeds to plant next year, which is great as they'll save on costs.

We were also well fed with volunteer Liudmyla's dish made from potatoes grown in the Calvay garden. Also, thanks to our contractors John O'Connor Landscapers for donating compost that enabled our planting workshops to go ahead.

The Winter is always a good time to get together to go over the years activities, as well as planning for the Spring. Further development of the garden will include new storage, signage, repairs and painting of the benches and more planting workshops with Barlanark Nursery School and the community.

If you would like a change of environment, would like to enhance exercise and a learn new skills, then come and be in nature for a while. Call Ali on **0141 771 7722**.



## Holiday Food Programme

Thanks to our contractors and Calvay Housing Wider Role Team we were able to provide approximately 2000 free meals to school age children during the Summer and October school breaks. This was also made possible by the Calvay Community Events Committee who provided various activities and events so that the children and families had creative things to do during the school breaks. The contractors provided financial support (community benefits) that enabled us to work with the Calvay Community Café who served up snacks and meals to local school age children and young people.



### Festive Operating Times

Date	Calvay Centre	Calvay Housing	Calvay Cafe	Quarriers
23 Dec 24	9am – 5pm	9am – 5pm	10am – 2pm	Open
24 Dec 24	9am – 2pm	9am – 12.30pm	10am – 2pm	Open
25 Dec 24	CLOSED	CLOSED	CLOSED	Open
26 Dec 24	CLOSED	CLOSED	CLOSED	Open
27 Dec 24	CLOSED	CLOSED	10am – 2pm	Open
28 Dec 24	CLOSED	CLOSED	10am – 2pm	Open
29 Dec 24	CLOSED	CLOSED	CLOSED	Open
30 Dec 24	CLOSED	CLOSED	CLOSED	Open
31 Dec 24	CLOSED	CLOSED	CLOSED	Open
1 <sup>st</sup> Jan 25	CLOSED	CLOSED	CLOSED	Open
2 <sup>nd</sup> Jan 25	CLOSED	CLOSED	CLOSED	Open
3 <sup>rd</sup> Jan 25	CLOSED	CLOSED	10am – 2pm	Open
4 <sup>th</sup> Jan 25	CLOSED	CLOSED	10am – 2pm	Open
5 <sup>th</sup> Jan 25	CLOSED	CLOSED	CLOSED	Open
6 <sup>th</sup> Jan 25	9am – 5pm	9am – 5pm	10am – 2pm	Open

**Please note that Quarriers operating times are for staff and service users only!**

# IT & Me

The Calvay Centre has been successful with **£22,025** from The Scottish Government's Cyber Security programme to deliver a 7-month pilot project to support the local community to make the most from their devices and keep them safe online.



**SHETTLESTON DOES DIGITAL** **IT FOR ME** **The Calvay Centre**

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

TO BOOK AN APPOINTMENT OR FOR MORE INFORMATION PLEASE CALL:

**07598728156** SHETTLESTON DOES DIGITAL  
**07498843491** EDDIE AT THE CALVAY CENTRE  
EMAIL: [ECUSICK@CALVAY.ORG.UK](mailto:ECUSICK@CALVAY.ORG.UK)  
OR POP IN AND HAVE A CHAT WITH US

FUNDED BY  
CyberScotland  
Scottish Government  
Riaghaltas na h-Alba

**Calvay Housing Association Limited**

## Community Based Courses

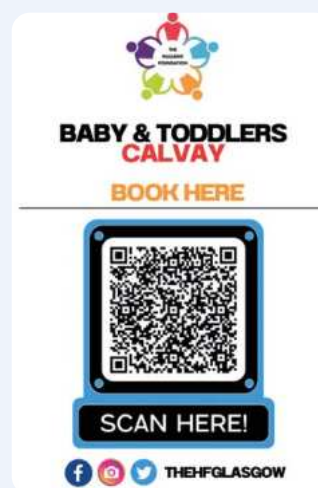
Starting in January 2025 we will have several free training courses that will enable participants to gain the skills and experience that will enhance their health & wellbeing as well as enhancing their volunteering & employability opportunities. Our first course will be: Yoga & Wellbeing Course (7th January – 22nd April, excluding school holidays), then we have Elementary Food Hygiene on the 22nd January 2025. If you are interested in any of these courses, or would like to request a specific course, contact Eddie on **07498843491** or [ecusick@calvay.org.uk](mailto:ecusick@calvay.org.uk)

## Baby & Toddler Session

As we involve all sections of the community at The Calvay Centre, we have two Baby & Toddler Sessions running each week, these are:

Session 1 – Every Monday, 1pm – 2.30pm (excluding school holidays) and Session 2 Every Thursday 10.30am – 12pm.

All sessions are free and delivered in partnership with The Halliday Foundation.

**BABY & TODDLERS CALVAY**

**BOOK HERE**



**SCAN HERE!**

**THEHFGGLASGOW**

## Come Dine with Us / Community Meal

On the 2nd Thursday of every month, we hold a FREE Community Meal – Come Dine with Us Event in partnership with The Halliday Foundation. This is when we invite members of the community to join us for a free 3 course meal and a bit of entertainment. We alternate each meal so that one month it is for children and families (children

must be accompanied by a responsible adult), then the next month it is an adult only meal (18 years plus). Our next meal is for families, and this will be a 3 course Christmas dinner on Thursday 12th December, 6.30pm – 8pm. To reserve your place contact Eddie on 07498843491 or [ecusick@calvay.org.uk](mailto:ecusick@calvay.org.uk)

# Energy conservation

Whether in your kitchen, bathroom or living room, there are simple actions you can take to conserve energy that add up to large savings on your energy bills.

Follow the steps outlined below to reduce energy use in your household.

## Turn down radiators in rooms you aren't using to save up to £50 a year

When you're not using rooms, turn radiator valves down to a lower setting.

Turning off radiators completely in rooms you are not using is less energy efficient as this means your boiler has to work harder to maintain the temperature of a room you are heating than if kept at a low setting. Turning off radiators can also cause issues with mould and damp.

People over 65, children under 5 and those with pre-existing health conditions are more vulnerable to cold temperatures. Make sure you are warm enough and have a minimum indoor temperature of 18°C (setting 2 or 3 on your radiator valves) to ensure you're healthy and comfortable.

## Install an energy efficient shower head to save £40 a year

Energy efficient shower heads reduce the amount of water used by either regulating the flow or aerating the water. They can be purchased at any home improvement shop and fixed independently. Some water companies even provide them for free. They're not suitable for electric showers, which should be switched to 'eco mode'.



## Wash clothes at a lower temperature to save up to £20 a year

Modern washing machines can clean clothes effectively at lower temperatures. Changing from 40°C to 30°C means you could get 3 cycles instead of 2 using the same amount of energy, depending on your washing machine.



## Switch to energy saving light bulbs to save up to £40 a year

Traditional or incandescent light bulbs are very inefficient. By switching to energy efficient bulbs, such as LEDs, you can save money on your energy bills while keeping your rooms well lit. LED light bulbs also last longer than traditional bulbs, saving on maintenance costs. The amount of light, or colour of the light (white to yellow) is not linked to a bulb's energy usage, so you can get the same light at a much lower energy cost.



## Find and fix draughts to save up to £50 a year

Draught-proofing is one of the cheapest and most effective actions you can take to stop or prevent heat escaping and reduce your energy bills. Block unwanted gaps around windows, doors, chimneys and floors that let the cold air in and warm air out.



# HOW TO GET RID OF CONDENSATION THIS WINTER

Combat the cold weather with our guide on how to keep your home condensation-free

When the weather gets chilly, you may start to notice your windows collecting condensation. Although it may not seem like a serious problem at first, condensation on your windows is a sign of a ventilation problem which could lead to costly issues with damp, mould and damage.

Read on to find out more about how condensation happens, how to prevent it, and how to get rid of condensation in your home.

## What is condensation?

Condensation is by far the most common form of damp in UK homes. It occurs when warm, moist air collides with a colder surface, creating water droplets.

It might surprise you to know that modern homes are often more prone to damp than period properties, as the building features we use to prevent heat escaping and keep draughts at bay - such as double-glazed windows and insulation - greatly reduce airflow in and out of the house. This means that warm air which would otherwise seep out of our homes is sealed in, which is great for staying cosy on a chilly night, but bad for ventilation.

## How to prevent condensation

Prevention is better than a cure, as they say, and this is definitely true when it comes to damp. It can be all-too-easy to let seemingly small issues slide, but, left untreated, condensation can spread across walls and other surfaces, leading to mould and rotting window frames.

Taking early action to prevent excess moisture and tackle any signs of condensation will save you money and headaches down the line. Here are a few tips for avoiding condensation altogether:

- When cooking on the hob, cover saucepans and use the extractor fan to reduce the amount of hot, humid air filling the room.
- Planning on getting the iron out? Set your ironing board up next to an open window. You should also keep a window open while using a clothes steamer or steam cleaner to let the steam escape.

A tumble dryer or outdoor clothes line are preferable to hanging laundry indoors, because of the amount of moisture it sends into the air, but we know that these options aren't always possible or practical. If you must dry clothes indoors, ventilate the space as

much as possible by keeping the windows open. If you can, invest in a dehumidifier to extract excess moisture. A heated clothes airer will speed up the drying process - once again, place near an open window when in operation, or use in tandem with a dehumidifier.

- When taking a hot shower or bath, keep the bathroom window open and run the extractor fan if you have one.
- Don't block ventilation points. If you have trickle vents or air vents in your windows or doors, you might be tempted to cover them during chilly weather, but these vents play a valuable role in ensuring your home maintains a healthy airflow. Close internal doors and install draught excluders, instead.
- This goes for opening windows, too. It might not feel like an attractive prospect on a frosty day, but air out your home by opening your windows every day, even if only for a short period.

## How to get rid of condensation

If you regularly wake up to condensation on your windows in the morning, you may need to take further action in addition to the general tips listed above.

- Turn your central heating up. It may sound counter-intuitive, but it makes sense: the colder your internal walls are, the more moisture they'll accrue when they come into contact with air. Increasing the temperature of the room, even by a little, reduces the imbalance and thus generates less moisture. When warm air cools rapidly, it releases moisture, so keeping a relatively consistent temperature is important, too.
- We've already mentioned that a dehumidifier is handy to capture excess moisture when drying clothes inside, but if you're suffering from condensation, consider running a dehumidifier in the affected space. A portable model can easily be moved from place to place if you're concerned about moisture in multiple rooms.
- Moisture-absorbing condensation boxes are a cost-effective way to reduce condensation.

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

# ELECTRICITY THEFT IS A CRIME

Over the past few years we have seen a significant increase in the number of 'rigged' meters. In some cases these have been discovered after a household fire. We want to warn our residents that we take a zero tolerance approach to this behaviour. We will take action against anyone caught tampering meters and this may lead to them losing their homes. We will also alert the relevant authorities and pursue prosecution.

Tampering with a meter can cause a significant fire risk which can be potentially devastating to the home and those around it and, in some cases, can be life threatening.

If any of Calvay's customers are struggling with energy bills they should get in touch with the Association for help and advice.

# UTILITY CHARGES

BE AWARE OF STANDING CHARGES FOR GAS AND ELECTRIC METERS EVEN IF YOU ARE NOT USING YOUR ENERGY.

Standing charges have increase as below.

## ELECTRICITY

- Standing charge: 60.99p daily (from 60.12p) UP 1.4%
- Unit charge: 24.5p per kWh (from 22.36p) UP 9.6%

## GAS

- Standing charge: 31.66p daily (from 31.41p) UP 0.8%
- Unit charge: 6.24p per kWh (from 5.48p) UP 14%

# DON'T SLIP INTO RENT ARREARS THIS CHRISTMAS



**As Christmas approaches, we understand that it may be challenging for you to manage your money. At this time of year, many people feel pressured to spend more than their budget allows.**

However, it's important that you stick to a budget and pay your priority bills, which include rent, Council Tax and utilities. Rent arrears can escalate quickly and be difficult to pay off if not managed correctly. Missing payments during December and January means that

you'll start the New Year in arrears, which ultimately puts you at risk of losing your home.

That's why it's important to prioritise your spending to help prevent longer term problems happening in the future.

Please remember to pay your rent first. If you're having difficulty paying your rent, we're here for you. If you're worried about your rent, let's talk. The sooner you speak to us, the quicker we can help you get back on track. Don't delay in contacting us and together

we can help you go into 2024 with less to worry about. Call us on **0141 771 7722** or email [enquiries@calvay.org.uk](mailto:enquiries@calvay.org.uk)

Enjoy your Christmas and New Year celebrations. Don't stop buying presents or hosting your family at Christmas - just budget ahead and remember that the best present for you and your family is to pay your rent and keep your home.

## Ways To Save This Christmas

### Plan ahead

It may seem obvious, but the sooner you start prepping, the less stressful December will be. Sort out everything you need to do before the big day, and break it down into manageable chunks that can fit in with your other commitments to avoid over spending and struggling in the New year.

### Be crafty when decking the halls

Decorations don't have to cost a fortune – the pound shop really is your friend here. Homemade decorations can also offer a more authentic touch too, and little ones will get a thrill from contributing to the tree or a bit of wall-space with their own personal touches.

### Drop the big shop

It's easy to get caught up in the supermarket frenzy, but your wallet will thank you if you tough it out and buy only what you need. Stock up on non-perishables like canned and frozen goods a little at a time in the run-up to December – you'll spread the cost over a period of weeks or even months, avoiding a massive over-spend on your food budget.

### Trade materialism for memories

Christmas treats like a visit to Santa or a trip to the panto are magical for children but there are often cheaper alternatives to the shopping centres and big-name productions. There are often free local events to celebrate the time of year and get in the Xmas spirit.

### It really is the thought that counts

If you're watching your budget, set price limits, shop around, and don't be afraid to suggest a Secret Santa to friends and family – they might find it a blessed relief. Don't underestimate the value of a homemade gift which can show thought without over stretching your budget.

### Keep warm and cosy with layers and wool

Fuel bills tend to skyrocket as the temperature plummets, and can be a source of stress for many at this time of year. Layering up with jumpers, socks and thick thermals is a good start.

### Shop smarter

Set a budget and stick to it, think of the total maximum spend then divide this up between the number of people you have to buy for, weighting up and down according to importance and expectations. If one or two gifts go over the individual budget, you can even it out quickly by making sure the next couple of buys are under-budget. Never over stretch yourself as the bill will only catch up with you in the New Year.



# CHRISTMAS COLOURING COMPETITION

## Calling all Calvay Kids!!

To celebrate Christmas, Santa is giving you the chance to win a £25 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 18<sup>th</sup> December.

Good Luck!!



Name

Address

Tel No

**Terms & Conditions:** Entry must be received by 5pm on the 18<sup>th</sup> December. Only one entry per household. Judges decision is final.

Competition

Win a  
**£25**  
Amazon  
Voucher

# CHRISTMAS

## word search puzzle

This one is for the Grown ups.

We are giving you the chance to win a £25 Amazon Voucher.

All you have to do is complete this Christmas Crossword then post or hand in to the office by 18<sup>th</sup> December. The first correct entry out of Santa's hat wins.

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

Words may be horizontal, vertical and diagonal.

ELF  
STOCKING  
WREATH  
FIREPLACE  
SNOW  
GARLAND  
EVE  
TREE  
HOLLY  
BELL  
LIGHTS  
SLEIGH  
CARD  
CHRISTMAS  
STAR  
SANTA

Name

Address

Tel No

Terms & conditions: Entry must be received by 5pm on 18<sup>th</sup> December 2024. Only one entry per household.

# Better access for YOU and YOUR information

Ever wanted to check on your rent account, or the progress of a repair but the office is closed??

Well, you can access this information whenever is convenient for you, by registering for our online services.

Calvay Housing association provides access for all of our tenants to view

their rent account whenever they need to. All you need to do, is go to our website [www.calvay.org.uk](http://www.calvay.org.uk) and click on "Tenant Register / Login" and Register your details.

If you need any assistance, please do not hesitate to contact us on **0141 771 7722 (option 5)**, or pop in to the office and we will be happy to help.



## You said...

# WE DID!

You were unhappy at not being kept up to date during allocation of a home

We have reviewed the way we manage voids and how we communicate with applicants.

You were unhappy with mess left by our contractors

We have spoken with our contractors and raised this issue at our progress meetings

You provided feedback on our new allocations policy

We made changes to the policy to reflect the view of the community and our applicants

That you were grateful for the way in which staff had treated you

We have passed on your thanks and strive to make every customer engagement a satisfactory one

That when you called to report repairs you would often have to be transferred to another person

We reviewed our phone options and made changes to make sure you speak to the right person first time.



# 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 or public.health@glasgow.gov.uk</b>
To find out who supplies your gas	Consumer Enquiry Service	<b>0870 608 1524 or 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>



# *Your News, Your Way*

## **We would like to hear from you!**

Each season we send out our Newsletters, to keep you, our customers, up to date.

**Are you happy to continue to receive printed copies of our newsletter each quarter or, like our Annual Report, would you prefer to download a copy?**

Please select your preferred option and return to our office using the reply paid envelope.

Printed version:

Digital Version:

Name: .....

Address: .....

.....

.....

*(Please return alongside your Rent Consultation Leaflet,  
in the envelope provided)*

# Rent Consultation

**FREE PRIZE DRAW**  
All returned forms will be entered in to a prize draw for a £25 gift voucher.

This leaflet explains the options for this year's rent increase.

Please complete and return the questionnaire on the back page, or online via the QR code below, to let us know what you think.



*Please return by Friday 20th December  
in the envelope provided.*

## Rent Increase April 2025

Calvay HA does not make a profit which is distributed to shareholders. We are a registered charity and any surplus we make is used for the benefit of Calvay's tenants. We are an independent organisation, and this means we must make sure we have enough income to pay for our expenditure. Almost all our income is from the rent you pay us.

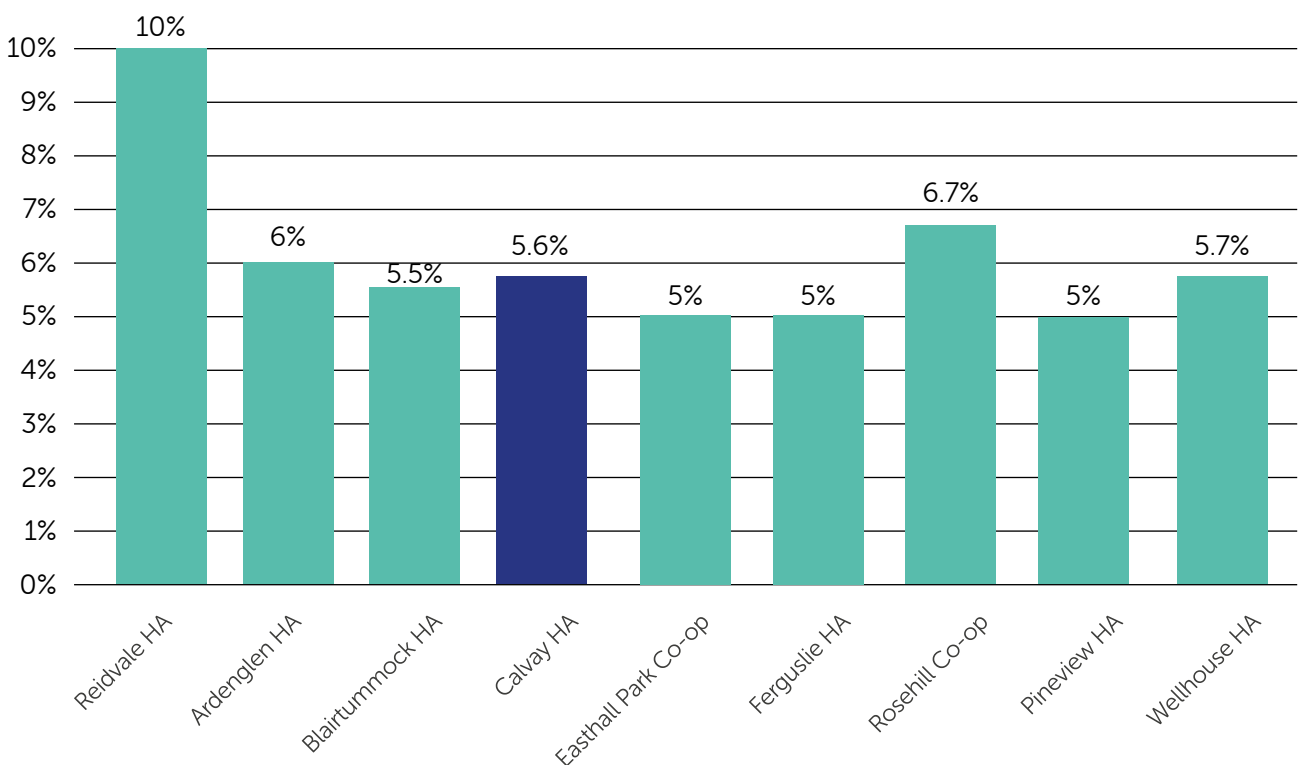
Each year on the 1st April, all housing associations including Calvay HA increase their rent. Before we decide how much to increase the rent by, we consult with all tenants. We will be making the decision about the rent increase early in the New Year, so we want to consult with you before then.

## What happened last year

Last year, we worked hard to keep the rent increase as low as possible because of the cost-of-living crisis and we decided to increase the rent by 5.6%. In January 2024, when we made our decision about the rent increase, inflation (CPI) was 4% which means in real terms our income has increased by 1.6%, this however only partially offsets a real terms income reduction of around 5% the previous year.

Our rent increase was in line with other housing associations. The graph below shows how we compare to other similar sized urban housing associations in Glasgow.

## Rent Increases in April 2024 for Housing Associations Similar to Calvay HA



## Proposal for April 2025 rent increase

In October 2024, CPI rose to 2.3%. Our financial plans assume an increase of CPI plus 1% for the next few years. We need to increase our rent because our costs have increased. Some of our costs have increased a great deal more than inflation, for example our buildings insurance.

We have also committed to spend a lot of money this year on our older properties that Calvay originally took over in the mid-1980s. These properties are in Calvay Crescent, Calvay Road and Barlanark Road. This project will cost in the area of £5 million pounds. We have been awarded grant funding to pay for almost half of the cost and have had to borrow to pay for the rest. Borrowing money means we can spread the cost over several years, but this also means we will have extra expense to pay off the loan.

CPI plus 1% is 3.3% so one of our proposals, Option 1, is to increase our rent by 3.3% on 1st April 2025.

## Could we reduce our costs by stopping delivering some services?

Some of the services we deliver, such as our bulk collection service, our welfare rights/ financial support, go above and beyond traditional 'landlord services'. However, we know that our welfare rights / financial support are valued by customers and bring in a lot of extra local income to the area. For these reasons we do not propose to reduce these services.

We will be exploring other ways to reduce costs by achieving value for money over the coming year to see where we can make savings without reducing our service.

## Are our rents affordable?

We understand that many people are struggling financially, so every year we check to make sure rent levels for Calvay HA homes are affordable to those on moderate incomes.

We try to keep the annual increase as low as possible and to charge rents that are similar to those of other local social housing providers.

Our rents are generally less than the levels considered affordable for families, single parent families and couples, although the rent levels of some of our one bed flats are only just affordable for single people on moderate incomes.

Obviously, the higher the rent increase the more likely it is that our rents will become unaffordable.

## Rent choice

We want to offer a choice about how much the rent goes up. An extra 1% on the rent means our income goes up by about £41,000. However, if we increased our rent by 4.3% we would have about £41,000 more to spend next year than if we put the rent up by 3.3%. This money would be added to our Wider Role budget which we spend on supporting our community. Some of the outcome delivered by our Wider Role Team over the last year includes baby and toddler sessions, free back to school uniforms, a number of courses and accredited qualifications, as well as 1700 free meals which were provided to children during the summer holidays.

A higher rent increase next year will also improve Calvay's finances in the years to come.

## What does this mean in pounds and pence?

Calvay HA		Option 1 3.3% Increase		Option 2 4.3% Increase	
Size of Home	Current Average Weekly Rent 2024/2025	Increase in weekly rent	New Average Weekly Rent 2025/2026	Increase in weekly rent	New Weekly Rent 2025/2026
1 Apt	63.63	£2.10	£65.73	£2.74	£66.37
2 Apt	81.43	£2.69	£84.12	£3.50	£84.93
3 Apt	90.21	£2.98	£93.19	£3.88	£94.09
4 Apt	97.70	£3.22	£100.92	£4.20	£101.90
5 Apt+	115.10	£3.80	£118.90	£4.95	£120.05

Note: The rents in the table above are average rents for the property size.

### What happens next?

Please complete the survey about the proposed rent increase. We have included a pre-paid envelope so you can return the survey for free. If you prefer you can put your response in the letter box to the right of the main door at the Calvay Centre.

All feedback will be reported to the Association's Management Committee.

### Help we can offer

If you are struggling to make ends meet or to pay your rent, our Welfare Rights Officer can help. There are benefits and grants available that you may not be aware of, and our team can support you to access these services.

Call us on **0141 771 7722** for an appointment.

We also have information available on our website **[www.calvay.org.uk](http://www.calvay.org.uk)**



# Consultation Questionnaire: Feedback Form

We are consulting on the rent increase for 2025/26

The options presented are either 3.3% (Option 1) or 4.3% (Option 2)

Please give us your views by completing this form and returning it to us

## Q1. Do you understand why we need to apply an annual rent increase?

Yes

No

## Q2. Please indicate your preferred option:

Option 1 – 3.3%

Option 2 – 4.3%

## Q3. Do you feel that the information provided allows you to make an informed decision on the options presented?

Yes

No

## Q4. Do you have any other comment?

## Your Details

**(OPTIONAL – BUT IF YOU WANT TO RECEIVE A REPLY AND/OR BE ENTERED IN THE PRIZE DRAW PLEASE LET US KNOW YOUR CONTACT DETAILS)**

Name .....

Address.....

Telephone..... Email.....

Please use the pre-paid envelope (no stamp needed) to return to us:

**Calvay Housing Association, 16 Calvay Road, Barlanark, Glasgow G33 4RE**

Thank you for taking the time to complete this questionnaire. Your feedback will be considered by the Management Committee on 23 January 2025.

**PLEASE RETURN THIS FORM BY FRIDAY 20TH DECEMBER 2024**

Calvay Housing Association Ltd, The Calvay Centre, 16 Calvay Road, Barlanark, Glasgow G33 4RE.

Tel: 0141 771 7722 Email: [enquiries@calvay.org.uk](mailto:enquiries@calvay.org.uk) [www.calvay.org.uk](http://www.calvay.org.uk)

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