

Calvay News

Improvements to **OUR STOCK**

Calvay Housing Association is delighted to announce that an exciting new programme of works is underway to install External Wall Insulation to 36 blocks of flats within Calvay Crescent, Calvay Road and Barlanark Road. This will significantly improve the thermal efficiency of the properties which will mean warmer homes and reduced energy bills for our tenants.

This has been made possible due to funding provided by Scottish Government's Social Housing Net Zero Heat Fund which has provided £2.26m to match funds provided by the Association to deliver these energy efficiency works.

The works started in August and will be carried out by Procast Group who have delivered similar projects across the country and are anticipated to complete in June 2025. Calvay is also being supported by Ross McDonald from

Brown and Wallace who are acting as Project Managers on behalf of the Association.

Procast Group staff have already been working in the area and if you live in one of the properties being upgraded, then Procast's Customer Liaison Officer, Michelle Reid, will be contacting you to carry out a survey with you in your home. During this visit the works will be explained as well as any day to day impact the work may have on you as residents.

It is vital that these surveys take place as works are unable to proceed until they have been completed. If you have missed your survey appointment or need to rearrange then please contact Michelle on **07535 914 623**.

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 Bingo!

Every Wednesday
The Calvay Centre, 7-9pm

All welcome

Welcome to the Autumn Edition of Calvay News

I have a few news items to share in this edition.

Firstly, I am pleased to be able to let you know that we have secured a large grant from the Scottish Net Zero Heat Fund. This is a Scottish Government initiative and we will be using the grant, together with an extra loan, to install External Wall Insulation (EWI) in properties in Calvay Crescent, Calvay Road and Barlanark Road. The EWI will deal with the failing render, make properties warmer and also make the whole of Calvay's original property much smarter.

If you live in Calvay Crescent, Calvay Road or Barlanark Road you will already have heard from our contractor, Procast.

We understand that carrying out these works will cause disruption. This will include noise disruption and scaffolding in gardens. Please be patient - your home will be both warmer and smarter once we have finished. While work is weather-dependent (especially in the Winter) we plan to have finished by the end of July 2025.

Secondly, I am sorry to advise that I will be resigning from Calvay's Committee at this year's Annual General Meeting. I have been offered an opportunity at Azets, Calvay's external auditor, therefore will be unable to continue on Calvay's Committee at the same time, due to a conflict of interest. I have enjoyed my time on the Committee and would like to say thank you to both my fellow Committee Members and Calvay staff for all the help and support I have received. I wish all Calvay committee members, tenants and staff all the best for the future.

Finally, if you are a member of Calvay HA (that is you have 'paid your pound') please come along to the AGM. All members are welcome. You can find more details about the AGM opposite.



If you are not yet a member, and want to join, please contact the office for more details. Applying for membership is easy and only costs a one-off £1. Once you have paid committee will consider your application as early as is convenient.

Jim Gourlay

Chair

STAFF UPDATE



We were sorry to bid farewell to our Maintenance Assistant, **Michele Stirling**, at the beginning of August. Michele has gone on to a promoted post at another housing association and we wish her well for the future

Congratulations goes to our Housing Officer, **Craig Boyle**, as he celebrates 20 years with Calvay Housing. Here's to the next 20!

ANNUAL GENERAL MEETING 2024

Our AGM will take place on Thursday 12 September 2024, at 6.00 pm, in the Main Hall of the Calvay Centre and all members of the Association should have received their AGM pack around mid August.

Members are invited to come along and hear about the Association's achievements over the last year and its plans for the future. Light refreshments will be provided and there will also be a free raffle.

Only Members are able to attend the AGM. If you are not currently a member of the Association but would like to join and pay your £1 membership, you will be eligible to attend next years AGM. Please contact the office for an application form. Applicants must be 18 years or over (or 16 years and over if you are an existing tenant).

You said...



WE DID!



That people looking to move to our area for employment and education should get a priority on waiting lists

We have implemented this within our new policy which is due to take effect 1st October 2024.

That we should offer more from our IT suite

We have secured £22,000 in funding to provide a 7 month IT Pilot programme. (See page 9 for info)

That there should be more ways to report repairs

Calvary is currently working on an updated "Repair Reporter" on it's website that will allow repairs to be reported 24/7.

Residents were unsure of what work landscaping contractor should be doing

Organised an estate walkabout with our scrutiny group "Your Voice". Contact the Association if you are interested in joining the group.

That our costs for factored owners are too high.

We are conducting a review of the costs we charge our factored owners



Congratulations goes to **Leia McGuire**, winner of our Summer colouring competition with a £20 Smyths Toy Shop voucher. Happy spending!

SORRY WE'RE CLOSED

The office will be closed on Friday 27TH and Monday 30th September for the Public Holiday Weekend. We will re-open on Tuesday 1 October at 9.00am.

For Emergencies during this period:

- Heating/Hot Water/Boiler Issues – call James Frew 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**

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.

Calvey 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.calvey.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.

Tenant Account Data

Account No: 010001
Your name: Mr & Mrs Smith
Your address: 45, Clayton Crescent, Chester, Cheshire

Date	Description	Reference	Amount (£)	Balance (£)
Current Balance on 12/08/2024				
01/04/2024		Debit	41.08	809.29
15/11/2023		Debit	41.08	809.29
02/09/2023		Debit	41.08	768.41
02/09/2023	Interest	LR026	-200.00	-571.99
02/09/2023		LR026	440.99	-227.99
15/04/2023		Debit	120.00	-348.00
Balance on 12/08/2024			134.61	19.40

Property Repair Data

Order No.	Request Date	Description	Completion Requested Date	Completion Date
8185	18/12/2024			
8183	10/11/2024		31/08/2024	30/11/2024
8175	22/04/2024	Drains/scheme jobs testing brief done for 81452	28/08/2024	22/04/2024



CONTRIBUTING TO OUR NEWSLETTER

We are always on the lookout for contributions to our Newsletters. If you have any interesting articles or want to tell us about something that is happening, please let us know and we will try to include it.



We are also looking for real life stories or memories of growing up in the area to feature in our newsletter, if this is something you would be interested in please email us at info@calvey.org.uk.

Speak up to STOP CRIME

If you have information about a crime and want to tell someone you can trust that is totally independent, then tell Crimestoppers.



- Crimestoppers won't ask your name and all calls are always anonymous.
- Crimestoppers won't judge.
- Crimestoppers will just listen to what you know and pass it on for you.

When you hang up the phone or click 'send' online, you're done.

How to Contact CrimeStoppers: Telephone 0800 555 111
Online at www.crimestoppers-uk.org

BE SAFE THIS BONFIRE NIGHT

Its almost Autumn now and many of us will be looking forward to Bonfire Night. No matter how old you are, fireworks bring a smile to your face.

Bonfire Night is not all smiles and 'ooing' and 'arring' at the beautiful array of colours shooting across the sky.

For many it will end in injuries, burns and life long scars. The age group most affected by firework injuries are under the age of 17 and predominantly male. The vast majority of injuries are to the hands, followed by face and eyes.

It is no wonder that fireworks cause such devastating injuries, a sparkler can get six times hotter than cooking oil. It is essential that children are supervised at all times when holding sparklers. As the highest number of firework related injuries happen at private or family run events it is paramount that supervising adults have made themselves aware of the dangers and ways to prevent an accident happening.

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.

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**.

The Calvary Centre News



Issue 5 - August 2024

GREAT DAY HAD BY ALL

On Saturday 3rd August 2024, the tenants and residents of Calvary and surrounding area came together at The Calvary Centre to have a day of fun for all the family.

Over 700 families & individuals (children, young people, and adults) enjoyed FREE fair rides, bouncy castles, information stalls, performances, activities, and events.

Nick Dangerfield (Calvary's Director) said *"It is great to see so many members of the community coming together to have a great time and enjoying themselves. This is why the Association has invested in our Wider Role Team, so that the community can be supported and encouraged to develop and flourish"*.

The Wider Role Team, lead by Ali Smith, would like to thank a few agencies and organisations for making this a great day for all at the Calvary Centre:

- Calvary Community Events Committee
- Calvary Community Cafe
- Calvary Housing Association Ltd
- CHA Ltd Committee Members
- Ward 18 Area Partnership
- TPAS / Your Voice
- Singh Supersave / Calvary Superstore
- All Star Dance Academy
- Glasgow Life
- Iron Man (Tony Stark / Mark)
- Happy Days Glasgow (Balloons)
- Think Circus
 - Fab & Funky Faces
 - Bernie for Reiki Classes
 - Glasgow Kelvin College
 - Fuse
- Home Energy Scotland
- Sweets & Beads
- Robert Malcom Icecreams
- Calvary Entrepreneurs
- The Wise Group
- Royal Horticultural Society
- Glasgow East Alcohol Awareness Project
- J&M Amusements



But most importantly, YOU the community for turning out and making this a fantastic day, many thanks!



The Calvay Centre – Holiday Food & Activity Programme 2024 (Summer)



Kids Eat Free!!

In response to the cost-of-living crisis, Calvay Housing Association Ltd, The Calvay Centre, Calvay Community Café, and the Calvay Community Events Committee came together to ensure that no school age child, from the local area, went without access to food during the summer holidays.

Through discussions with local families, we knew that some families would struggle to feed their children during the summer holidays, therefore we created our "Kids Eat Free" initiative. This initiative gave families the opportunity to bring their child(ren) along to the Calvay Café to have a breakfast or lunch Monday – Friday.

There was also the opportunity for the families to participate in the Summer Programme that included activities on a Wednesday & Thursday, sports activities on a Monday & Friday, and 2 cultural & educational day trips to Kelvingrove Art Gallery and Museum, and Summerlee Heritage Museum.

This initiative was focussed on the family as a unit as parents, guardians, and carers were encouraged to be with the children at each of the activities and events.

Over the course of the 6-week Holiday Food & Activity Programme, we were able to provide over 1600 meals, which came in the form of breakfasts, lunches, and or packed lunches.

This achievement would not have been possible if it were not for the generosity of the various contractors of Calvay Housing Association Ltd, they were:

Lochlie, Caledonian, FMD, James Frew/Gas Sure, TR Aitchison, Wright Kerr, Brian Walsh, Scotia Plumbing, SDM Housing, Brown & Wallace, JC Decorators, and Howdens.

All of these companies indicated that it was a very easy decision to make as they knew that families all over the city were struggling financially, and they would happily consider future ventures and donations.





The Calway Centre has secured funding from Cyber Scotland to provide the community with support, guidance, and training to work towards a Cyber Resilient Scotland.

I.T for Me – Connecting Calway DEVICE MANAGEMENT

Many of us have smart phones, tablets, laptops, etc, but do we really get the best out of them, and do we know what to do if something goes wrong?

Starting in September 2024 there will be specialist I.T workers from Fuse in the Calway Centre on a weekly basis to show people what to do if they get problems with their devices. These will be done on a:

- 1-2-1 basis (Appointment Only)
- 1-2-1 basis (Drop In)
- Groupwork Sessions

These are all designed to give participants the skills, knowledge, and experience in managing their device of choice.

These 1-2-1 and groupwork sessions are open to all members of the community, and we will also have age specific workshop sessions for young people (13+), adults (17+), and Seniors (50+).

Throughout these sessions we will discuss:

Cyber security	Hacking
Emails	Passwords
Scams & Phishing	Terminology
Online bullying	Video calling (Zoom, Teams, Messenger)



To take part or to find out more information, please contact Eddie Cusick (Centre Manager) on 07498843491 or ecusick@calway.org.uk or pop into the centre office for a chat!



Training centre

The Calway Centre delivers various training opportunities and courses in partnership with various providers. These training opportunities and courses are open to all members of the local and wider community, and it is envisaged that participants can use what they learn to benefit their own personal interest and wellbeing or for their volunteering/ employability journey.

All courses are **FREE** and gives participants the opportunity to mix with similar minded people, build friendships, and learn new skills and experiences.

If you would like to find out more about these training opportunities and courses please contact Eddie Cusick (Centre Manager) 07498843491 or email: ecusick@calway.org.uk



Calway Centre Based Community Courses

The Calway Centre is working in partnership with various learning & training providers to deliver a series of learning & training opportunities to the Calway community and beyond!

These FREE courses are open to all members of the community!

Course Title	Start Date	Course Summary
Yoga & Wellbeing	3 rd September – 19 th November 2024 (Every Tuesday) (9.30am - 12pm)	This 12-week well-being course is designed to empower participants with tools and strategies to cope with life's challenges by identifying coping strategies and building resilience. The course is a blend of theory, practical exercises (<i>Wear something comfortable</i>), and self-reflection. Various aspects of well-being are explored including mindfulness, meditation, breathwork, sleep, yoga, exercise, and nutrition. This course is suitable for individuals seeking to enhance their resilience and well-being in the face of life's challenges.
Personal Development	21 st August – 9 th October 2024 (Every Wednesday) (9.30am – 12.30pm)	Designed to meet the needs of individuals and help learners set personal goals and develop their understanding across a range of areas.
Getting Started in Computing	21 st August – 23 rd October 2024 (Every Wednesday) (10am – 12pm)	This 10-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. Ideal for anyone with little or no computer experience and even for those who might be a little scared of computers.
Introduction to Community Development	2 nd September – 18 th November 2024 (Every Monday) (9.30am – 12.30pm)	This course covers the various aspects and approaches to Community Development, how it impacts communities, groups and individuals, how people can make change in their community, and how people can find out and share what is happening in their community. Once completed, this could lead to Certificate in Youth Work Practice and HNC Working with Communities.
Mental Health First Aid	26 th Nov – 18 th Dec 2024 (6 x ½ days, 26 Nov, 3 rd , 4 th , 10 th , 11 th , 18 th Dec) (9.30am – 12pm)	Participants will learn to identify signs of mental health issues like substance use, depression, and anxiety. They'll gain valuable insights on how to approach and communicate non-judgmentally with someone experiencing a mental health crisis.
1 Day Emergency First Aid	Wednesday 30 th October 2024 or Wednesday 20 th November 2024 (1 day course, 9am – 4pm)	The purpose of First Aid is to provide immediate care to sick or injured patients until full medical help is available. Once completed, this certificate will last you 3 years and is accepted by employers!

For further information contact; Eddie Cusick (Centre Manager) on 07498843491 or ecusick@calway.org.uk

Wider Role

Since the launch of the Calvay Centre, there have been a lot of new activities and events happening and we thought it would be good to highlight what has been delivered over the past year. From June 2023 to March 2024 we were successful with a total of £139,496 in grant funding to support tenants and residents in local community.

New activities:

Relaunch of The Calvay Centre, All Abilities Group, Parent and Toddlers, Sewing Group, Beauty Course, Your Voice, Line Dancing, Drama Taster Sessions, Pop Up Shop, Families Eat for Free, Dance Classes for children and seniors, Yoga, Senior Social Suppers, Halloween, Valentine and Christmas parties, International Women's Day & an Information Day

New Accredited Courses:

Mental Health First Aid, First Aid, Nail Technician Course, Computing for Beginners, PC Passport, Elementary Food Hygiene.

Benefited from:

- Over 500 people attended the re-launch of the Calvay Centre
- 60 families benefited from free uniforms
- 20 families benefited from free breakfast bags

- 175 people benefited from the vouchers at The Cosy Café Scheme
- 246 children benefited from Holiday Food Programme
- 400 families benefited from free meals at The Cosey Café throughout the winter
- 450 tenant households benefited from an energy efficient package: air fryer, duvet and energy saving lightbulbs
- Over 800 tenant households benefited from £100 towards fuel bills
- Over 2000 participants engaged in activities in and around the Calvay Centre
- Over 40 volunteers participated in Wider Role activities
- A total of 900 volunteering hours
- The Calvay Community Garden re-opened
- Calvay Community Events Committee established
- 43 people gained accredited qualifications
- 39 informal qualifications
- 118 took part in other training
- 131 moved on to another positive destination
- 4 people moved on to employment

We really do have to say a big thank you to all of the Contractors and volunteers for their ongoing support

Calvay Community Garden

The Calvay Garden with the support of a small group of amazing volunteers, continues to develop with new planting and growing.

This year, at the Calvay Community Day, we teamed up with The Royal Horticultural Society who worked with the local community on fun and engaging workshops to create their own Japanese Kokedama houseplants. Liudmyla, who is a Calvay Garden volunteer, chatted with the community about how the garden is coming along and about the benefits of spending time in the garden, as well as volunteering.

The Royal Horticultural Community Outreach Team will deliver a planting workshop at the Calvay Garden on Thursday 26th September from 4pm to 6:30pm. We'd really like to see you there.



If you would like to find out more, contact Ali and we can arrange a tour of the garden. Tel: **0141 771 7722**.

Medical Adaptations

Calvay HA is committed to supporting our tenants to maintain their tenancies and work in partnership with Glasgow City Council's Social Work Department to assess and implement recommendations.

Last year CHA spent almost £40,000 in works to adapt properties to meet the needs of our customers. Typically, this type of work is grant funded and Calvay also sets aside a budget to carry out a small number of adaptations. This work includes (but not limited to) wet floor shower rooms, level access showers, handrails/grabrails and specialist door entry systems.

Due to a significant budget cut by Scottish Government, CHA has only been allocated £14,200

from GCC to go towards adapting our properties. The result of this is that the Association will be able to carry out less adaptations in 2024/25 financial year than previously. It also means that referrals from Social Work will need to be prioritised so that those most in need receive adaptations first.

If you have an existing referral via Social Work and are looking for an update, then call the office to speak to one of our Maintenance Team by calling **0141 771 7722 (Option 1)** or email repairs@calvay.org.uk

Alternatively, if you feel you may require some sort of adaptation in your property please contact Glasgow City Council Social Work on **0141 287 0555**.

WE NEED YOU!



Tired of the streets being a mess? Done with dog fouling? Had your limit with littering?



MYGLASGOW

We need YOU to take responsibility in making the streets free from fly tipping, dog mess and litter. We need YOU to be our eyes and ears. We need YOU to report these issues directly to Glasgow City Council.

It's all fine and well reporting it to our staff, in order that we report it to Glasgow City Council, however, we need as many reports, from different sources to be submitted. The more reports they receive from

different sources, the higher their presence will be. So, if you see fly tipping, pot holes, dog mess, issues with street lighting, report it!. It takes less than two minutes with the My Glasgow app.

In the meantime, we have:

- Cleared the top of Calvay Road from dog mess and padlocked the area
- Had patrols from Glasgow City Council dog fouling Team (if you are caught there will be an on the spot fine)

If you know of someone who does not pick up their dog mess, we need dates and times. We will treat it as anonymous and report it to the council.

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 be 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.

Green Bin General/ Non-recyclable waste

The lid of your bin must be closed. Don't leave any bags on top or beside your green bin as they will not be collected.



- Yes**
- Items that cannot be recycled**
- ✓ Polystyrene packaging
 - ✓ Plastic carrier bags
 - ✓ Plastic film/polythene
 - ✓ Nappies
 - ✓ Packaging with food waste residues including takeaway pizza boxes and crisp packets

- No**
- ✗ Any item that can be recycled

Too good to waste

If you have items at home that you no longer need and are still in good condition, please contact your local charity shops who may be able to take or collect your items for free.

Blue Bin Dry Mixed Recycling

Collected every 2 weeks



Paper, Cardboard, Tins, Cans, Plastic bottles

- Yes**
- Paper**
- ✓ Newspapers, magazines, leaflets and envelopes
 - ✓ Brochures, catalogues and junk mail
- Tins and Cans**
- ✓ Drinks cans and food tins, aluminium cans and empty aerosol cans
- Cardboard**
- ✓ Cereal boxes and cardboard packaging
 - ✓ Brown corrugated cardboard, toilet and kitchen roll tubes
- Plastic Bottles**
- ✓ Cleaning product bottles, toiletry bottles, drink and milk bottles, sauce bottles

- No**
- ✗ Food
 - ✗ Glass
 - ✗ Plastic carrier bags
 - ✗ Plastic film/polythene
 - ✗ Polystyrene packaging
 - ✗ Food and drinks cartons
 - ✗ Plastic pots, tubs, trays including yoghurt pots and margarine tubs
 - ✗ Books
 - ✗ Packaging with food waste residues including takeaway pizza boxes and crisp packets



1 Rinse your cans, tins and plastic bottles.



2 Flatten your cardboard and plastic bottles. This will free up space in your bin.



3 Place your paper, cardboard, tins, cans and plastic bottles into your blue bin. All items should be loose.



4 Place your blue bin at the kerbside for 7am on your collection day and we will collect it every two weeks.



RODENT CONTROL

INFORMATION AND ADVICE ON HOW TO CONTROL / PREVENT RATS



INTRODUCTION

Pests such as rats are always present in urban areas, and we know that it can be distressing seeing rats in your neighbourhood. Rats seek out food, water and shelter. Sewers and drains are common rat dwellings, as well as hidey holes in sheds and outbuildings. We need to treat the source, which may include structures or holes that rats can live and shelter in.

Prevention is the best long term solution to get rid of rats. Everyone must work together to help control rats. It is easier to prevent infestations than to remove them. Killing them is not a long term solution as other rats will simply move into the newly available spaces if the food sources and shelter remain.

TREATMENT

We strongly recommend that residents and businesses get treatment conducted on their property if they have any concerns. The more people who have treatment conducted, the sooner the problem will be resolved.

Please note that Neighbourhoods, Regeneration and Sustainability (NRS) Pest Control **CANNOT** put poison and traps in open spaces such as back lanes and spare ground as this poses a risk to pets and wildlife, and people

PREVENTION

Incorrect storage of business and household waste, fly tipping and littering can make pest problems



worse by encouraging rats. Waste should be bagged, and placed in a suitable bin and bin lids should

be kept closed at all times. Bagged waste should **never** be placed outside the bin.

To reduce the risk of rats affecting your area take the following steps:

- Keep your garden free of waste and rubbish
- Place all rubbish in your bins and keep the lids closed, particularly the food and garden waste (brown) bin and residual waste (green) bin
- If you have waste, you cannot fit in your bin you can take this to one of our Household Waste Recycling Centres (HWRC) free of charge. However, if you use your recycling bins to sort your rubbish, you should have enough space in your residual waste (green) bin
- If you put out seeds or nuts for birds and other wildlife, clear any leftover food away at the end of the day. Rats will leave their nest at night to look for food and will eat any food that falls from wildlife feeders or tables. If you do not clear food away before night fall you will be **feeding the rats rather than the birds**
- Keep bins away from a fence or wall where possible as rats can climb then jump onto a bin to reach food
- Rats only need a gap of 15 mm to get through to gain access, so to prevent any access to your house seal up any gaps in walls or around pipes with cement mortar. **N.B Foam sealant is not rodent proof**

WHO TO CONTACT

If you need to report a pest issue within a residential property, complete the Report a Pest Form



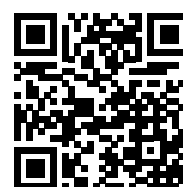
on the Glasgow City Council website www.glasgow.gov.uk/pestcontrol or call 0141 287 1059 option 4.

If your bin collection is missed, please report this as soon as possible on the Glasgow City Council website using the online form at www.glasgow.gov.uk/missedbincollection

NRS Public Health may be able to assist in cases where there is a significant amount of waste, rubbish or other food sources at a location that may encourage rats. This might be a backcourt filled with black bags or a large fly tip area. They may also be able to assist if you suspect that a business or shop is encouraging pests/rats by poor waste management. If you have the property address you can email NRS Public Health at LES-PublicHealth@glasgow.gov.uk or by calling 0141 287 1059.

SCAN QR CODE TO DOWNLOAD THE DOCUMENT IN

- Arabic
- Urdu
- Kurdish
- Mandarin
- Slovakian
- Punjabi
- Farsi
- Polish



Welfare
Rights

...information

Angela
Martin

Universal Credit Update

Migration notices are being sent as follows:

- **By end March 2024**, all tax credits only claimants.
- **From April 2024**, those claiming tax credits with housing benefit, and income support claimants with or without tax credits/HS.
- **From June 2024**, housing benefit only claimants.
- **From July 2024**, employment and support allowance with child tax credit.
- **From July/August 2024**, tax credit claimants over state pension age.
- **From September 2024**, jobseeker's allowance with or without child tax credit.
- **From September 2024**, claimants on ESA only or ESA/HB.

Best Start Grants

People can apply for payments for all of their children using a single form.

Please go to <https://www.mygov.scot/best-start-grant-forms> to download your form

- **Scottish Child Payment** –£106.80 every four weeks to help towards the costs of looking after each child under 16
- **Best Start Grant Pregnancy and Baby Payment** – one-off payment of up to £754.65 available after 24 weeks of pregnancy until a baby turns 6 months
- **Best Start Grant Early Learning Payment** – one-off payment of £314.45 to help with the costs of early learning when a child is between two, and three years and six months
- **Best Start Grant School Age Payment** – one-off payment of £314.45 to help with the costs of starting school available between 1 June and the last day in February in the year when a child is first old enough to start primary one
- **Best Start Foods** – up to £42.40 every four weeks from pregnancy up to when a child turns three to help buy healthy food, milk and first infant formula.

All our Welfare Rights advice is provided by Angela Martin, Welfare Rights Officer. She can help with various benefit issues and ensure that your income is maximised and you are getting what you are entitled to. If you want to see Angela, please call for an appointment as her diary can be busy.



HALLOWEEN WORDSEARCH

Competition

As Halloween is fast approaching, we thought we would add a little competition to this newsletter for a bit of fun. Simply find all the words in the box below and return to our office.

Closing date is 31 October 2024 and the winner will receive a £25 food voucher. You must be over 18 to enter and don't forget to include your name and address.

Name

Address

Tel No

Age

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

BAT

HALLOWEEN

PARTY

WITCH

CANDY

PUMPKIN

MUMMY

OCTOBER

SPIDER

GHOST

MOON

MONSTER

Terms & Conditions: 1. Entries must be received by 5pm on 31 October 2024.
2. Only one entry per household • 3. Judge's decision is final

YOUR VOICE



We've got a logo! This is important as it gives our group an identity that tenants and residents will recognise. Look out for it in future. Your Voice are Calvey tenant and resident volunteers who are working to achieve improved services for all tenants and residents.

Your Voice continues to meet regularly to discuss important issues. Most recently allocations and open space maintenance. Your Voice met with Calvey staff on these matters too, so feel much more informed about what's happening.

Your Voice spoke to tenants and residents attending the Community Fun Day on 3rd August. It was a great day! Many took part in a short survey about open space maintenance. Thank you to those who talked to us. Overall, the results are very positive.

Here's highlights of some of the responses:

59% of respondents are **satisfied with how grassed areas are maintained.**

78% are confident any reported problems will be responded to.

73% of respondents said its easy to report problems in open spaces.

49% are not satisfied with litter/ leaf sweeping.

65% did not know which staff member is responsible for open space maintenance.

Further to your feedback, Your Voice will be out and about taking a closer look at open space maintenance, supported by TPAS Scotland on:

Tuesday 24th September 2024

Times: between 12 noon and 2pm

Where: Calvey Road, Blyth Place and Barlanark Road

Meeting place: Calvey Community Centre 12 noon

Your Voice will look around the area, talk to local people, listen, and make recommendations for improvement to the services you receive. If you are interested in taking part in the walkabout, please join us at the

Calvey community centre for 12 noon on 24th September or contact Eveline Armour from TPAS who support us.

Your Voice still needs more members. It's about 2 hours of your time each month. Tenants' input is the best way to let Calvey know about your priorities, needs and expectations. Why not come along, even to observe a meeting - with no need to contribute unless you want to. You can just listen and see what you think. Meetings are informal and everyone is welcome.

Contact Eveline at TPAS Scotland at eveline.armour@tpasscotland.org.uk / **07593 565183**.

Useful Telephone Numbers

Gas Repairs (All tenants) – JAMES FREW
01294 468 113

All other Emergency Repairs
0800 595 595

Cleansing
0141 287 9700

Gas (Scottish Gas Networks)
0800 111 999

SP Energy Networks (Power Cuts & Emergencies)
0800 092 9290 or 105

Water Mains Leakage or Bursts
0800 077 8778

Road & Lighting Faults
0800 373 635

Out of Hours Homelessness Services
0800 838 502

Police Scotland
01786 289070

Environmental Protection-Noise Pollution
0141 287 6688 or 0141 287 1060

Abandoned Cars
0141 276 0859

Crime Stoppers
0800 555 111

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