

# Calway News

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

Autumn 2022



## Help is at hand

## Cost of living and other worries

Autumn is now upon us, with darker nights and chillier weather on the way. This change of season is often a tricky time for some people as they start to feel more isolated and poorer weather makes it more difficult to get out. But this year, it may also be an anxious time for many more, with worries about the rising cost of living, and in particular energy costs.

In this issue we've included information on initiatives to help with some issues our tenants may be experiencing, as well as a summary of financial support available including:

- **Meal Makers** - for those who eat alone
- **Food Train** - for those who struggle with shopping
- **Priority Services Register** - for people in vulnerable situations
- **Warm Home Discount**
- **Winter Fuel Payment**
- **Cost of Living Disability Payment**
- **Pension Credit**
- **Personal Independence Payment**
- **Energy Grant**

You'll find details inside on how to take advantage of or sign up to all of these, **so don't miss out.**

Two important things to do if you're struggling financially:

1. Make sure you're receiving all the benefits you're entitled to – our Welfare Rights Officer Angela can help you check, so give her a call on **0141 771 7722**.
2. Talk to us if you're struggling to pay your rent – call **0141 771 7722** and ask to speak to your Housing Officer.

## Dear Residents and Customers,

**Hello and welcome to the Autumn edition of Calvay News.**

In the Summer issue, we reported that Anna Ellis had stepped down from her role as Chair of Calvay HA and as a member of the Committee. Following Anna's departure, the Committee elected me as Chair. I first joined the Committee because I wanted to support a community-based housing association. In my working life I am an auditor, which means I can help the Committee by checking any financial information we receive.

Work is continuing on our new homes both at the Garvel Crescent and Blyth Road sites, with the first timber frames recently put up on Garvel Road. I'm pleased to say the work is currently on track and the homes should be finished by August 2023.

We realise the work is causing some disruption. People have approached us about the dust being created, parking on Garvel Road and temporary traffic lights. I apologise if you've been inconvenienced and assure you we'll continue to work with our contractors, Crudens, to keep the disruption to an absolute minimum.

Our offices are now open from 9am to 5pm Monday-Friday except Wednesday, when we close at lunchtime. Remember our staff are always willing to help.

Best wishes,

**Jim Gourlay**  
Chair



# CONGRATULATIONS



Congratulations to our Housing Officer **James McGuire** and our former Maintenance Officer **Lauren Morell** who celebrated their wedding in May.



## Springboig Barlanark Community Council

**Newly established Community Council, serving the areas of Springboig, Barlanark, Budhill and Greenfield.**  
**Meeting at Calvay Centre at 6pm on 3rd Monday of each month**

19/09/22

17/10/22

Date for AGM to be confirmed for November

\*\*\*Residents welcome to attend\*\*\*

<https://www.facebook.com/Springboig-and-Barlanark-Community-Council-100730152559772>

Email: [springboigbarlanarkcc@gmail.com](mailto:springboigbarlanarkcc@gmail.com)

# Hallowe'en Competition



ASDA

## Win £20 ASDA voucher!

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

There are no age restrictions, so why not have a go!

Return your entry to the Calvay office (please use the post-box outside the building) – remember to put your name and address on the back.

Closing date is 15th October 2022. The first correct entry out the witch's hat will receive a £20 ASDA voucher.

## Ghoul luck!

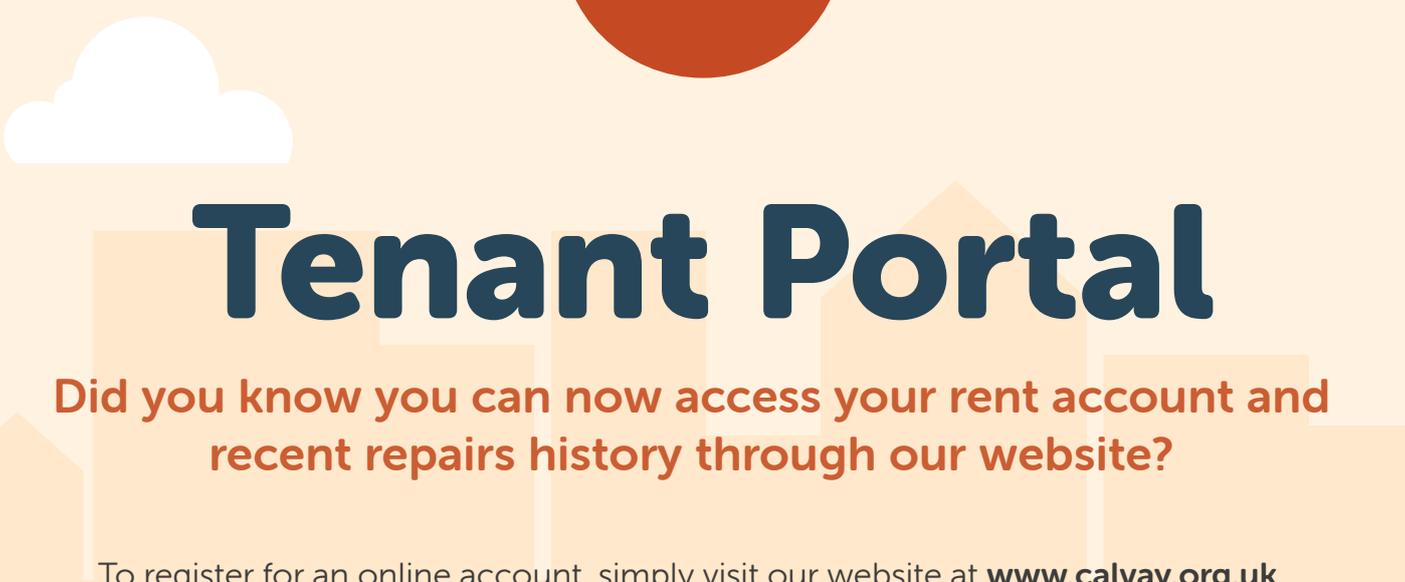


### Across

- 3 Half-man, half-lupine. (8)  
 6 \_\_\_\_\_ or treat? (5)  
 7 The personification of death. (3/4/6)  
 9 Dracula sleeps in this. (6)  
 10 Flying mammal that comes out at night. (3)  
 13 Inhabited by ghosts. (7)  
 16 A witch uses this to fly. (5)  
 18 Witches cook up spells in this. (8)  
 19 Ghostly/with a frightening atmosphere. (6)

### Down

- 1 Sound a wolf makes at the full moon. (4)  
 2 People burn things on this at Halloween. (7)  
 4 Extremely scary.(10)  
 5 It wants to drink your blood. (7)  
 8 You carve this to make a jack-o'-lantern. (7)  
 9 Spiders catch flies in this. (6)  
 11 Evil spirit which eats dead bodies from graves. (5)  
 12 People are buried here. (9)  
 14 'I'm going to \_\_\_\_\_ as a witch for Halloween' (4/2)  
 15 Evil, cruel, bad-natured. (6)  
 17 The month Halloween falls in. (7)



# Tenant Portal

**Did you know you can now access your rent account and recent repairs history through our website?**

To register for an online account, simply visit our website at [www.calvay.org.uk](http://www.calvay.org.uk), click on the blue Tenant Register/Login Box and follow the instructions. We'll then contact you to verify your identity and make your account live.

## Freedom of Information

As we advised in an earlier Newsletter, all Registered Social Landlords in Scotland - like us - are classed as public authorities under the Freedom of Information (Scotland) 2002 Act. Members of the public can therefore request information about Calvay and our activities under this Act and, unless there is a valid reason or exemption, we must provide the information.

We publish our 'Guide to Information' on our website ([www.calvay.org.uk](http://www.calvay.org.uk)) to make it easier for people to access information about us and what we do. The guide contains links to information that may be of interest to the general public, for example: information about Committee and Staff; Policies; Annual Accounts and Committee reports/minutes.

This guide is constantly updated, so please keep checking back if there's something in particular you're looking for. If you can't find it within the guide, you can make a Freedom of Information request as follows:

**In writing to:** Tracy Boyle, Data Protection Lead,  
Calvay Housing Association, Calvay Centre, 16  
Calvay Road, Barlanark, Glasgow, G33 4RE.

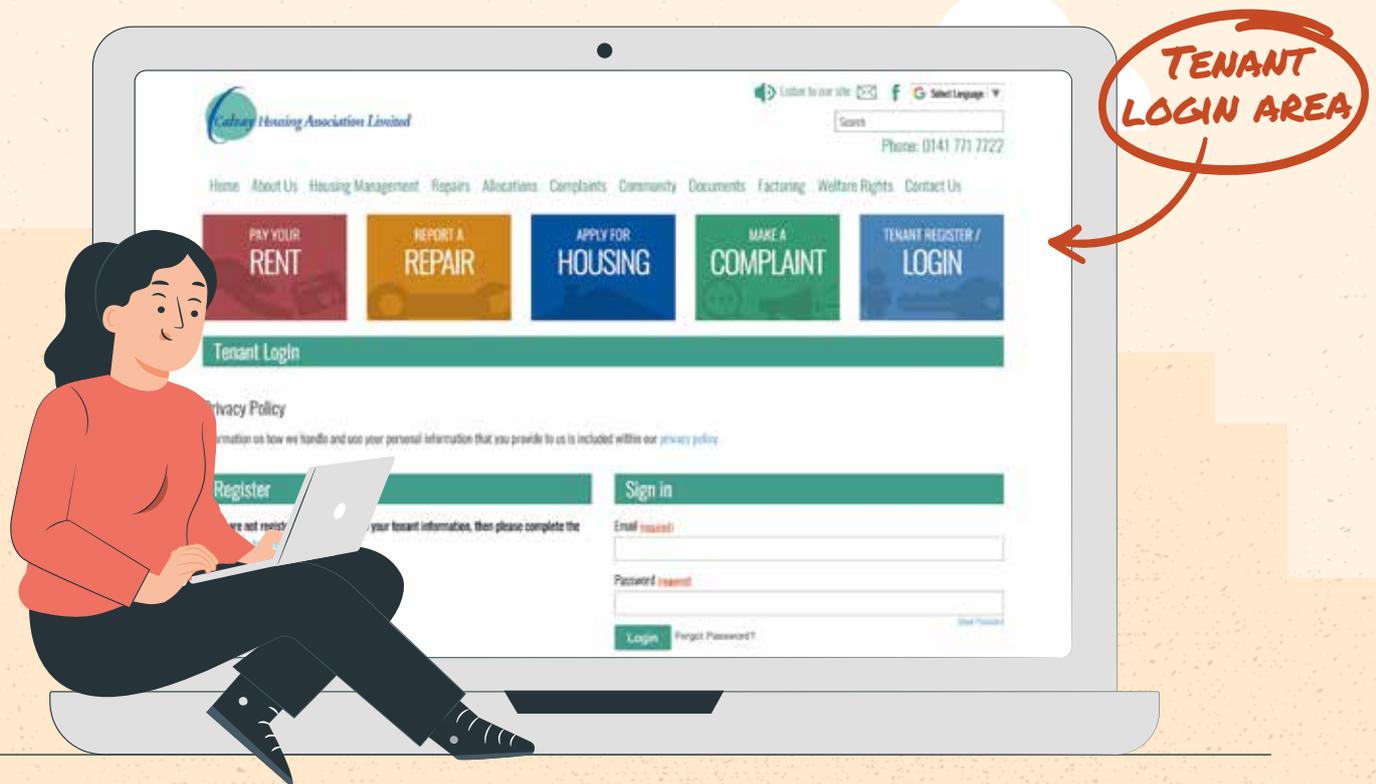
**By email to:** [dpo@calvay.org.uk](mailto:dpo@calvay.org.uk).

There are a few important things to note when making a request:

- It must be in writing or an alternative form that can be held for future use (email, voicemail, audio or videotape).
- You must provide contact details so that we can reply.
- We are only required to provide information that we currently hold and are not required to create new information in order to respond to a request.

You can also choose to complete our FOI Request Form, available for download from our website.

For additional resources and advice on Freedom of Information, you can visit the Scottish Information Commissioner's website at [www.itspublicknowledge.info](http://www.itspublicknowledge.info). You'll also find their 'Tips for Requesters' on the site.



## Scottish Public Sector Ombudsman Complaints

When we receive a complaint or where someone raises dissatisfaction, we aim to use it as an opportunity to improve our services. It's important, where possible, that lessons are learned from complaints and that we share them with you to help prevent similar complaints in the future.

Below is information on the complaints we received last quarter (April – June 2022). As only two complaints were received, no trend has been established.

Scottish Public Sector Ombudsman (SPSO) Complaints April – June 2022 – Q1	Stage 1 Complaints Timescale: 5 days to respond		Stage 2 Complaints Timescale: 20 days to respond	
<b>Complaints Received Apr – Jun 2022 – Q1</b>				
	<b>Number</b>	<b>%</b>	<b>Number</b>	<b>%</b>
Policy/Procedure	1	100%		
Repairs Issue			1	100%
<b>TOTAL</b>	<b>1</b>	<b>100%</b>	<b>1</b>	<b>100%</b>
<b>Progress</b>				
Ongoing	0			
Responded within SPSO Timescales	1	100%	1	100%
<b>Outcomes</b>				
Upheld	0		0	
Partial Upheld	0		0	
Not upheld	1	100%	1	100%

### Repairs Surveys

Please note negative feedback from a repair survey will be discussed with the tenant first before being logged as a complaint. This prevents complaints being logged that aren't required.

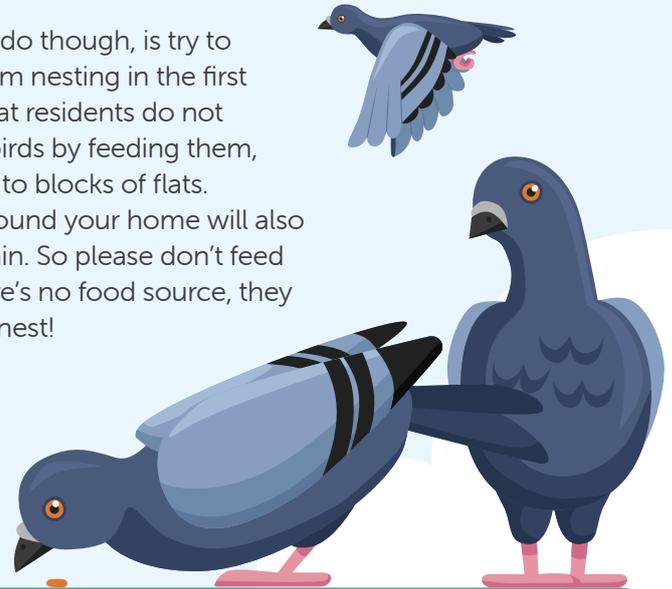


# PLEASE DON'T FEED THE BIRDS

We've been receiving an increased number of calls regarding bird nuisance. We'll always take your concerns about nuisance birds seriously, as birds can make a terrible mess which is both unsightly and damaging to properties.

However, we are limited to what we can do because all wild bird species, their eggs and nests are protected by law. We cannot, therefore, remove nests that are being built, and need to avoid trimming or cutting trees, bushes, hedges and rough vegetation during the nesting season.

What we can all do though, is try to prevent birds from nesting in the first place. We ask that residents do not encourage the birds by feeding them, particularly near to blocks of flats. Feeding birds around your home will also encourage vermin. So please don't feed the birds - if there's no food source, they are less likely to nest!



## COMMON AREA/FLY-TIPPING

The area at Barlanark Road beside the copper structure is a major "hot spot" for folk dumping bulk items such as wood, laminate flooring, paint pots and many other large items. We've also been informed that local children have scattered the paint in the paint pots, which is just adding to the eyesore. This is completely unacceptable. This area has also been reported to the Glasgow City Council as a "hotspot".

Fly-tipping is a form of antisocial behaviour and GCC can take enforcement action against perpetrators where evidence is available. GCC plan to use more enforcement measures and strengthened legislation to catch and punish fly-tipping culprits, such as CCTV, community wardens, fines and community service.

If you have any bulk to be uplifted then you should either:

- place it beside the binstore (not obstructing the pathway or inside the binstore) or

- contact GCC directly on **0141 287 9700** or go to **glasgow.gov.uk** and arrange for an uplift. However this costs £35 for up to 10 items.

**All residents** should report any fly-tipping directly to GCC for uplift. You can report this via their website **www.glasgow.gov.uk** or by downloading their smart phone app, My Glasgow App, or by phoning **0141 287 1058**.

**All residents** can continue to take their own bulk to GCC's Household Waste Recycling Centres free of charge. If items are in good condition, you can also use Zero Waste Scotland's National Re-use Tool and donate these items to charity. You can use this link: **wasteless.zerowastescotland.org.uk/articles/reuse-tool**

Where fly-tipping is reported to GCC and the rubbish has been dumped on Council land, i.e. on a pavement or vacant piece of land, GCC will arrange to uplift it within 28 days, but they will not uplift bulk or other rubbish dumped on private land, e.g. a backcourt.

# Binstores & backcourts – WHEELIE DISGRACE!!

Recently we've experienced an increase in complaints from both tenants and Glasgow City Council regarding the condition of binstores.

The photographs shown are of two particular closes where we're continually having problems - one in Calvary Crescent and one in Barlanark Road. However, this is becoming a "typical" scene throughout the area. This is purely down to individuals being careless, inconsiderate and showing no regard for their neighbours or the local environment.

Not only does dumping rubbish on the binstore floor leave the place looking a mess, but it also attracts more vermin to the area, as they get easier access to the rubbish. This results in them ripping open bin bags and the inevitable spread of rubbish.

We need to resolve this problem. So please:

- Stop dumping rubbish on the binstore floor.
- If you see anyone doing this, report it to us. Any information we receive will be treated in the strictest confidence.



**The common stair is your only means of escape in the event of a fire.**



Have you ever thought what you would do if fire were to break out in your stair? It may not necessarily be in your flat! A fire started in a common stair could kill you and your family. Even a small bag of rubbish can create enough smoke to fill a whole stair. Items left in a common stair are often deliberately set on fire.

### Keep it clear

- Get rubbish, old furniture, etc out of the building
- Make sure storage areas are kept locked
- For advice on uplifting items contact your local Council

### If fire does start

- Keep doors closed to prevent smoke filling your house
- Dial 999 and ask for the Fire and Rescue Service, giving as much information as you can

For free home fire safety advice  
**CALL 0800 0731 999**  
or visit our website at  
[www.firescotland.gov.uk](http://www.firescotland.gov.uk)



**SCOTTISH**  
FIRE AND RESCUE SERVICE  
Working together for a safer Scotland





# Food Train

## supporting older people

### Are you over 65 and struggling to get out for your shopping?

Food Train's shopping delivery service can help. Food Train delivers fresh and affordable groceries direct to your home every week, or less often if that suits you better. The Food Train volunteers can also unpack your shopping and put it away for you too. It costs £5 per delivery, which is paid alongside the cost of your shopping.

### Are you over 55 and fancy a home cooked meal?

Meal Makers can offer you this and more! Meal Makers volunteers love cooking and want to share their delicious food with older neighbours. Once you've registered, you'll be matched with a 'cook' in your local area who will bring round an extra portion of their delicious homemade food at a time agreed by you both and you can enjoy eating it together. Meal sharing can occur as often as you and the cook would like, whether that's weekly, fortnightly or just now and again. It costs just £24 a year.



*For more information on either Food Train or Meal Makers call  
0141 423 1722 or email [glasgow@thefoodtrain.co.uk](mailto:glasgow@thefoodtrain.co.uk)*

# Get extra support with the Gas and Electric Priority Services Register

The Priority Services Register is a free support service to help people in vulnerable situations. Energy suppliers offer it and each keeps their own register. You need to contact your energy supplier to get on it and here's how:

## 1. Check if you are eligible

You could be eligible if you:

- are an older person
- are disabled or have a long-term medical condition
- are recovering from an injury
- have a hearing or sight condition
- have a mental health condition
- are pregnant or have young children
- have extra communication needs (such as if you don't speak or read English well).

## 2. Register

- Apply by contacting your energy supplier.
- If you have a different supplier for your gas and electricity, you need to contact them both.
- You'll need to register again with any new supplier if you switch supplier.

## 3. Help you can get

- Advance notice of planned power cuts. If you rely on your energy supply for medical reasons, your network operator can tell you about planned power cuts.
- Priority support in an emergency. Network operators could provide heating and cooking facilities if you are cut off supply.
- Identification and password scheme. This could include arranging a password or agreed on picture cards if callers need to visit or contact you.
- Help with prepayment meter access. For example, moving a meter if you can't safely get to it to top up.
- Regular meter reading services. For example, if nobody can read your meter.

## Could you help with health research?

The need for health research is essential so new treatments can be developed for conditions such as asthma, cancer, dementia, heart failure and mental health issues. SHARE - The Scottish Health Research Register and Biobank - is a register of people aged 11 years and over, who are interested in helping health research and being contacted by SHARE if a health project relevant to you becomes available.

SHARE are looking for help to improve the prevention and treatment of disease by asking more people to sign up to their register. It's a great way for people to make a contribution to health research - which can improve the health of everybody in Scotland.

Health research can be anything from filling in a survey about your diet, to researching a new medication for an illness you may have. SHARE need healthy people and those with medical conditions to join. They also seek your permission to keep any leftover blood following routine clinical tests (e.g. if you have given a blood test at your GP). This leftover sample is anonymised and can be used to help genetic research.

There is no obligation for anyone who registers to take part in any projects. Signing up to SHARE allows them to keep you informed of what research is available in Scotland.

To sign up to SHARE go to [www.registerforshare.org](http://www.registerforshare.org) or scan the QR code below. If you prefer to speak with someone, please contact them on **01382 383471**



**ehra**  
Easterhouse Housing and Regeneration Alliance

**COMMUNITY  
FESTIVAL**

On Friday 12th August, EHRA (the eight housing associations in Easterhouse) organised a Community Festival. The day was well attended and these are some photos from the day

# GET HELP WITH TA

## Warm Home Discount

- You may be eligible if you get the Guarantee Credit element of Pension Credit or are on a low income.
- This is a one-off payment that's deducted from your electricity bill by your energy supplier, although you may be able to get the discount on your gas bill instead if your supplier provides you with both gas and electricity.
- The current scheme ended in March 2022 and details of the new scheme are still to be received, although early indications are that the amount may be increased from £140 to £150 in light of the current energy crisis.
- Keep an eye on our website for full details of the scheme once these have been announced.

## Winter Fuel Payment

- If you were born on or before 25 September 1956 you could get between £250 and £600 to help you pay your heating bills. This is known as a 'Winter Fuel Payment'.
- You'll receive your Winter Fuel Payment automatically (you do not need to claim) if you're eligible and either:
  - Receive the State Pension
  - Receive another social security benefit (not Housing Benefit, Council Tax Reduction, Child Benefit or Universal Credit)
- Most payments are made automatically in November or December. You should be paid by 13 January 2023. Check your account in November and December and if you've not received your payment, contact the Winter Fuel Payment Centre on **0800 731 0160**.

## Cost of Living Disability Payment

- If you're receiving one of the benefits listed below, you'll receive an additional one-off payment of £150 from September to help with the cost of living. If you're eligible, the government will make the payment directly into your bank account.
  - Disability Living Allowance
  - Personal Independence Payment
  - Attendance Allowance
  - Scottish Disability Benefits
  - Armed Forces Independence Payment
  - Constant Attendance Allowance
  - War Pension Mobility Supplement

## Pension Credit

- If you get Pension Credit you can also get other help, such as:
  - Housing Benefit if you rent the property you live in
  - Support for Mortgage Interest if you own the property you live in
  - Council Tax discount
  - Free TV licence if you're aged 75 or over
  - Help with NHS dental treatment, glasses and transport costs for hospital appointments
  - Help with your heating costs through the Warm Home Discount Scheme
  - Discount on the Royal Mail redirection service if you're moving house

Please contact Angela, our Welfare Rights Officer, on **0141 771 7722** for a benefit check to see if you're entitled to this payment.

## Personal Independence Payments

- Anyone applying for Personal Independence Payment for health issues after the 29th August 2022 will need to apply for the new Adult Disability Payment from the Scottish Social Security.
- If you need any advice on this process then contact Angela, our Welfare Rights Officer, on **0141 771 7722**.



# THE COST OF LIVING

## Energy Grant

The government has announced every household will receive **£400** to help with rising fuel bills this autumn.

The money, part of the Energy Bill Support Scheme, will be paid in six instalments. You don't need to do anything to get the money and you won't have to pay it back.

Households will see a discount of £66 applied to their energy bills in October and November, and £67 a month from December to March 2023.

But how the money is received will depend on how you pay your bill.

Customers paying by direct debit, either monthly or quarterly, will see an automatic deduction off those bills.

Those with "smart" pre-payment devices will see an automatic monthly top-up added to their account, meaning they'll have to add less credit to their meter for the total energy they use.

But those with older "non-smart" pre-payment devices will not get this money automatically. Instead, they'll receive an energy bill discount voucher in the first week of each month, via text, email or in the post. Customers will have to redeem these in person at their usual top-up point.



**£400**  
for every  
household

# Useful numbers - who to call when

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

## Calvay Bingo

Every Wednesday The Calvay Centre, 7-9pm



*All welcome*