Calvay Housing Association Limited
A Community with Commitment

www.calvay.org.uk
Winter 2026

Calvay News

Season's Greetings

Welcome to the Winter Edition of Calvay News. As the nights draw in and it becomes colder, it can be tempting to stay at home, however there are plenty of activities at the Calvay Centre for you to enjoy. As Christmas approaches, there will be many activities to take part in for old and young alike. More details can be found in the Calvay Centre section.

At this time of year, here at Calvay, we start looking at our finances for the next financial year. We know this is some time off, however we need to leave time to consult with you about the increase and let Glasgow City Council know about the rent increase for people receiving housing benefit. Details about the rent consultation can be found on page 10.

Each year, we publish our Annual Report on the website. The Annual Report contains lots of information about how Calvay has performed over the last year and compares this performance to both previous years and other similar housing associations. We're pleased to say our performance continues to be very good and Committee would like to thank staff, whose hard work made this possible.

We held another successful Annual General Meeting (AGM) in September with seventeen tenant and factored owners present. Over the course of the year, Margaret Scott, Neville Wood, Lauren Austin and Sunday Okewole left the Management Committee. In addition Gordon Lawrie and Lawrie West attended their last Committee meeting in August and have now stepped down. The AGM appointed two Committee Members who were previously co-optees, Jim Docherty and Ben MacFarlane and in addition John Mason. John has previously served as a MP for Glasgow East and more recently as MSP for Glasgow Shettleston. The Committee now has ten members, and five of these (including the Chair and Vice-chair) are tenants. There are currently five spaces available on the Committee. As a community-based association Calvay is looking to ensure that there is strong tenant representation on the committee. If you are interested in finding out more about joining the committee, please approach any current committee member or contact Tracy Boyle **0141 771 7722** for a no-commitment chat.

You can also apply to the association to be a member. All you need to do is complete an application form and pay a one-off £1 membership fee and the Committee will consider your application at its next meeting. You need to be a member if you wish to attend the AGM next year.

On behalf of everyone at Calvay Housing Association, Season's Greetings and best wishes for the New Year.

ANNUAL REPORT

To comment on the Annual report please email **enquiries@calvay.org.uk** and let us know your thoughts on the information that we report on,i.e is there something else you would like to see included in the report, are you happy with the way the information is presented? If you would like a copy of the annual report printed and posted out, please contact **enquiries@calvay.org.uk** or call **0141 771 7722.**

2 Property Turnover and Allocations

4 Damp, Mould and Condensation

10 Rent Consultation

Property Turnover and Allocations

1 April 2026 to 30 September 2026

The following tables give detail on the stock we have, tenancies that have been given up and properties allocated to new tenants for the first six months of the financial year 2026/27.

PROPERTY TYPE	NUMBER OF PROPERTIES CALVAY HA HAS BY PROPERTY SIZE							TOTALS
	1apt	2apt	3apt	4apt	5apt	6apt	7apt	
4 IN A BLOCK		38	14					52
BUNGALOW			1	2				3
HOUSE END TERRACE			13	16	22			51
HOUSE MID TERRACE			52	13	1			66
HOUSE SEMI			30	37	25	2	1	95
OTHER - 2 IN A BLOCK		6	9					15
OTHER - MAISONETTE				1	7	1		9
OTHER - SHELTERED		30						30
TENEMENT GROUND	21	5	31					57
TENEMENT MAIN DOOR		7	92	1				100
TENEMENT UPPER	21	69	152	147	2			391
TOTALS	**42**	**155**	**394**	**217**	**57**	**3**	**1**	**869**

NO OF WAITING LIST APPLICANT BY GROUPS	
Group 1 - Homeless	48
Group 2 - Urgent Needs	22
Group 3 - Medical	162
Group 4 - Overcrowding	137
Group 5 - Under Occupation	17
Group 6 - General Needs	120
Group 7 - Care & Support/Education & Employment	4
Group 8 - Aspirational	26
Total	**536**

NO OF WAITING LIST APPLICANTS BY SIZE OF PROPERTY REQUIRED	
1 - 2 apartments	110
3 apartments	205
4 apartments	143
5+ apartments	78
Total	**536**

TENANCY TERMINATED BY SIZE	
1 apartment	3
2 apt	2
3apt	13
4apt	4
5+ apt	1
Total	**23**

TENANCY ALLOCATED BY SIZE	
1 apartment	4
2 apt	2
3apt	12
4apt	4
5+ apt	0
Total	**22**

ANNUAL ASSURANCE STATEMENT

Each year the Association must publish an Annual Assurance Statement (AAS). This is the link to our AAS which has been published on our website. www.calvay.org.uk/Annual-Assurance-Statements.

TENANCY SUSTAINMENT FUNDING

In August 2026, Calvay Housing Association (CHA) secured £77,799 from the Glasgow Upstream Homelessness Prevention Fund to support our most vulnerable tenant households through a new Tenancy Sustainment Pilot Project, which will run until August 2027.

The funding is administered by the Scottish Federation of Housing Associations (SFHA) and Homeless Network Scotland (HNS) and has enabled the Association to appoint a dedicated Tenancy Sustainment Officer (TSO). The project will provide immediate financial support to help tenants purchase essential household items, alongside a partnership approach to develop individual action plans tailored to each person's needs.

We are pleased to announce that Michelle Islam was appointed to the role and has been in post since 19 October 2026. Many of you will already know Michelle as she previously covered Melissa's maternity leave, so it is fantastic to welcome her back to the team.



Michelle Islam

The purpose of the TSO role is to work closely with tenants who may be facing challenges or experiencing vulnerabilities that could put their tenancy at risk. By offering early intervention, practical assistance and tailored support, the aim is to help tenants overcome difficulties to maintain secure, sustainable tenancies.

Michelle will work closely with housing colleagues and our Wider Role Team to provide support, help tenants access the assistance they need, and achieve positive outcomes for individuals, families and the wider community.

The service operates through a referral system, with referrals accepted from Calvay Housing Association staff and the Wider Role Team. This collaborative approach will help identify tenants who may benefit from additional support and ensure they receive the appropriate assistance at the right time.

Good Luck & Best Wishes



In October, our Senior Maintenance Officer Calum McLeod left the Association. We would like to thank Calum for his contribution during his time with us and wish him well for the future.

ARGON TECHNICAL SERVICES

Argon carries out a quality assurance check on 10% of the annual gas services carried out by City Technical Service and Electrical Inspection work carried out by Wright Kerr, to ensure they are working to the highest standard. While they are not one of our main contractors, they still carry out work for the Association.

If you are ever in doubt about a contractor visiting your home, you can call the office on 0141 771 7722 to double check

ADVICE FOR TENANTS

Damp, Mould and Condensation

Calvay Housing Association Limited

Damp and mould can affect your health and damage your home. **Please tell us as soon as you notice anything**, however small.



Spotted damp, mould or a leak? Tell us straight away.

0141 771 7722 (option 2)

EMAIL
repairs@calvay.org.uk

ONLINE, 24 HOURS A DAY
calvay.org.uk/report-a-repair

IN PERSON
The Calvay Centre, 16 Calvay Road

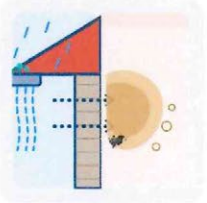
What to look out for



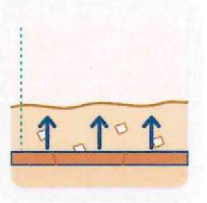
Mould
Black, green or brown spots or patches, including on silicone around baths and showers.



Condensation
Water droplets on windows, walls or mirrors.



Penetrating damp
Damp patches, or peeling or bubbling paint or wallpaper.



Rising damp
A tide mark low down on ground floor walls.



Leaks
Water through ceilings or walls, or dripping pipes.



Hidden damp
A musty or damp smell, even if you cannot see anything.

Our promise to you

Awaab's Law applies in Scotland from 6 October 2026 — we go further

1 working day
to fix a significant leak causing damp or mould

3 working days
to inspect your home

3 working days
after inspecting, to give you a written report

5 working days
after inspecting, to start any repairs needed

12 weeks
to check the repair has worked

Working days means Monday to Friday, not counting public holidays. Ask us for our leaflet **Damp, Mould and Condensation – Advice for tenants** for your full rights and tips to reduce condensation.

OUT OF HOURS EMERGENCIES
e.g. a serious leak — City Building
0800 595 595

OUT OF HOURS GAS, HEATING OR HOT WATER
City Technical
0333 202 0708

The Calvay Centre, 16 Calvay Road, Barlanark, Glasgow, G33 4RE

Available in other languages and formats, including large print, on request.

SCAM ALERT

Cold Calls Regarding Damp and Mould Inspections

We have been made aware of reports of cold calls being made to residents, where callers claim they have been instructed by a housing association to attend properties due to alleged damp and mould issues. The callers then attempt to arrange a visit to the home.

We would like to reassure all tenants that Calvay Housing has not issued any such instructions, and these calls are not legitimate.

What you should do if you are cold called: To protect yourself, please follow the guidance opposite:

- Do not share personal or financial information with unsolicited callers
- Do not agree to home visits from individuals whose identity you cannot verify
- If you are unsure about any contact you receive, end the call immediately

We encourage all residents to remain vigilant and report any suspicious activity.

If you have any concerns or would like to verify information, please contact our office directly on **0141 771 7722**.

This Christmas... Don't forget to

PAY YOUR RENT

It's the most important gift you can give yourself



Pay your rent. Keep your home. Start the new year with confidence

Prioritise rent over the festive season.
Christmas is a special time, but your home and your security come first.

Don't start the new year in arrears.
Get your rent paid now, so you can begin the year with peace of mind.

Don't put your home at risk by missing rent payments.
Late or missed payments could put your tenancy at risk.

If you foresee any problems with your rent over the festive period...
It is important to get in touch with your Housing Officer.



The Calvay Centre News

KIDS EAT FREE Initiative



During the Summer and October School holidays, we were able to serve approximately 3500 Free Meals to school age children. This was possible thanks to many of Calvay Housing Association's contractors who made a financial contribution via their Community Benefits clauses in their contracts.

All the meals were served from the Calvay Community Café ensuring the schoolchildren got value for money.

Community Mural

Calvay Housing Association Ltd were awarded a grant from East Centre (Ward 18) Area Partnership to install a Community Mural in the area that captures the history and future of the area. CHA Ltd will be working closely with SWG3 to come up with ideas and a design that will be installed on one of the local buildings and be visible for everyone to see.

There has been a series of consultation events that included, children and families, seniors, and focus groups to gauge views, opinions, and ideas. The artists, whose works are all recognisable throughout the city, will now work on an agreed design, that will be installed in the early part of 2027, weather permitting.

If you would like more information, please contact Eddie Cusick (Centre Manager) at the Calvay Centre on **07498 843491** or **ecusick@calvay.org.uk**



CALVAY CHRISTMAS FAYRE & TABLETOP SALE

Seller's welcome, £15 per 4ft table.



SATURDAY 28TH NOVEMBER 2026
12PM – 2PM

Christmas is just around the corner, so why not get an early start on those gifts for the family and friends!

There will organisations and companies selling great gifts at a discounted rate.

There will be personalised gifts, cards, cakes, candles, clothes, raffles, much much more!

If you would like to book a table or find out more information, contact Eddie at The Calvay Centre on 07498843491 or ecusick@calvay.org.uk or pop into the centre for a chat with members of the Calvay Community Events Committee.



All monies raised will go towards future activities and events run by The Calvay Community Events Committee



Calvay Community Events Committee

The Events Committee work in partnership with the Calvay Centre to ensure a variety of activities and events take place throughout the year for all sections of the community. The Events Committee are all volunteers who give up their time to ensure these events and activities are all planned and delivered with minimum fuss so that everyone enjoys themselves.

The Committee is:

Chairperson: Annmarie Boyle

Treasurer: Alison A'Hara

Secretary: Linda Dick

Member: Joanne Crichton

Member: Bryce Wilson

Member: Agnes McCarthy

Member: Claire Sneddon

Member: Petra Moria

SENIORS' CHRISTMAS MEALS

Friday 4th December 2026 (4pm – 6pm)
& Wednesday 17th December 2026 (1pm – 3pm)
£2.00 per ticket, per event

The Calvay Community Events Committee in partnership with The Calvay Centre, will be hosting **2 Special Christmas Meals** for our local Seniors *(Anyone aged 55 years plus).*

If you are aged 55 years or older come along to the Calvay Centre for a great afternoon of Games, Food, and Music.

These events are open to all senior members of our community for just £2.00



There will be a traditional three-course meal, refreshments, and music.

To reserve your place, contact a member of the Calvay Community Events Committee or call, text, email Eddie on 07498843491 or ecusick@calvay.org.uk

You must pay your £2.00 to reserve your place!

Welfare rights

Winter Heating Support Payments

The winter heating support payments will start to be paid from October this year.

These payments help pensioners, disabled people and families of disabled children and young people to heat their homes during the coldest months.

This year, Child Winter Heating Payments will start week commencing 5 October, Pension Age Winter Heating Payment will begin from November, and Winter Heating Payment from December.

Payments will be made automatically throughout the winter.



Opting out of Pension Age Winter Heating Payment

Pensioners with an income of over £35,000 who want to avoid having this year's Pension Age Winter Heating Payment recovered via the tax system are being encouraged to consider opting out.

Next year, HMRC will start collecting Pension Age Winter Heating Payment through pensioners' tax codes in advance, rather than in arrears. To make this change, HMRC will need to collect two winters' worth of payments within the same tax year, for winter 2026/27 and winter 2027/28.

Pension Age Winter Heating Payment – Winter Heating Payment will be paid by Social Security Scotland this winter. You could get a payment of between £105.55 and £316.70. Most eligible people get the payment automatically and do not need to apply. Social Security Scotland will send the payment to the same account as your State Pension, or any Social Security Scotland benefits you get.



WARM HOME DISCOUNT

Tenants are advised to check their emails from their energy supplier to see if the Warm Home discount is open, this is for financial assistance for £150. If tenants need any help with this please contact Angela, Welfare Rights Officer on 0141 771 7722.



Welfare rights

Young Carer Grant

Young Carer Grant is an annual payment of over £400 designed to help young carers.

Last year, the support for young carers was extended, with the payment now available for carers up to the age of 19.

Young people who care for someone for 16 hours a week on average can apply for support from their 16th birthday and receive an annual payment each year up until they are 19 years old. The DWP want all eligible carers to get access to the support they are entitled to, even if they don't see themselves as carers.

Young carers need to apply for the payment every year. They should wait one full year between applications to avoid their application being rejected. If it is, they'll need to re-apply.



Scottish Carer Supplement

This is an extra payment that you will automatically be paid on top of your Carer Support Payment. It has replaced Carers Allowance Supplement. This is £11.70 per week and does not an have an effect on any other benefits.

Promoting Pension Credit

Some people may not be getting Pension Credit when they might be eligible for it. DWP is committed to changing that.

- people of State Pension age may be entitled to Pension Credit even though they may have modest savings, or a retirement income or own their own home
- an award of Pension Credit can provide access to a range of other benefits such as help with housing costs, council tax, heating bills and for those aged 75 or over, a free TV licence

If you require more information or to check eligibility then please contact Angela, Welfare Rights Officer at Calvay Housing Association on **0141-771-7722.**

SCOOP THE POOP!

Dog fouling is unpleasant, unhygienic and can spoil shared outdoor spaces for everyone.

If you're a dog owner, please remember to always scoop the poop and dispose of it responsibly in a suitable bin.

By cleaning up after your dog, you help keep our communities clean, safe and enjoyable for all residents, especially children who use communal areas and open spaces.

- Always carry dog waste bags when walking your dog.
- Pick up after your dog immediately.
- Dispose of bagged waste in a suitable bin.

Let's work together to keep our neighbourhood clean and welcoming.

Be a responsible dog owner – Scoop the Poop





RENT CONSULTATION 2026

Calvay HA does not make a profit which is distributed to shareholders. We are a registered charity and any surplus we make is used for the benefit of Calvay's tenants. We are an independent organisation, and this means we must make sure we have enough income to pay for our expenditure. Almost all our income is from the rent you pay us.

Each year on the 1st April, all housing associations, including Calvay HA, increase their rent. Before we decide how much to increase the rent by, we consult with all tenants. We will be making the decision about the rent increase early in the New Year, so we want to consult with you before then.

Last year, we worked hard to keep the rent increase as low as possible, considering what the business required to operate. In January 2026, we decided to increase the rent by 6.9% from April 2026. Because we consult on the rent increase in December each year, we use October's inflation figure (the Consumer Price Index or CPI) as the inflation rate. In October 2025, CPI was 3.6%. Our rent increase last year was therefore 3.3% above CPI. This however, only partially offset a real terms income reduction of around 5% in 2023 when inflation was very high.

Some of the services we deliver, such as our bulk collection service, our welfare rights/financial support, go above and beyond traditional "landlord services". The cost of some of these services, for example the landscaping service and the stair cleaning service have increased by a lot more than inflation, so we have to take this into account when working out how much the rent needs to increase.

In the coming year we will be working to see if there is a fairer way to set our rent, including looking at splitting out services such as landscaping into a separate service charge. You will be consulted before any changes are made.

We understand that many people are struggling financially, so every year we check to make sure rent levels for Calvay HA homes are affordable to those on moderate incomes.

We try to keep the annual increase as low as possible and to charge rents that are similar to those of other local social housing providers.

Our rents are generally less than the levels considered affordable for families, single parent families and couples, although the rent levels of some of our one bed flats are only just affordable for single people on moderate incomes.

Obviously, the higher the rent increase the more likely it is that our rents will become unaffordable.

Our rent consultation will take place in the next few weeks but we wanted to give you some information in advance of this.

If you are struggling to make ends meet or are worried about being able to pay your rent, our Welfare Rights Officer, Angela, can help. We have also secured funding until August 2027 to pay for a Tenancy Sustainment Officer, Michelle Islam. There may be benefits or grants that you are entitled to, but you are not aware of, and our team can support you to access these services. Please call us on **0141 771 7722** if you want to find out more about these services.

Off-road bikes and E-Scooters

Below is a copy of a letter from Police Scotland.

Tackling the criminal use of off-road bikes is an increasing issue within our communities. We know the harm they cause and the danger they pose to our communities. We are aware the use of these bikes are often linked to wider criminality.

Where it is legal to ride an off-road bike or E-Scooter;

- Private land: You can ride on private land with the explicit permission of the landowner. Council land such as local parks, beaches and car parks are NOT private land.
- Specialist Tracks: Designated off-road tracks and courses.

To ride on a public road or a legal byway the bike must be road-legal. This means it must be;

- Registered taxed
- Have a valid insurance policy
- Have a valid MOT
- Rider must have a valid driving license and helmet

Penalties for Illegal Riding;

- Seizure and Destruction: legislation provides powers to stop, seize and ultimately crush illegal or nuisance bikes
- Fines and Bans: Offenders face financial penalties, points on driving license, driving bans or court prosecution
- Persons who have purchased bikes for underage riders can also be charged with cause and permit offences under the Road Traffic Act 1988 which can result in driving endorsements, fines and prosecution.

POLICE SCOTLAND
Keeping people safe

If you have any information regarding illegal off-road bikes please contact us on 101 or via the Police Scotland Contact Us website. Reports can remain anonymous.

Information can also be reported to **Crimestoppers** anonymously on **0800 555111**.

Useful information can include;

- Names and/or descriptions of persons involved
- Storage sites – sheds/gardens/garages/ abandoned buildings/storage containers
- Names and/or descriptions of persons involved
- Descriptions of bikes – bike colours, patterns, rider clothing, nicknames
- Footage or images – where safe and lawful to obtain

CI Hannah Edward
Local Area Commander
Glasgow East Division





Staying Safe Over the Festive Period

While the Association office is closed over festive period, our emergency repairs service will be available on 0800 595 595 for general repairs and for gas/boiler/heating repairs on 0333 202 0708

Here are some things you can do to keep your home safe, secure and comfortable.

Fire safety

- Test your smoke alarms now and report any faults before we close.
- Close the living room and kitchen doors at night. If there's a fire, this holds back smoke and flames.
- Never leave candles burning unattended. Keep them on a flat surface, away from curtains and out of children's reach.
- Keep matches and lighters away from children and never spray aerosols near a flame.
- Don't leave chip pans or cooking pans unattended.
- Don't overload sockets or daisy chain extension leads for your Christmas lights.
- Unplug chargers when you're not using them and overnight. Never charge phones or tablets under a pillow or cushion.
- Never charge e-bikes or e-scooters overnight or in hallways.
- Keep hallways and exits clear so you can escape easily if there is a fire.

Winter and holiday tips

- Make sure your contents insurance would replace your furniture, carpets and clothes after a fire or flood.
- Don't leave presents on display in your car.
- In very cold weather, keep your heating on low to stop pipes freezing.
- Find your stopcock and check that it turns off your water.
- If you're going away, leave contact numbers for someone with a key.
- Get enough medication to last, as GPs and pharmacies will close on some days.
- Keep salt or grit and a shovel to clear your path, plus an ice scraper and de-icer for your car.

Wishing you a safe and happy festive season from all of us at Calvay Housing Association.



Calvay Housing Association will close at 12.30pm on Thursday 24th December 2026 and reopen at 9am on Wednesday 6th January 2027



USEFUL NUMBERS – WHO TO CALL WHEN

Issue	Contact	Phone
Calvay Housing Association	During Office Hours	0141 771 7722
Reporting emergency repairs (after office hours, not including gas)	City Building	0800 595 595
Heating/hot water/ boiler repairs	City Technical Service	0333 202 0708
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	0800 077 8778
Fire emergency	Fire Brigade	999
Crime emergency	Police	999
NHS Health Emergency	NHS	999
NHS Health Non-emergency	NHS	111
Crime Non – emergency	Police	101
Roads and lighting faults	Glasgow City Council	0800 37 36 35
Abandoned cars	Glasgow City Council	My Glasgow App
Mental Health Support	Breathing Space	0800 83 85 87
	Samaritans	116 123

"All of our Contractors and Consultants are required to observe our Equal Opportunities Policy"

Support over Christmas

Christmas can be an emotionally and financially stressful time and these are some places that you can contact, not just during the festive period, if you need support.



The Nook Glasgow
Drop In mental health support, no appointment needed
Brunswick House, 51 Wilson Street, Glasow, G1 1UZ

Breathing Space
For anyone in Scotland feeling low, anxious or overwhelmed
0800 83 85 87 or **www.breathingspace.scot**

Samaritans
For anyone who needs to talk, day or night
116 123 or **www.samaritans.org**

NHS24
call **111** or **www.nhs24.scot**

Calvay Housing Association Ltd, The Calvay Centre, 16 Calvay Road, Barlanark, Glasgow G33 4RE. Tel: 0141 771 7722
Email: enquiries@calvay.org.uk www.calvay.org.uk

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