

Calway News

www.calvay.org.uk

Summer 2021



Nominate your local hero!

Good Neighbour Awards 2021

Do you have a neighbour who has gone above and beyond to help you or the local community during the last year? Perhaps they've provided care and support for others? Maybe they've been willing to lend a hand to make life a bit easier for you or other people? Or they could have simply been a friendly face around the area. If that sounds like someone you know, then why not nominate them for a Good Neighbour Award?

This year Easterhouse Housing and Regeneration Alliance (EHRA) is presenting Good Neighbour Awards to honour those living in the Greater Easterhouse area who have made a difference in their community during the COVID-19 pandemic.

Whether they've helped with your shopping, tidied your garden or just 'been there' for you, this is your chance to say thank you by nominating them and giving them the chance to win a £50 gift card.

To nominate your neighbour, you just need to tell us what they've done to improve the community since the COVID-19 outbreak, along with their name and contact details if you have them.

For a nomination form, please contact the Calvay office on **0141 771 7722** or email enquiries@calvay.org.uk

The closing date is 13th August 2021 so don't delay!

Dear Residents and Customers,

Welcome to the Summer edition of Calvay News. I hope you've been enjoying the long awaited sunshine!

We're still keeping a close eye on COVID-19 restrictions, and are acting responsibly in line with Scottish Government rules. We're pleased to be able to re-open the Bingo at the Calvay Centre and we hope more activities will begin again soon.

As you can see from the cover story, we're looking for you to nominate your good neighbours for an award, which could win them a £50 voucher. We know there are many local heroes in our community, so please give them a chance to be recognised.

We're also looking for volunteers to join the Calvay Management Committee and help make key decisions on behalf of your community. You can read more about what's involved on the back cover.

Unfortunately, we've had a bit of a poor start to the new binstores. We've spoken to the Council about this, but as you can see from the article on pages 8-11, the main issue seems to be with the bins not being used properly. We really need your co-operation with this to avoid your backcourts being overrun with vermin, so please do your bit.

Wishing you all a good summer with, I hope, the chance to meet up with family and friends safely.

Best wishes,

Nick Dangerfield
Director, Calvay HA



STAFF NEWS

Our Corporate Services Manager, **Tracy Boyle**, recently celebrated her 25th Anniversary working for Calvay. The staff and Committee would like to thank Tracy for all her hard work and dedication over the years. She truly is an asset to Calvay!



Lauren Morell, our Property Services Officer (Maintenance) has taken up a 6-month secondment with another housing association as an Asset Planning Surveyor. We wish her all the best in her new role.

While Lauren's away, we're pleased to have **Calum McLeod** join the Calvay team as her replacement. Calum brings a wealth of experience, having worked for several other housing associations.



We've also had **Evie Gallagher** helping us out on the phones on a temporary basis. You may have spoken to Evie when calling in to the office.

THANKS, IAN!



Residents at the Manse Site properties would like to thank their neighbour Ian Campbell for all his efforts in taking care of their gardens and car park recently. Ian has been busy tidying, weeding, planting and generally making things look great at this development. Well done, Ian, your hard work is much appreciated!

Coming this Summer

Calvay Café

Great food at affordable prices. Look out for opening details soon.



James McGuire

James has worked for 28 years and 27 of those have been in housing! As one of Calvay's Housing Officers, he gets a real buzz out of helping tenants on a daily basis. Here James tells us about his great passions, favourite people and the hazards of a housing job.

I can't believe I've been at Calvay for 17 years!

I arrived from Glasgow City Council in 2004 to take up the post of Housing Assistant. I was later promoted to Housing Officer which involves being responsible for a "patch" and doing everything within that patch – from allocating properties, to monitoring and actioning rent accounts, estate management and handling complaints.

I get real job satisfaction from helping my tenants wherever possible, which is a huge part of the role.

It's something that drives me on. I feel I have a really good relationship with my tenants which is a massive asset and I try to provide them with excellent customer service at every opportunity. There are fresh challenges every day but that's what keeps the job so interesting.

Since joining Calvay I've been lucky to work with fantastic people. I work especially closely with the other two Housing Officers, Craig and Geraldine, and we've always made a great team.

Much to my colleagues' amusement, I once got locked inside an empty property.

I was inspecting an upper floor void property and went into the kitchen for a look when the door swung back on me. I couldn't open it and was locked in. Fortunately, I had my mobile and called the office for someone to come with spare keys and let me out!

Family is everything to me. I love spending time with my wife-to-be and my son, as well as my parents and wider family. We're getting married next year, so that's hugely exciting!

I love going to comedy gigs. I've seen Jimmy Carr live who is brilliant and I'm looking forward to going to the Edinburgh Festival in August to see some shows.

Football is a huge passion of mine. I've been a season ticket holder at my team, along with my son, for many years. I'm a complete football anorak. I also enjoy travelling and have been to some fabulous places - my favourite is definitely New York.



I've been involved with a community group for over 30 years. I've been the Treasurer for over 20 years, so am responsible for things like funding applications and bookkeeping. But I generally muck in and am a Jack of all Trades.

During lockdown I started to take an interest in gardening. I'm quite proud of how my flower growing skills are coming along!

If...

...I had to recommend just one TV series it would be - The Crown on Netflix. It's brilliant from start to finish. It's one of those dramas where you just can't wait for the next episode!

...I could go to any concert this weekend it would be - The Killers. I was supposed to go this year before COVID postponed the gig. It's been rearranged for next year and I can't wait. Such a brilliant band.

PAYING YOUR RENT

While it's been a particularly difficult time for many people, we have to remind you that you're still required to pay rent. We can help make sure you receive the benefits you're entitled to (see Page 14) but whatever your circumstances, you are responsible for making sure your rent is paid.

Rent is due by the 28th of each month, and we'll accept payments made right up to the last day of the month by prior arrangement. Please note, we no longer accept cash at our office. Cash can be paid at the Post Office or at PayPoint outlets.

The following payment methods are available to all our tenants and are designed to be easy and convenient - some can be done without you even having to leave the comfort of your home:



Direct Debit

If you wish to pay by Direct Debit, your Housing Officer will be happy to explain the procedure. All Direct Debits are set up online and this can be done over the phone. You can set your Direct Debit up for either weekly, fortnightly, four weekly or monthly payments from your bank account. By agreeing to allow Calvay to collect your rent from your bank account on a frequency set by you, you don't need to remember to make payments. We can even apply any annual rent changes for you.



PayPoint

Payment can be made using your rent payment card at any Post Office or any outlet where you see the PayPoint sign.

Debit/credit card

Simply contact the office on 0141 771 7722, and have your card details handy.



allpay phone

If you pay your rent using allpay, please remember they've changed their phone number. It's now 0330 041 6497. You'll need to have both your debit card and Swipe card handy when you call. You'll be asked to enter your 19-digit allpay.net account number, which is the long number shown on the front of your payment card. You then enter your own debit card details and the amount you wish to pay, and you'll be given a reference number as proof of payment.

www.allpayments.net

To make a payment using this service you need to register online first. When you come to make your payment, have your rent payment card to hand with your debit card. This service is available 24/7. To pay using the allpay.net Online Payments Service, simply log onto www.allpayments.net and follow the online instructions.

allpay Payment App

Debit card payments can be made at your convenience 24/7 through the allpay Payment App, available to download for free. To do this you'll need an Apple or Android smartphone. Visit www.allpayment.net/app for more information.

Backcourt maintenance:

help us keep the place looking good!

Backcourt and common area maintenance is now in full swing for the summer, and our contractors are doing their best to keep all areas looking good during the growing season - but we also need your help with this.

Backcourts are a great place for hanging out washing, enjoying the sunshine and allowing your kids to play in a safe environment. So how can you help keep your backcourt well maintained and an enjoyable space for everyone in the close?

It's easy. Follow these six simple steps:

1. **Keep the place tidy by putting your rubbish or recycling in the correct bins.**
2. **Don't throw litter or other rubbish about the area.**
3. **Make sure your kids' toys are cleared away when they're not playing with them.**
4. **Move your trampolines or other play equipment regularly so the grass can be cut.**
5. **Don't leave any grass or cuttings from private gardens or bushes in the backcourt.**
6. **Don't allow your dogs to foul the backcourt - clear up any mess they do make!**

The two biggest problems for contractors trying to keep your backcourt tidy:

Litter and dog fouling

This is unhygienic, unsightly and also a health risk to humans. Every year we have a number of backcourts that can't be cut due to the amount of dog poo there. If you have a dog, it's YOUR responsibility to ensure that you clean up any mess it makes – it's not the contractors' job to pick up after you or your dog.

So come on, don't be selfish – bag it and bin it!

Trampolines

We all know trampolines are great fun – and good exercise. But before you install a trampoline in a common backcourt, you must have agreement from all neighbours that they're happy to have it there. Trampolines can cause problems for the contractors having to work round them, as well as damaging the grass if left out all winter and potentially damaging other properties or people if lifted by the high winds.

So, if you own a trampoline in your backcourt:

- dismantle it when it's not in use (for example over the winter)
- move it regularly during the summer, to prevent killing off the grass and allow the contractors to maintain the area.

Remember: our contractors are not responsible for your trampoline – you are! And if your trampoline causes any damage, it's your responsibility to fix it.



EASTER COMPETITION WINNERS

Congratulations to **Alicja** and **Amelia**, two local sisters who won our Easter competition for the most creative boiled egg! As you can see, the girls did a fantastic job and were well deserved winners of the £25 Smyths Toy Shop voucher. Well done, girls, we hope you've treated yourselves to something nice!

Thank you to all those who took part in the competition, we were amazed at all the entries we received.



Easter treats for Calvey Kids!

A HUGE thank you to all the wonderful Connect Community Trust volunteers who delivered Easter goodie bags to our Calvey kids under 16 years of age.

Calvey met the cost of the goodie bags which included footballs, Easter eggs, bat and ball sets, activity books and 'make your own Easter bonnet' kits. The Connect CT volunteers worked so hard during a difficult time to make up around 350 bags and deliver them to the children of every Calvey tenant during the Easter holidays.

Thanks again guys for a great effort! We know how much the kids enjoyed them.



Blooming Barlanark

Garden Competition 2021

Summer's finally here, giving many of us the chance to enjoy our balconies, back courts and gardens. And by putting in a bit of effort outdoors, you could win up to £40 gardening vouchers!

There's still time to give yourself a winning chance - entries for our Annual Garden Competition open on Monday 26th July.

There are three categories:

- **Best Individual Garden**
- **Best Hanging Baskets**
- **Best Balcony or Back Court**

We're offering a £40 voucher for the winner of the Best Individual Garden and a £20 voucher to the winners of Best Hanging Basket and Best Balcony or Back Court. And to keep things fair, you can only enter one category!

How to enter:

- Send up to four photographs, showing different angles of your garden, along with full contact details and the relevant category to: enquiries@calvay.org.uk or drop your photographs off at The Calvay Centre (post box to the right of main door), 16 Calvay Road.
- Entries must be received by **Monday 30th August**.
- By entering, you agree that we can use your photo in our publicity (for example newsletter and Facebook posts).

We'll notify winners via the contact details provided and on social media by **Friday 17th September**. COVID-permitting, we plan to hold an event in late Summer to present the winners with their prizes.



BINS, RUBBISH AND BINSTORES

If you live in a tenement, you'll know that Glasgow City Council replaced the smaller metal bins with larger green wheelie bins a couple of months ago.

Since the Council replaced these bins, we've received a large number of complaints from residents that the number of green bins provided by the Council is not enough, resulting in the bins filling up quickly and excess rubbish bags being left on the binstore floor, with rats, foxes, birds, etc. ripping the bags open and spreading the rubbish.

Calvay is not responsible for the refuse and recycling collection - or provision of bins - and your rent doesn't fund these services (your Council Tax does). However, we contacted the Council to raise these complaints on your behalf and subsequently carried out a site visit with supervisory staff from the Council's Cleansing Services.

Cleansing Services pointed out that despite every tenemental property not having one green (general rubbish) bin and blue (recycling) bin per flat, they actually have more bin capacity than a main door property, as tenements receive more rubbish collections - tenements have their green bins emptied every 8 days, whereas a main door property has its green bin emptied every 3 weeks.

When we carried out the site visit, we quickly realised that the number of green wheelie bins provided by the Council was not in fact the issue - instead, it was improper use of the bins, binstores and recycling facilities by residents that was causing the problems.



The real problem

Here's what we found on our site visit:

- In almost every binstore, green bins were full and overflowing. However, blue recycle bins in the same binstore were either completely empty or "contaminated" - meaning residents had filled the blue bins with rubbish that can't be recycled and so Cleansing Services won't empty them.
- A number of binstores with rubbish bags and/or recyclable items (for example boxes) were on the binstore floor - even though there was space available in the green and blue bins.
- A few binstores had completely empty green and blue bins, but rubbish was still lying on the binstore floor.
- Some residents hadn't even taken their rubbish bags to the binstore, but left them in the back close and/or the backcourt area. Come on! Stop being so lazy - Cleansing will not remove these.



Do not place plastic bags in blue bins!

The only solution

To put it simply, Calvay cannot solve this problem – only you can. Everyone needs to take responsibility when it comes to disposing of rubbish and recycling.

You need to start recycling if you aren't doing this yet and make sure you don't put non-recyclable materials in your blue bins.

If you send your children to the binstore with rubbish, you need to explain to them what rubbish goes where.

Overleaf you'll find further information from Glasgow City Council on the proper use of the rubbish and recycling bins.

When recycling, remember:

- If all blue bins are full, stop recycling until they're emptied.
- The blue bin lid must be able to close - or Cleansing won't remove it.
- Do not leave boxes or other recycling materials on the binstore floor.
- ****DO NOT PLACE PLASTIC BAGS IN THE BLUE BINS****

If nothing changes

Ultimately, if residents don't take responsibility and start using the general rubbish and recycling bins properly, the problem will never go away – vermin will have a field day, your binstore will smell and the backcourt will be a constant mess. Surely no one wants that?

Where residents continue to contaminate the blue recycling bins, the Council will refuse to empty them – which means we'll have no choice but to pay for one-off empties of these bins. If we have to do this, we'll charge all residents in the close an equal share of the cost, as it's unlikely we'll be able to attribute blame to just one resident.

Similarly, where residents leave rubbish bags in communal areas (i.e. back close, backcourt etc.) where Cleansing won't remove them, we might need to pay for the removal of the rubbish/bags. In this case, we'll try to identify the responsible person(s) and charge them for the uplift costs (as well as take action against their tenancy). However, if we can't identify who's doing this, we'll need to charge all residents an equal share of the uplift costs.

So come on, please be a responsible resident and neighbour - do your part to help keep your area tidy.

TOP TIPS

Rinse your cans, tins and plastic bottles.
Flatten your cardboard and plastic bottles. This will free up space in your bin.



Dry Mixed Recycling

Paper, Cardboard, Tins, Cans,
Plastic Bottles

Yes:

Paper

- Newspapers, magazines, leaflets and envelopes
- Brochures, catalogues and junk mail

Tins and Cans

- Drink 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 drink cartons
- Plastic pots, tubs, trays including yoghurt pots and margarine tubs
- Books
- Packaging with food waste residue e.g. takeaway pizza boxes and crisp packets

A blue recycling bag for life can be provided to assist with storing loose recycling items in your house and will help you to transfer them to your blue bin.

Visit www.glasgow.gov.uk/recycling or MyGlasgow app

REMEMBER

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.



General/ nonrecyclable waste

Yes:**Items that cannot be recycled:**

- Polystyrene packaging
- Plastic carrier bags
- Plastic film/polythene
- Nappies
- Packaging with food waste residue e.g. takeaway pizza boxes and crisp packets

No:

- Any item that can be recycled in your blue bin

USEFUL TELEPHONE NUMBERS

Gas Repairs (All tenants) – Gas Sure

01294 468 113

All other Emergency Repairs

0800 595 595

Cleansing

0141 287 9700

Gas (Scottish Gas Networks)

0800 111 999

Scottish Power (Emergency Supply)

0800 092 9290 or 105

Water Mains Leakage or Bursts

0800 077 8778

Road & Lighting Faults

0800 373 635

Out of Hours Homelessness Services

0800 838 502

Police Scotland

01786 289070

**Environmental Protection-
Noise Pollution**

0141 287 6688 or 0141 287 1060

**Housing Benefit & Council Tax
Services**

0141 287 5050

Abandoned Cars

0141 276 0859

Crime Stoppers

0800 555 111

Calling all factored owners and IT'S TIME TO HAVE YOUR SAY

In our last edition of the Calvay News, we highlighted the importance of the 'Code of Conduct for Factored Owners' - a legal document that sets out the minimum standards of practice for property factors, and makes sure that homeowners are protected and clear about what is the property factor's responsibility and what is their own responsibility.

We advised that this Code had recently been reviewed and new proposals are due to be approved by the Scottish Parliament on 16th August 2021. So, how will these proposals affect you as a factored owner?

The review highlighted the importance of the maintenance of common property and the need to improve the condition of Scottish tenements to ensure Scotland's housing stock can continue to provide safe and sustainable homes for the future. The Scottish Government recognises that homeowners and landlords need to fully accept their shared role in the upkeep of their property and has made a commitment to take action to encourage this.

Keeping you informed

As your property factor, we've been reviewing the proposed changes to the Code of Conduct against our own Factoring Policy and have updated our Written Statement to make sure you have the most up-to-date information about your rights, your responsibilities and the services we provide.

We'll be sending out individual Written Statements to each of our factored owners over the next few weeks. These statements will provide full and clear details of:

- the legal basis for our Authority to Act as your factor
- your rights and responsibilities as a factored owner and ours as your factor

- how we'll communicate and consult with you
- the services we provide for you and additional services we can offer you
- how we charge you for these services and how we recover these costs from you
- how we procure insurers, what we cover and what your own insurance liabilities are
- how we deliver common repairs, cyclical maintenance and planned works
- how you can raise complaints and have them resolved to your satisfaction

The new proposals will also be included and we'd like to hear your views on these which include:

- new statutory powers on owners in tenements to have Owners' Associations
- five-yearly building condition reports to give owners notice of works needing done
- encouraging owners floats or deposits to enable payments for works in advance
- making owners aware of applicable house condition standards, including the Scottish Housing Quality Standard (SHQS) and the Repairing Standard (RS)
- the rules and legislation around Data Protection and Freedom of Information (FOI)
- the requirement in fire safety law to ensure that common areas are kept free of combustible items and obstructions.

And sharing owners – YOUR SAY!



The proposed changes are important for us as your factor, and for you as a factored owner. We want to hear your views on things like:

- Would you like to know what works are planned over the next five years?
- Would you be willing to build up a float to pay for these works?
- Would you be interested in setting up or joining an Owners' Association?

Whatever your thoughts or views we'd like to hear from you.

So what's next and how do you get involved?

- We'll be sending out copies of our recently revised Code of Conduct, together with individual Written Statements to each of our factored owners.
- Please take the time to read these statements as they provide important information and also set out the legal basis of our relationship with you as your property factor.
- We'll also send you a short questionnaire for you to complete and return to us. This will help us gather your views, comments and concerns, so we can establish the common themes among our factored owners and provide our feedback to you.

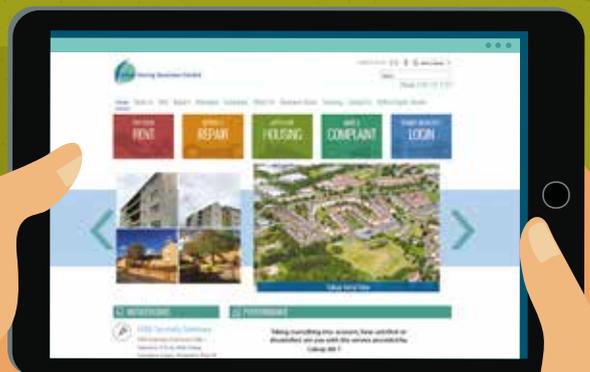
So, let's take this opportunity to communicate with one another, encourage good working relations with all our local owners and help ensure that all properties and common areas within our estate are adequately maintained.

Keep track of your rent and repairs with our customer web portal

We introduced a portal on the Calvay website in 2018 that allows you to look up your rent account and repairs history.

Some tenants have already signed up for the service and can log on to view their last six rent transactions and the last six repairs they reported.

It's really easy to use, just go onto our website at www.calvay.org.uk, click on the blue button to Register for a Log in, and follow the instructions from there. Once your details have been verified, your account will be made 'live' and you can log in any time you like.





Our **Welfare Rights Officer Dawn** is here to help. Call her on **0141 771 7722**.

Updating your Universal Credit claim

If your rent is increasing, we'll send you a letter to tell you - rent increases always begin on 1st April - and if you claim Universal Credit (UC), you must update your claim. You must note your new monthly rent charge - if you don't, you may not receive your full rent from UC. This then creates arrears, which you'll be liable to pay.

So, if you haven't already done so, please update your UC claim now or contact Dawn for advice on how to do so.

Discretionary Housing Payment

You can claim this from Glasgow City Council if you're receiving Housing Benefit or Universal Credit and receive help with rent.

Priority is given to those who:

- Have a spare bedroom*
- Are on low income/have an unexpected crisis/are at risk of losing their tenancy.

If you're a new Calvay tenant and claim Universal Credit, you must update your journal to note your housing costs and the amount as soon as possible.

We can give you the amount of your monthly rent over the phone or you can find this on your tenancy agreement.

Contact Dawn if you have a spare bedroom and need help with claiming Discretionary Housing Payment.

**If you're over state retirement pension age, you're not subject to spare bedroom subsidy.*

Is your child starting nursery or primary school?

Remember you can claim £252.50 from the **Best Start Grant** through:

Early Learning Grant

You can apply for this when your child is aged between 2 years old and 3 years 6 months old.

School Age Payment

Applications opened on 1st June 2021 for all children born between 1st March 2016 and 28th February 2017. Applications close on 28th February 2022 - you cannot apply after this date.

You may also be eligible for a **School Clothing Grant** for school uniforms. This is for families on low incomes, with an award of £110 for each qualifying child. Applications open in July 2021 and are available from Glasgow City Council.

You may also be entitled to **Free School Meals**. See www.glasgow.uk for more details.



Dawn is available to ensure you're receiving all your benefit entitlement. Call 0141 771 7722 for a welfare benefit check today!

Foodbank Opening Times



Foodbank Centre	Day	Session Times	Location
The Hub 07951749363 07951749373	Monday Wednesday Friday	2-4pm	Calton Parkhead Parish Church 142 Helenvale Street, G31 4NA
St Enochs Hogganfield 07521144968	Wednesday	1.30pm- 3.30pm	St Enoch's Hogganfield Parish Church 860 Cumbernauld Road, G33 2QW
Bridgeton 0141 556 2830	Thursday	10.45am-12.45pm	St Francis in the East Church 26 Queen Mary St, G40 3BB
Blairtummock Community Hall 07564 271093	Thursday	2-4pm	45 Boyndie Street Glasgow, G34 9JL
Shettleston	Thursday	2-4pm	20 South Vesalius Street, Shettleston G32 7PX



Calvay Bingo

Every Wednesday
The Calvay Centre
7-9pm

All welcome

**PLATFORM | THE BRIDGE
FREE SUMMER FOOD TAKEAWAY**

The Platform team will be giving out free takeaway food bags during the summer school holidays for children and their families in the north east of Glasgow.

MONDAYS - FRIDAYS
Monday 28 June until Friday 13 August 2021 from The Bridge car park. Open 11.30am -1pm

No need to book – just drop in!

More information: platform-online.co.uk / 0141 276 9696 / info@platform-online.co.uk

Funded by the Children's Holiday Food Programme

Social distancing measures will be in place. Please wear a mask to queue/collect.

Images: Coulson & Tennant

PLATFORM
The Bridge
1000 Westerhouse Road
Easterhouse
Glasgow, G34 9JW

platform-online.co.uk
info@platform-online.co.uk
014 1276 9696
f t i @platformglasgow

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STOP PRESS

Calvay Committee – can you help?

Calvay's Management Committee makes key decisions on behalf of the Barlanark Community. Committee Members are mainly Calvay tenants, owners and sharing owners who give up a bit of their time for free to help make a difference to where you live.

There are several ways you can join the Committee:

- If a Committee Member leaves during the year, someone can fill the vacancy on a casual basis.
- You can be elected at the AGM (if you are a member of Calvay Housing Association – membership costs just £1).
- Existing Committee Members can choose to co-opt someone else onto the Committee.

Right now, we can co-opt two more members to join the Committee. Interested? Here are a few more things you might want to know:

What's involved in being a Committee Member?

The Committee is responsible for leading Calvay HA effectively. So broadly speaking they help define and promote Calvay's values; set strategy and direction; agree the annual budget; take account of tenants' views on rents and services; monitor performance and ensure compliance with legislation and relevant bodies.

How much time would be involved?

The Committee meets up to 10 times per year and allowing time to read Committee papers, you'll spend 4 hours a month minimum on Committee business.

Do I need any experience of Committees or social housing?

No. Instead we're looking for ideas, enthusiasm and your own personal skills to help support the work of the Calvay Management Team and staff.

Will I receive any training?

Yes, you would receive personal development opportunities and training.

Will I be paid?

No, but out of pocket expenses are paid where appropriate.

If you would like an informal chat to find out more, please contact Tracy Boyle, Corporate Services Manager **0141 771 7722** or email tracy@calvay.org.uk

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

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