



Calway News

www.calway.org.uk

Summer 2022

Welfare Rights Service reopens!

We're pleased to announce our Welfare Rights service has resumed following the appointment of our new full time Welfare Rights Advisor, Angela Martin.

Angela is based in the Calway Housing office and is available to offer advice Monday to Friday, except Wednesday afternoons when the office is closed.

Some of the things Angela can help you with include:

- Carrying out benefit health checks to make sure you and your household are getting what you're entitled to.
- Helping you complete benefits forms.
- Explaining benefit rules so you can understand your benefit entitlement.
- Sorting benefit problems and contacting departments on your behalf.
- Challenging unfair decisions and representing you at tribunals.
- Offering you debt advice.

You can speak to Angela by:

- **Phone** - if you're short of time or can't make it into the office, simply call us on **0141 771 7722** and ask for Angela. If she's busy or on another call, we'll arrange a suitable date for her to call you back.
- **Email** - if you'd rather receive help this way, then please email angela@calway.org.uk
- **Calway Office** - you can make an appointment in advance by calling **0141 771 7722**.
- **House visits** - if you can't attend an office appointment, we can arrange a house visit for you. Call the office on **0141 771 7722** to arrange.
- **Drop Ins** - if your query is urgent, just pop into the office without an appointment. If Angela's available, she'll be happy to help.



Our Welfare Rights service is free, confidential and open to all Calway Housing Association customers.

Dear Residents and Customers,

Summer is coming!

At this time of year, we're all looking forward to the better weather and sunshine which we hope is to come. The summer season is also our busiest time for our landscape contractors and we've recently begun a new contract with John O'Conner. You may have seen their workers out and about cutting grass and looking after the landscaping.

Meanwhile, at Garvel Crescent our builders, Crudens, have made a start on site. They will be building a total of 43 new homes - 37 at Garvel Crescent and a further six at Blyth Road. The contract should take 60 weeks to complete, so if it runs according to schedule, the new homes should be ready in August 2023. No homes have been allocated yet, but for more information on this see the article on page 3.

As you'll have seen from the front cover, we have welcomed Angela Martin to the team as our new Welfare Rights Officer. We are pleased to be able to reopen this service for our customers and Angela's appointments are filling up quickly.

Calvay's Chair, Anna Ellis, has decided that now is the right time for her to step down from the Management Committee. Anna has served on the Committee of Calvay HA for many years and the whole staff and Committee thank her for her service and wish her well for the future.

Best wishes,

Nick Dangerfield
Director, Calvay HA



Wednesday *half day* closures

Remember we now close at 1pm every Wednesday, to allow a more structured programme of staff training and team meetings.

During this short period of closure, you should continue to report any emergency gas repairs to GasSure on **01294 468 113** and all other emergency repairs to City Building on **0800 595 595**.

If you have a routine query, please phone our office on **0141 771 7722** and leave a voicemail message or email enquiries@calvay.org.uk and a staff member will get back to you.

EASTER COMPETITION WINNER



Congratulations to 11 year old **Kosi Molokwu** who won the £20 ASDA voucher in our Easter Crossword Competition. Thank you to everyone who entered.



Calvay Bingo

Every Wednesday

The Calvay Centre, 7-9pm

All welcome

WHAT'S ON AT THE CALVAY CENTRE?

Mondays	6-8pm	Youth Group
Tuesdays	4.30-5.30pm	All Stars Dance School
	7-9pm	Bowling Club
Wednesdays	2-4pm	Craft Club
	7-9pm	Bingo
Fridays	10-12noon	Ladies Club
Saturdays	10-12noon	All Stars Dance School

Remember - the hall is available for hire for just £10 per hour. If you would like to make a booking, call 0141 771 1864 and ask for Alison.

Ruchazie PANTRY

Feeding Success



Ruchazie Pantry is a New Community Membership Shop
That will offer High-Quality, Low-Cost Goods such as Fresh & Frozen Products, Breakfast Cereal, Bread, & Milk, as well as Wrap-Around Support such as Employability, Financial, & Volunteering Opportunities.

Annual Membership Costs - £1.00
with Prices ranging from £2.50 to £5.00

• We have a Minibus Service Available •

OPENING HOURS: for Pick-Up & Drop-Off
Monday: 4.00 pm-7.00 pm
Tuesday through to Friday: 9.30 a.m. to 12.30 p.m.
Closed: 1.30 p.m. to 4.30 p.m.
Saturday: 9.00 a.m. to 1.00 p.m.

Ruchazie Pantry: 435 Gartloch Road, Glasgow G33 3TJ
T: 0141 237 4900
E: pantry@ruchaziechurch.org

• A Member of the Scottish Pantry Network •

New homes allocations - *don't believe the rumours!*

We've started to receive a large number of enquiries about our new build sites, with many people asking how and when properties will be allocated.

The start date for construction at the former Garvel Crescent is expected to be **30 May 2022** and will be a 60 week project, although this is subject to change.

We can confirm that no discussions have taken place regarding allocation of properties and will not do so until much nearer completion, despite what you might hear out in the community!

There is also no separate waiting list and anyone wishing to apply for any kind of property with Calvay can do so in the normal way - by requesting an application form or by visiting calvay.org.uk and doing so online.



Living in a tenement flat –

REMEMBER NOISE TRAVELS!

It's important for anyone living in a flat to be mindful of the people living above or below. Noise will travel and could be a nuisance to your neighbours.

We receive a lot of noise complaints, the most common ones being loud music and TVs, parties and loud voices, dogs barking, children screaming or jumping and using DIY tools.

All of us have to appreciate that all households are not the same. There are young people, elderly people, families with children, some with regular visitors, people working different hours, some up early, some up late, people with disabilities, some

may be hard of hearing while others can hear a pin drop, plus all the rest that comes with living in a tenement flat.

So what we're saying is that while everyday living will always bring an element of noise between flats, please be aware of how noise travels. Have respect for your neighbours and an element of tolerance – that way everyone will be able to live their lives in harmony.



THE PROBLEMS WITH LAMINATE FLOORING



Laminate flooring is very popular with tenants these days but it can cause a lot of problems. Here are some things to bear in mind if you're considering laying or currently have laminate flooring:

1. Permission

Before you carry out any alterations or home improvements, you must seek written permission from us first – and this includes laying laminate flooring.

2. Noise

Noise travels far more with laminates than with carpets, so you need to be mindful of this, especially if you live in a tenement. All tenants must have respect for their neighbours as per their tenancy agreement. If you cause any noise nuisance to your neighbours that's deemed to be caused or exacerbated by your laminate flooring, you may need to remove it.

3. Access

If we require access under the existing floorboards to carry out any repairs or maintenance to the property, it will be your responsibility to lift and relay the laminate flooring - not ours. We'll also not accept liability for any damage to laminate flooring that's had to be lifted for access purposes. If the laminate is glued down, it will almost certainly be ruined if access is needed.

4. Liability

If you fit laminate flooring, you'll be liable for:

- any damage to under floor services (such as water, electricity or gas pipes) as a result of the installation
- levelling the existing floor to allow the installation to be carried out
- adjusting any doors that won't close as a result of the new floor height

5. Leaving your property

If you end your tenancy, you'll generally be required to lift and remove the flooring before leaving the property, unless an alternative arrangement has been made with us and the incoming tenant, prior to your moving out.

Please be aware of your responsibilities before fitting any laminate flooring in your home! Anyone who fails to request permission for laminate flooring will still be subject to these conditions.

Gas heating and hot water repairs

You may have noticed it hasn't been as easy to get through to our Gas contractor GasSure recently. This is due to them upgrading their website and telephone system which has brought about some issues with communication and reporting repairs to them.

Please consider the following steps if you need to contact GasSure:

1. Is it important or urgent?

If you have a loss of heating, hot water or both, you should continue to report these by telephone. You can do this by contacting GasSure on **01294 468 113** or call our Maintenance team on **0141 771 7722 (Option 1)** and we will report this on your behalf.

2. Communication

The easiest way of contacting GasSure now is via their dedicated web chat. This is available on their website at www.gassure.com. To the bottom right a small icon will appear and once you put your details in, you're connected to a live representative for GasSure. You can check on an existing repair, ask for an update or

change an appointment using this method. You can also email any non-urgent requests. If you have an emergency you should always call **01294 468 113**.

3. Gas Servicing and Electrical Inspections

We still have to carry out annual gas servicing visits and also an electrical inspection of your property at least every five years. If you receive a letter for either the gas service or electrical inspection, please make sure you provide access for these health and safety checks. If the proposed date isn't suitable, you can contact GasSure or us via the methods mentioned above. If you have any questions on these inspections, please contact our Maintenance team on **0141 771 7722** and select **option 1** for repairs.

DON'T BE A LITTER LOU – help keep Calvay tidy!

Despite continued efforts by our staff and contractors - and the numerous lengthy reminders in recent newsletters - some residents are still not using their refuse bins correctly. **This is causing major health and safety issues for everyone.** In some cases, general waste bins are overflowing while recycle bins are empty. Overflowing bins are unsightly, lead to food spillage and attract vermin.

If you're guilty of this, please stop being so selfish – instead, be a responsible resident and neighbour, and keep your area tidy.

Recycling is a vital way of improving our environment by wasting less and recycling more. To help you with recycling and using your bins correctly, we've provided a recycling guide with this newsletter. We'll also be fixing a copy of this on every rear close door to remind you every time you go to empty your bins.

Remember, if you put the wrong items in the recycle bin, it will be treated as contaminated waste and the Council will not empty it.

So make sure you follow the guidance and use all bins correctly.

Additional information on all council recycling services is available on the Glasgow City Council website: www.glasgow.gov.uk/recycling.



Recycling Guide

recycle for Glasgow



Blue Bin



FOR DRY MIXED ITEMS ONLY



Grey Bin



FOR FOOD WASTE ONLY



Green/Silver Bin



FOR GENERAL WASTE ITEMS ONLY



All other waste items not for blue or grey bins

RECYCLING CENTRES

Clothes, textiles and electrical items/appliances can be taken to one of Glasgow City Council's Recycling Centres, details of locations via our website below.

For help or advice with waste and recycling issues, please visit our website: www.glasgow.gov.uk/recycling



DISPOSAL OF OLD FRIDGES -

important note from Glasgow City Council

Glasgow City Council has reported issues with receiving fridges at their Household Waste and Recycling facility at Queenslie. This is being caused by fridges being delivered to them with items - particularly degraded food - still inside. Their sub-contractor is now refusing to remove any fridges from Queenslie unless they are empty and clean.

GCC will **no longer uplift your old fridges unless they have been emptied and cleaned first**, so they can be immediately removed by the sub-contractor when they arrive at Queenslie, avoiding the backlog they've recently been experiencing.

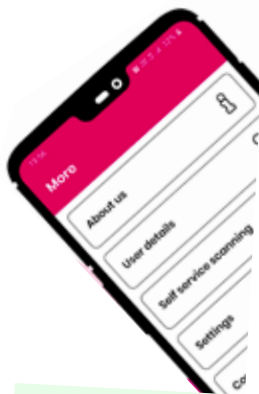
So, please make sure you empty and clean your old fridge before requesting an uplift.



Help us to help you keep your community clean

Don't accept litter or fly-tipping on your doorstep

REPORT IT!

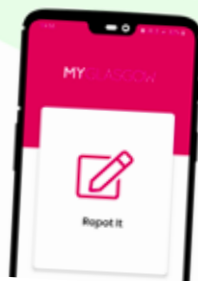


Using the **Myglasgow App** -
You can download our app from the App store and Google Play,
or online at www.glasgow.gov.uk
or by calling 0141 287 9700

Bulk items can be disposed of **FREE** of charge at your nearest local recycling centre located just a few minutes drive away at:

Easter Queenslie Recycling Centre
90 Easter Queenslie Road
G33 4UL

Report issues in detail with ease and convenience.



You can use our app for a whole range of services, from requesting a bulky waste collection to reporting fly tipping or graffiti. Our "More Services" section also has handy links to useful information.



STOP PRESS

Stock Condition Surveys 2022

We need to update our database with the current condition of our homes to ensure they continue to meet the Scottish Housing Quality Standard (SHQS) and plan for the improvements required to maintain this, as well as future Energy Efficiency Standards.

We've appointed a specialist surveyor firm Brown & Wallace to inspect approximately 248 homes between 1 June 2022 and 26 August 2022. They'll write to you to let you know when they plan to call on homes within your street and undertake inspections. If for some reason they cannot gain access to the identified homes, they'll call on other homes of a similar age, type and condition.

Please help us by giving the Brown & Wallace team access. They'll have identity badges and a Letter of Authority with the Calvay Housing Association logo. If you're unsure about the surveyor at your door, or have any other queries about this, call us on **0141 771 7722**.

Collection of equalities information

At Calvay we're committed to making sure we treat everybody fairly. We must also meet the regulatory requirements of the Scottish Housing Regulator. In order to check we're not discriminating, we'll be gathering information on equalities from tenants, applicants, staff and Committee Members.

The main reasons behind collecting this information are:

- to make sure we can tailor our services where appropriate to meet the demands of a diverse tenant population
- to make sure that we continue to act as a fair and good employer

We'll be sending all tenants (including joint tenants) a questionnaire on equalities information and will ask you to provide information on each of the protected characteristics under the Equality Act 2010. These are:

- age
- disability
- gender reassignment
- marriage and civil partnership
- pregnancy and maternity
- race
- religion or belief
- sex
- sexual orientation

We hope we'll receive a good response and be able to gather enough information to inform our service delivery and meet our obligations under the Scottish Social Housing Charter. This includes ensuring that "every tenant and other customer have their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services."

Please look out for the questionnaire coming through your letterbox. We look forward to receiving your reply. Thank you!



USEFUL TELEPHONE NUMBERS

Gas Repairs (All tenants) –
GasSure: 01294 468 113

All other Emergency Repairs:
0800 595 595

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

Cleansing: 0141 287 9700

Out of Hours Homelessness Services: 0800 838 502

Police Scotland: 01786 289070

Environmental Protection-Noise Pollution:
0141 287 6688 / 0141 287 1060

Housing Benefit & Council Tax Services: 0141 287 5050

Abandoned Cars:
0141 276 0859

Crime Stoppers: 0800 555 111