

# Calway News

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

Winter 2022

*Wishing all our  
residents and customers  
a very Happy Christmas  
from everyone at Calway  
Housing Association*



5 | **NEW!**  
Development  
update

8 | **FREE!**  
Panto Tickets

9 | **WIN!**  
£20 Vue Cinema  
voucher

Welcome

## Welcome to the Winter Edition of Calvay News.

In this issue, we've highlighted a number of local Christmas events taking place - hopefully there will be something for you to get out and enjoy!

There's also the chance to win a £20 Vue Cinema voucher in our Christmas wordsearch competition. The closing date is 20th December, so make sure you get your entry back to us in time if you want a chance to win!

As you'll probably have noticed, our builders, Crudens, continue to make good progress with our developments at Garvel Crescent and Blyth Road. When work is completed, this will provide 43 much needed new homes. You can see pictures of these on page 5.

We know that Christmas, and this year in particular, will be a difficult time for some. If you think you need some help with your finances, for example to check you're getting the benefits you're entitled to, you can make an appointment with Angela, Calvay's Welfare Rights Officer, by calling **0141 771 7722**.

While we've had a mild autumn, no-one knows what winter will bring. There are articles on pages 14-15 about getting ready for winter and what to do in an emergency, such as if there's a power cut. Keep this newsletter handy so you will have the information you need.

Best wishes for Christmas and the New Year.

**Jim Gourlay**  
Chair



# CHRISTMAS AND NEW YEAR holidays

The Calvay office will be closed completely over the holiday period.

We'll stop at **12.30pm** on

**Friday 23rd Dec 2022**

and start back at **9.00am** on

**Thursday 5th Jan 2023**

If you have an emergency repair during this period, please phone the numbers on the back cover.

## COMPETITION WINNER



Congratulations to Delya Yalda who won the **£20 ASDA voucher** in our Hallowe'en Wordsearch competition.

# STAFF NEWS

## *Farewell, Tricia*



We said a fond farewell to our Property Services Manager, Tricia Thomson, who retired in October after being with us for 17 years. We wish Tricia a long and happy retirement.

## *Congratulations, Margaret*



Our Factoring Assistant, Margaret McCaig, celebrated the Big 6-0 in September. Much cake was enjoyed by all!

## WHAT'S ON *at the Calway Centre*

<b>Monday</b>	6pm-8pm	Youth Club
<b>Tuesday</b>	4pm-6pm 6.30pm-8.30pm	Homework Club All Stars Dance Class (non-competition classes)
<b>Wednesday</b>	2pm-4pm 7pm-9pm	Games Club (Board Games, All Gamers welcome) Community Bingo
<b>Friday</b>	10am-12noon 5pm-7pm	Volunteers/Craft Club Gymnastics
<b>Saturday</b>	10am-2pm 11.30am-12.30pm	Calway Café All Stars Dance Class

### PLUS

<b>Monday-Friday</b>	9am-2pm 10am-4pm	Calway Café Free customer computer access
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# CALVAY AGM

Committee News

We held a successful AGM in the Calway Hall on 15th September. As usual, the Annual Accounts were presented and new Committee Members were elected.

*Following the AGM, the Committee was:*



**Jim Gourlay**  
Chair



**Alison A'Hara**  
Vice Chair



**Chris Warwick**  
Secretary



**Bryce Wilson**  
Treasurer



**Steven Blomer**  
Committee Member



**Sandra McIlroy**  
Committee Member



**Julia Okun**  
Committee Member



**Stacy Shaw**  
Committee Member

## Calway Committee – can you help?

Calway's Management Committee makes key decisions on behalf of the Barlanark Community. Committee Members are mainly Calway 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 Calway 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 Calway HA effectively. So broadly speaking they help define and promote Calway'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 around 4 hours a month in total 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 Calway 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 on 0141 771 7722** or email [tracy@calway.org.uk](mailto:tracy@calway.org.uk)

# NEW BUILD HOMES AT GARVEL CRESCENT & BLYTH ROAD

**We're pleased to report our new build housing developments are making good progress and are currently running on schedule.**

Work on both sites is being undertaken by Cruden Building Scotland Ltd. The Garvel Crescent site will provide 2-storey housing suitable for 2-6 person households. There are 37 new homes within the development at Garvel Crescent ranging from 1-3 bedroom housing, including 3 ground floor flats which have been designed to suit residents requiring wheelchair accommodation. These specially adapted flats include 2 x 1 bedroom, 2 person flats and 1 x 2 bedroom, 3 person flat.

The 6 new homes at Blyth Road are also of 2-storey design and comprise one terraced block which will accommodate 4 - 5 person households. These homes have either 2 or 3 bedrooms.

The anticipated completion date for both sites is Summer 2023 although we hope that some new tenants can begin to take occupancy early in 2023.

The housing has been designed to achieve a high level of energy efficiency, meaning low running costs for the new residents.

The allocation of properties won't begin until early next year. To save disappointment, please don't call the office – we'll contact you directly.

*Thank you.*



Garvel Crescent



Blyth Road

# ANNUAL REPORT

Performance  
Matters



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

Overall, the 2021- 2022 report shows another year of very strong performance. Here are a few highlights:

- Our Tenant Satisfaction Survey shows us performing well – **96%** of tenants said they were happy with our performance overall compared to the Scottish average of **88%**. We'll be carrying out our next tenant satisfaction survey in the first half of 2023.
- Calvary's arrears are relatively low at **3.1%** which is less than half of the Scottish average of **6.3%**.
- We took an average of **2.9** hours to carry out emergency repairs and **3.7** days to carry out non-emergency repairs. This compares well to the Scottish average which was **4.1** hours for emergency repairs and **8.9** days for non-emergency repairs.

There was one area where we are going to put work in to improving, which is the time it takes to relet properties. We have already started working on this and hope to see this getting quicker. We also want to find out more about why some people leave less than one year after taking up their tenancy.

In previous years we printed and posted the report out to all tenants. Following feedback on last year's report, we've decided not to do that this year. Instead, you can download it from our website: <https://bit.ly/3ffr0MQ>

If you would like a printed copy, we're happy to provide you with one – just call the office on **0141 771 7722** or email [enquiries@calvary.org.uk](mailto:enquiries@calvary.org.uk) and we'll get one sent out.

Finally, we're keen to know what you think about the Annual Report:

- Have we made the right decision not to post a copy out to everyone?
- Does the report contain the information you want to see?
- Is the report easy to understand?

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

If you want to save the cost of a stamp, just drop your comments in the letter box to the right of the main door at the Calvary Centre when you're passing.

## Significant performance failures

As a tenant of a registered social landlord (RSL), you can report a significant performance failure (SPF) to the Scottish Housing Regulator. A group of tenants or an individual acting on behalf of tenants, such as a representative of a registered tenants' organisation, can also report an SPF.

### Examples

An SPF could happen where a landlord is:

- consistently not doing repairs when it should.
- not allowing tenants to apply for another house.
- putting tenants' safety at risk, for example, because it is not doing gas safety checks when it should.
- not helping tenants to report anti-social behaviour.

- not reporting its performance in achieving the outcomes and standards in the Scottish Social Housing Charter to its tenants.

A factsheet provided by the Regulator which goes into more detail about Significant Performance Failures is available on our website under Complaints and from our reception. You can also call us on **0141 771 7722** or email [enquiries@calvary.org.uk](mailto:enquiries@calvary.org.uk) and we'll post one out to you.



# DON'T JAM YOUR CLOSE DOORS OPEN!

Members of our staff team have noticed that it's become common practice for some residents to jam open their front and/or back close doors.

The negative impact of this practice far outweighs any slight convenience there might be of having the close door jammed open, even for a short period of time.

Using bricks, etc. to stop the close door from fully closing, damages the spring in the automatic door closing mechanism. As well as incurring avoidable repairs costs, this also results in a close door which will not close and lock on its own - meaning the close is insecure and strangers or loiterers are able to access the close.

Please remember, the close doors have been installed as extra security for your home. The purpose of the controlled entry system is to give you control over who gains access to your close. If residents fail to close and lock these doors, they're useless.

So, for your own safety and to keep your close free of vandals and loitering etc., please co-operate with us on this – make sure no one in your household is jamming close doors open.

If you know of a neighbour who is jamming the door open, please contact the Calvay office on **0141 771 7722** - any information will be treated in the strictest confidence. If we can identify the responsible household(s) we may take action against their tenancy and/or charge them for any costs associated with repairs to the door closing mechanism.

*Thank you for your co-operation  
in this matter.*



## Have you got the MyGlasgow App yet?

Glasgow City Council has created this app to help residents access a whole range of services. There are very few active telephone numbers now in GCC, so the app really does make things easier.

With the MyGlasgow App you can:

- request a bulk waste collection
- report fly tipping, graffiti or pot holes
- report street lighting being out

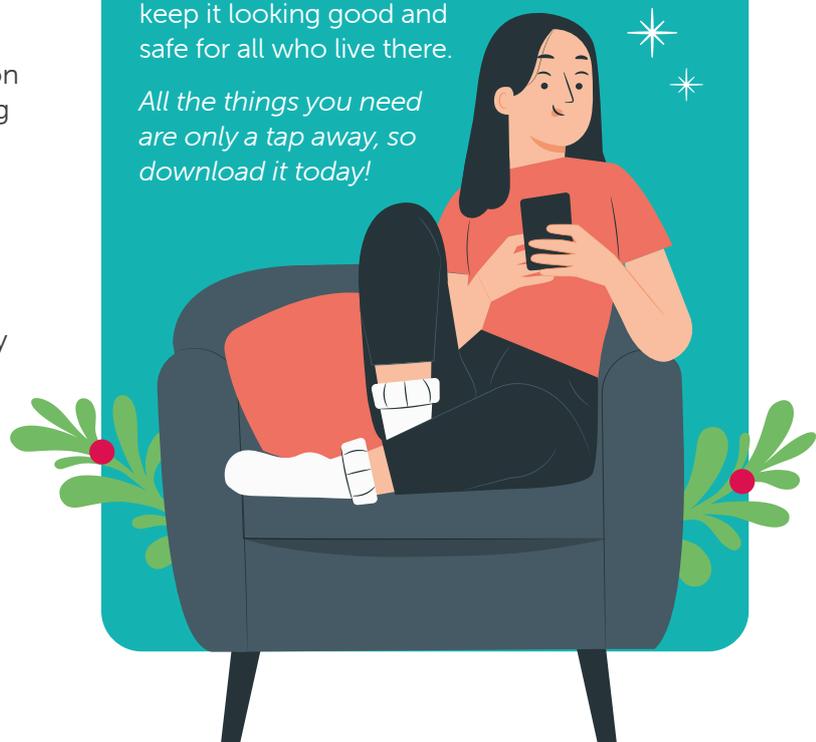
Plus, the "More Services" section of the app also has handy links to useful information from school holidays, paying your council tax and a quick link to GCC twitter announcements.

We recommend all Calvay tenants download the app - from the App Store or Google Play - to check the services Glasgow City Council are responsible for and report these issues directly to them.

Calvay staff are finding the app really handy for personal use in their own areas of Glasgow – those of us who've used it have had a quick response too.

Remember, Calvay is your area and everyone is responsible for helping to keep it looking good and safe for all who live there.

*All the things you need  
are only a tap away, so  
download it today!*



Christmas  
Special

# SLEEPING BEAUTY

- Platform Style



Family friendly and packed full of fun, The Platform return with a brand-new production of *Sleeping Beauty*. It's from the creative team behind the celebrated, sold-out festive show *Mother Goose Fae Easterhoose!*

Created for everyone over the age of 5, *Sleeping Beauty* takes place in 'Mattress World', where Big Jimmy is the King of Low Prices! Jimmy likes to dress as Elvis to entertain the customers, but he's really doing it all for his daughter Beauty – just don't call her that! She goes by B and likes nothing better than exploring the wild woods with her dog Rocket!

They seem to have everything sorted...until it emerges that an evil curse has been put on B – and life as

the family know it is threatened. Will B, Big Jimmy or Rocket save the day in time for Christmas?!

Expect jokes, songs and raucous storytelling to get everyone in the festive spirit and ready for Christmas!

We've got **50 tickets** to give away on a first come first served basis for performances on **Friday 16th** or **Saturday 17th December at 7pm**.

Call the Calvay office now on **0141 771 7722** to reserve your tickets.

*Be quick to avoid disappointment!*



# Christmas Competition

**WIN** a £20 Gift Card for the Vue Cinema!

Time for a bit of festive fun with our Christmas wordsearch!

There are no age restrictions, so why not give it a go?

Return your entry to the Calvary office (please use the post-box outside the building) by 20th December 2022. The first correct entry out the Santa hat will receive a £20 VUE voucher. **Good luck!**

Remember to write your name, address and phone number on your entry.



BOW  
CANDY CANE  
CAROLS  
CHRISTMAS

ELF  
FAMILY  
GIVING  
JINGLE

JOY  
LIGHTS  
NORTH POLE  
PRESENTS

REINDEER  
SANTA  
SLEIGH  
SNOW

STAR  
STOCKINGS  
TREES

## Christmas Fire Safety

We want to make sure all our tenants and residents have a very Happy Christmas. So please follow this advice from the **Scottish Fire & Rescue Service** and keep everyone safe this Christmas.

**Have a Safer Winter – Here's what you can do to stay safe from fire this Winter!**

- If you've been drinking, don't cook. NEVER** leave cooking unattended.
- Always put candles out** when you leave the room, go to bed or leave the house. **Keep candles away from anything which could catch fire.**
- It's safer to smoke outside**, or standing at an exterior door or window, **especially if you are tired or have been drinking.**
- Do not** smoke, use naked flames or get near to anything which may cause a fire whilst wearing clothing or a bandage that has **been in contact with emollient skin cream.**
- Keep portable heaters away** from furniture, bedding or curtains. Don't sit too close and **turn off portable heaters before going to bed.**
- Make sure your smoke and heat alarms are working. Test them every week.**
- Unplug** fairy lights or other electrical Christmas decorations **when you leave the house or go to bed.**
- Keep in touch** with friends, relatives and neighbours who live alone or **who may be at risk.**
- If you've got a live Christmas tree** it's important to **keep the tree stand filled with water at all times.**
- A phone call**, or a socially distanced door-step chat **can make a massive difference at this time of year.**

**firescotland.gov.uk** **@SFR5YourSafety**

Call us to arrange a free Home Fire Safety Visit for you or someone you know who may be isolated or at greater risk from fire. Together, we can all stay fire safe.

CALL **0800 0731 999** TEXT **'FIRE'** TO **80800** or visit **www.firescotland.gov.uk**

# COPING WITH CONDENSATION

Condensation occurs when there's an excessive build up of moisture in the air, especially during colder weather. There's always moisture in the air even if you can't see it, but we create additional moisture in our homes by:

- Cooking or boiling water
- Taking baths or showers
- Drying clothes indoors

Warm moist air condenses and forms water when it cools, for example, when it touches a cool surface. In your home these are outside walls, windows, wall tiles and even clothes. Condensation may be caused by the way your home is occupied or by lack of heating and ventilation provision – often it's by a combination of these.

If condensation can't dry out, it causes mould to form on walls, in cupboards or on window sills, and mildew to form on clothes. Where there's inadequate ventilation in your home, condensation and stale air can occur.

## How can I control condensation?

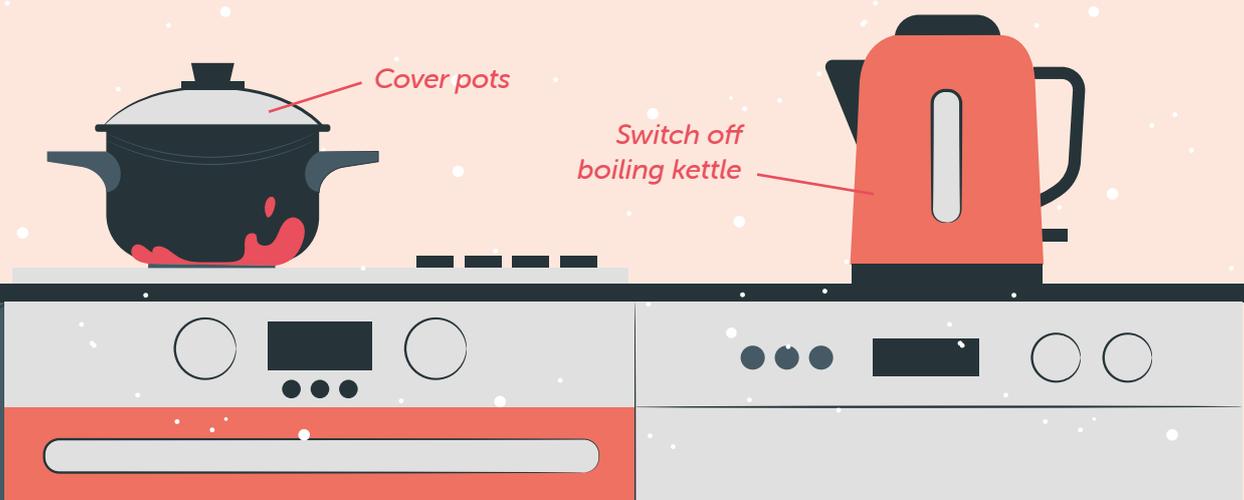
There are some simple things you can do to help minimise condensation:

- Produce less moisture by covering pots and turning down the heat when boiling, switching off boiling kettles and drying clothes outside or in a well ventilated room.
- After a bath or shower, try to ventilate the room to the outside, not to the rest of the house – just opening a window (and closing the door) will help.

- Dry clothes out of doors or in a cool area of the premises – this latter suggestion may sound strange, it will take longer but less moisture will be held in the air at any one time.
- While drying clothes indoors, ventilate the room.
- When people come in with wet coats, hang them outside the living area to dry – or in a porch if you have one.
- Try to increase the change of air in the premises – increase ventilation. Consider using a dehumidifier – domestic types are available and can remove a surprising amount of water from air.
- Let moisture out by opening a bathroom or kitchen window for a while to let the steam escape, or use an extractor fan; and by opening windows for a while each day to change the air in the house.
- Keep your home warm by at least keeping a low background heat.
- Wipe down surfaces where moisture settles.
- Where furniture such as wardrobes are against the wall, try to keep a small distance between the back of the wardrobe and the wall, particularly if the wall is generally cold.

To kill and remove mould, wipe down or spray walls, ceilings and window frame/sills with a fungicidal wash. **Ensure that you follow instructions for its safe use.** These fungicidal washes are available at local supermarkets or DIY stores.

**It's unlikely that a British home can be condensation free, however by keeping your property properly maintained and thinking about your lifestyle and decoration, you should be able to live with condensation without it ruining your life.**



# HEALTH AND SAFETY:

## *Periodic Electrical Inspections*

Like all social landlords, we must ensure our properties are safe and secure for our tenants. You'll be familiar with the annual gas safety checks we carry out every year, to make sure the gas installations within your home are regularly maintained and serviced.

The electrical equipment in your home - such as sockets, wiring, light switches and consumer units (fuse boards) - must also be checked, although not as often. Landlords have a legal duty to make sure all electrical installations and equipment we provide is safe before a tenancy begins, and remains in a safe and serviceable condition throughout.

Like most things in your home, electrical installations deteriorate with use and age, and most accidents involving electricity in the home arise through faults in, or misuse of, domestic appliances or the electrical installation. We carry out Periodic Electrical Inspections of our properties to ensure installations remain safe, tenants are not put at risk and there are:

- **Enough sockets to minimise the use of adaptors and trailing leads**
- **No broken or damaged switches or sockets**
- **A residual current device (RCD) to protect against electrical shocks**
- **Satisfactory earthing, bonding and circuit breakers to quickly clear electrical faults**

We require access to each property every 5 years to allow the electrical inspection to be carried out by our contractor. We've been writing to tenants that are due an inspection before the end of March 2023. If you're one of these tenants and have not had your inspection yet, please contact us on **0141 771 7722** and **press 1 for repairs** or contact the contractor direct on the telephone number within your letter.

These inspections are very important to ensure your safety. If we repeatedly experience difficulty in gaining access, we will give you notice and force entry to your property in order to carry out this essential safety inspection. Please note that you may be charged for the cost of forced entry and lock change should this be required. Thank you for your assistance.



## Reporting a Repair – Press Option 1

If you need to:

- **report a repair**
- **discuss an ongoing repair or major repairs**
- **arrange access for your annual gas service or electrical inspection**
- **discuss any other maintenance issue**

call the Calvary Office on **0141 771 7722** and **press 1** for repairs.

This will take you straight through to the Maintenance team, who will be able to help you.

It's much quicker for you as you'll only have to explain your query once and it will also keep the main line free for all other housing and application queries.



# ARE YOU ELIGIBLE FOR CHEAPER BROADBAND?

Millions of people on benefits are missing out on cheaper broadband tariffs because firms are failing to promote them properly, according to the media watchdog Ofcom. Could you be one of them? Read on to find out.

## What is a broadband social tariff?

Social tariffs are special discounted deals available for certain low-income customers. They're generally cheaper than typical broadband tariffs, starting at just £14.40 per month and usually aren't subject to price rises or exit fees. Social tariffs are designed to act as a safety net for households that may otherwise struggle to afford broadband services.

## Who is eligible for social tariffs?

You're likely to be eligible for a social tariff if you receive a means-tested state benefit, such as Universal Credit, Pension Credit or legacy equivalents. The exact requirements depend on the broadband provider in question – some only offer social tariffs to Universal Credit recipients, while others extend eligibility to those on Income Support, Jobseeker's Allowance and Employment & Support Allowance.

## How can I apply?

First, check if your current provider offers a social tariff. If your provider doesn't offer a social tariff, you can switch to one that does. Your provider might let you leave your current contract without paying a penalty fee.

## Is it difficult to sign up for a social tariff?

It's not too bad, but there are a couple of things that make signing up for a social tariff different to signing up for a typical broadband deal:

- Firstly, social tariffs don't show up on broadband switching sites.
- They also don't usually show up if you enter your postcode on a provider's website.

Providers usually have dedicated webpages for their social tariffs – or you can view the list of suppliers by visiting the Ofcom webpage ([www.ofcom.org.uk](http://www.ofcom.org.uk)) and searching for "Cheaper broadband and phone packages". In a lot of cases, you'll need to get in touch with the provider via email or phone to sign up to a social tariff.

When you sign up to a social tariff, you'll usually be asked to share evidence of eligibility, such as sharing a photo, screengrab or scan of your benefits statement. BT is an exception here - it has a special instant eligibility check that means you won't need to share any evidence. However, keep in mind that the person who receives the means-tested benefit must be the one who applies for the service.

## Will I need to pay an exit fee to move over to a social tariff?

No - most providers will waive any early termination fees if you move from an existing contract to their social tariff.

## Why don't all broadband providers offer social tariffs?

Both the telecoms regulator (Ofcom) and the Digital Secretary have called for more broadband providers to offer social tariffs. They believe that providers who don't offer social tariffs should consider the support they're providing to low-income households and whether they can do more.

EE, Plusnet, Shell Energy Broadband, Vodafone and TalkTalk are all big broadband providers that don't currently offer social tariffs for fixed broadband services.

However, some providers do have other ways of supporting vulnerable consumers. TalkTalk partners with the Department for Work and Pensions to offer six months of free fibre broadband to certain jobseekers. Here, eligibility is determined by Jobcentre staff - speak to your Jobcentre Plus work coach if you think you might be eligible. After six months, you can choose to roll onto a contract with TalkTalk or cancel the service free of charge.

Vodafone owns Voxi mobile which offers a mobile social tariff, allowing users access to unlimited 5G data. For more information visit [www.voxi.co.uk/for-now](http://www.voxi.co.uk/for-now)

# Bridging payments

- Bridging Payments due in December will now be doubled to £260, meaning families will receive up to £650 per eligible child this year.
- All children registered to receive free school meals on the basis of family low income, are eligible and will receive this payment automatically.
- If you don't receive this payment and think you are eligible, then contact Angela on **0141 771 7722**

## HELP WITH YOUR HEATING THIS WINTER

### Changes to Cold Weather Payment

A Winter Heating Payment is replacing the Cold Weather Payment in Scotland.

If you qualify, you could get £50 once a year to help with your energy bills in winter. This starts in February 2023. You'll get this payment automatically if you qualify.

You could qualify if you get certain benefits, like:

- Pension Credit
- Income Support
- Income Based Jobseeker's Allowance
- Income Related Employment and Support Allowance
- Universal Credit
- Support for Mortgage Interest

### Child Winter Heating Assistance

Child Winter Heating Assistance is a payment to help disabled children and young people and their families with heating costs in winter.

Social Security Scotland make payments once a year from the end of November and this is done automatically.

### Home Heating Support Fund

The Home Heating Support Fund seeks to provide financial relief to those who are experiencing significant financial hardship and can help you pay your energy bills by:

- Sending a payment to your supplier.
  - Giving you an energy voucher that you can use to pay your bills.
- You can get this help even if you use:
- a pre-payment meter
  - a credit meter
  - a district heating network
  - unregulated fuels

For more information and to see if you're eligible, please call the Calway office on **0141 771 7722** and ask for **Angela**, our Welfare Rights Officer.

## Welfare Rights

## Glasgow Helps Team

The Glasgow City Council Fuel Support Project has been launched to help financially challenged households in Glasgow gain access to a £49 fuel top-up payment, as well as energy advice and assistance.

Families with children at home and receiving Council Tax Reduction are eligible for the support. If this applies to you:

- Contact Glasgow Helps on **0141 276 1185** for a referral for a fuel top-up. Lines are open 9am-5pm Monday to Friday.
- You can also fill out the Glasgow Helps online referral form to request a call back from the team: **[www.glasgow.gov.uk/glasgowhelps](http://www.glasgow.gov.uk/glasgowhelps)**
- Or, call the Calway office on **0141 771 7722** and speak to Angela, our Welfare Rights Officer, who can help you with the referral form.

Glasgow Helps staff will carry out an eligibility check and a grant of £49 will be awarded via a fuel voucher - this will be administered on your behalf by HEAT (The Wise Group) directly with your energy provider.



## Changes to Scottish Child Payment

- From 14th November, this payment is extended to cover all eligible children under 16 years of age.
- It will rise from **£20 per child per week** to **£25 per child per week**.
- This payment should be paid automatically but please contact Angela on **0141 771 7722** if you have any issues.

*Potential power cuts or failure:*

# BE PREPARED!

Throughout the country, we're all experiencing difficult times, especially financially. Recently there have been comments in the media regarding possible power cuts to our homes, so we'd like to give you some practical advice in relation to this possibility.

First of all, it's important to be prepared. Keep a torch handy. Remember to test it to check the batteries are OK and it switches on.

A torch is much safer than candles. Numerous fires have occurred in homes where candles have been used, and tragic consequences have been reported because of this.

If you have to use candles, here are a few tips for keeping you safe:

## DON'T EVER:

- Don't use open flame candles on unstable surfaces or not contained within a purpose made enclosure for the candle.
- Don't move candles once they're lit.
- Don't leave children or pets alone with lit candles.
- Don't burn several candles close together as this might cause flaring (mainly with tea-lights).

## DO:

- Make sure that lit candles are secured in a proper holder and away from materials that may catch fire – like curtains, Christmas trees, decorations and toys.
- Put candles out when you leave the room and make sure they're put out completely at night.
- Follow the manufacturer's recommendations on burn time and proper use.
- Always make sure tea-lights are placed in a proper holder. The foil container which tea lights come in can get very hot. They can melt through plastic, such as a bath, and have the potential to start a house fire.
- Use a snuffer or a spoon to put out candles. It's safer than blowing them out when embers can fly.

**POWER CUT?  
CALL 105**

## Who to contact if there's a power cut

### 105 is the new number to call:

- You can call 105 to report or get information about power cuts in your local area.
- You can also call 105 if damage to electricity power lines and substations could put you, or someone else, in danger. If there's a serious immediate risk, you should call the emergency services too.

- 105 is a free service for people in England, Scotland and Wales.

Electricity network operators manage and maintain the powerlines and substations that bring electricity into homes and businesses. They are the people you should contact if you experience a power cut.

There are several electricity network operators that work in different parts of the UK. Wherever you live, 105 will put you through to the electricity network operator that can help you.

In the Calvay area, the operator is SP Energy Networks. You can still call them directly on **0800 092 9290**.

# Winter Weather: Beware of the Frost



Winter weather can cause havoc to your home with frozen and burst pipes. This can cause a huge amount of damage and distress for you, your family and your neighbours.

Here's how to reduce your risk and what to do if the worst happens:

## Keep your house warm

The best way to avoid burst or frozen pipes is to keep your home reasonably warm day and night.

## If your water supply does become frozen:

- IMMEDIATELY turn off the water at the mains stop valve (this is generally located at the incoming supply pipe to your home, usually in the kitchen area).
- Open all COLD taps to drain the system (remember to close them again when you're finished).
- Do NOT open the hot taps as the hot water cylinder might collapse if the pipes feeding it are frozen.
- Turn off the central heating and immersion heater.
- Collect water in the bath for washing and WC flushing – or ask family, friends or neighbours if you can use their facilities.

## If you do get a burst pipe:

- IMMEDIATELY turn off the water at the mains stop valve (this is generally located at the incoming supply pipe to your home, usually in the kitchen area).
- Switch off the electricity at the mains.
- Switch off any water heater.
- Turn off the central heating system.
- Open all taps to drain your system (remember to close them again when you're finished).
- Collect water in your bath for washing and WC flushing.
- Warn your neighbours who may suffer damage as a result.

## If you're going away, make sure you leave an emergency contact number with a neighbour.

### REMEMBER!

Calvary Housing Association does not insure your furniture, belongings and other personal items within your home against theft, fire, vandalism, burst pipes and other household risks. Home Contents Insurance can bring peace of mind, knowing that your furniture, belongings and decorations are insured.

## The out of hours emergency numbers are:

Gas Repairs (James Frew-GasSure)  
**01294 468 113**

All other emergency repairs (City Building)  
**0800 595 595**



# 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

## 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



# STOP PRESS

**Need a LIFT onto the housing ladder?**

Get a step up via the **Open Market Shared Equity Scheme!**

Funding for **10% to 40%** of purchase price

The scheme is aimed at first-time buyers, social rented tenants, disabled people with a housing need, armed forces personnel and recent veterans.

\*Terms and conditions apply

Apply online [www.linkhousing.org.uk/LIFT](http://www.linkhousing.org.uk/LIFT)  
 Call: 0330 303 0125  
 Email: [LIFT@linkhsthd.co.uk](mailto:LIFT@linkhsthd.co.uk)  
 Follow us: @Link\_Group Ltd or Facebook.com/LinkGroupLtd

**LINKHOUSING** **LIFT**



The No.1 Befriending Agency

**Free Befriending Service**

Do you live in G33 or G34?  
 Are you looking to make connections?  
 The No.1 Befriending Agency provides a free befriending service, including tailored 1-2-1 matches as well as group befriending events and activities.

**Become a Volunteer Befriender**

Would you like to develop your listening skills?  
 Can you spare an hour a week?

Join us to help reduce loneliness and isolation in Barlanark. Our befrienders are matched with an isolated person to provide regular support and companionship both in person and over the phone.

