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## Stay safe in your home

FACT is legally responsible for servicing all gas appliances, within our properties every year. Unfortunately our contractor, Glasgow City Council, Building Services regularly experience difficulties in getting access to some properties in order to carry out the annual service.

There are safety implications for all residents if appliances are not regularly serviced and people are at risk if we do not gain access. In some occasions this has led to legal action being taken to gain access, which may involve legal fees being charged to those tenants who do not allow access. Fees can cost up to £200.

We would prefer to avoid taking legal action and would ask that access is arranged by contacting Jenny Black on 274 7065, who will arrange a suitable time to arrange for the service to be carried out.

**Remember this gas check is for your safety and your families safety**

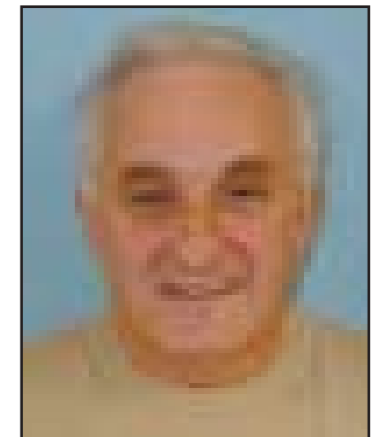


## Message from the Chair

### Fact Working Towards Second Stage Transfer

You may have seen or heard a lot in the press about Glasgow Housing Association (GHA) and the proposal to move to Community Ownership for Local Housing Organisations like FACT. We are committed to Community Ownership and are striving towards a Second Stage Transfer, which would see FACT taking full ownership of homes in Cranhill, which are currently owned by GHA. At present we are looking at how Community Ownership can successfully be achieved. Amongst other things this involves deciding how support services currently provided by GHA, can be delivered in the future. One

possible solution would be for a shared services body to be created, which would provide support to FACT together with a number of other Local Housing Organisations (LHO's). We are discussing these issues with other LHO's, who are all tenant led organisations similar to FACT. Further updates will be provided as our discussions develop and we will keep our residents informed of progress. In the meantime we are continuing to see improvements in Cranhill through our investment programme and more tenants are receiving new kitchens and bathrooms as our improvement programme proceeds.



### Prize Competition

**Finally we are looking for a new name for our newsletter. A prize is available for the best suggestion and these can be made by contacting Suzanne Mckee on 0141 274 7065.**

## Fact Residents Visit To Panto



We are pleased that our visit to Cinderella at the Kings Theatre on Thursday 5th January 2005, attended by nearly 100 local residents and children, was a roaring success. Everyone really enjoyed the event after we provided two coaches to take people there and back. In addition a goodie bag (sweeties!!) was provided to enjoy the show. The event was an attempt to encourage more people to participate in their community, meet people from different parts of the scheme, and on some occasions to meet

people living next close. We acknowledge that today people are less likely to have contact with their neighbours than 50 years ago. This contributes to making people feel nervous and frightened if they do not know the people around them. This is similar to older people feeling intimidated by young children often because they just don't know who they are. We hope those who attended will be able to say hello to more local residents in future and feel more of a community. Keep an eye out for future events and get your application in.

# National

## Theatre of Scotland in Cranhill

A recent event took place in Cranhill involving the multi storey flat at 25 Soutra Place as the location for the launch of the new National Theatre of Scotland. The event took place on 24-26 February 2006 and involved absailors filming into flats, with a large drive in style screen located at the bottom of the block relaying pictures to the audience. It was a free event and over 2,000 people attended over 4 performances of the play, which was entitled HOME.

The event involved For All Cranhill Tenants, Greater Easterhouse Arts Project and the National Theatre of Scotland.

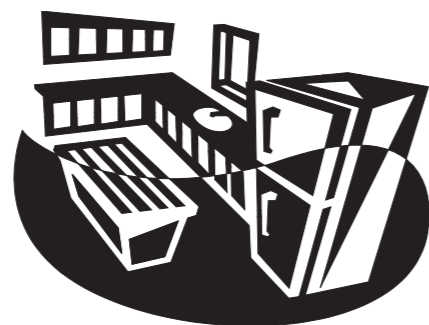
Billy Boyd, (who was raised in the Cranhill area of Glasgow) - star of the Lord of The Rings played a lead part in the production, which was directed by John Tiffany.



Billy Boyd in action at Soutra Place

## Investment Update

*There's a lot going on*



We have now commenced fitting kitchens and bathrooms, whilst upgrading electrical installations in a number of properties within Cranhill. We continue to pay Decoration Allowance for rooms that are damaged and appreciate the help, assistance and patience of all tenants, who are receiving these extensive works. Lovells Contractor will carry out the work and all staff will be clearly identifiable with yellow jackets being worn by all tradesmen and staff. Our point of contact in the office is Laura Honeyman, Investment Officer. Laura works part time and can be contacted on 274 7082 in mornings only, should anyone wish to contact her.

We are also continuing our painting programme and are currently carrying out improvement works to the tenemental properties in Monach and Toward Road.

For 2006/7 we will continue our internal modernisation into the low end of Crowlin Crescent and start of Gantock Crescent. We will finally get the upgrade to the multi storey flat controlled entry and CCTV system. We will also begin environmental improvements in our main door properties in the North of Cranhill.

### Congratulations on 50 years married

Mr and Mrs O'Brien of Corran Street recently celebrated 50 years of marriage and FACT committee supplied a bouquet of flowers to mark the event. Mr and Mrs O'Brien were delighted to receive the bouquet but declined the offer to be photographed for our newsletter. Congratulations once again.

If you have an event or occasion you would like to tell us about please contact David Macakenzie at 6 Crowlin Crescent on 274 7068.

# Silver Deal Active Programme

This new and exciting physical activity initiative will be starting soon in your area.

The project is open to all Glasgow Housing Association tenants aged 60 years and over. The Silver Deal Active Programme is brought to you in partnership between Glasgow Housing Association & Glasgow City Council.

Activity sessions at community-based facilities across the city will help you get more active more often while socialising at the same time. We hope that you will make new friends and enjoy exercising at the same time, and Yes, it is Free of Charge.

Activities which will be on offer through out the project will range from Chair Aerobics, Tea Dances, Chi Ball, Indoor Bowls, Aromatherapy, Walk in the Parks, Free Swimming, plus lots lots more.

We launched our service in Cranhill on Wednesday 5th April 2.00pm, in St Maria Garettil Church Hall, with a taster of Chair Aerobics. Chair Aerobics will follow every Wednesday at 2.00pm and we hope that you will come along and support this project. Entry will be Free. So, if you are aged 60 and over and reside in Glasgow, then this is the class for you. Come along and give it a go. We look forward to seeing you there.

**For further information on the Silver Deal Active Programme, please telephone David or Clare on 0141-287-5933.**

Swimming is also FREE for all residents within Glasgow City Council aged 60 years and over. Why not take advantage of this fantastic offer.

**For further information, please contact your local leisure facility, or telephone 0141-287-2000.**



## Helping you to enjoy your home

FACT is awarded an annual budget for both internal and external adaptations to people's homes. If you think that an adaptation can benefit you please contact Social Work Services in Ruchazie Place on 276 3520 and make a request for an assessment by a Community Occupational Therapist.

A wide range of adaptations may be carried out and the Occupational Therapist will prioritise those cases, which are deemed as being the most urgent.

Typical requests may include:

- o Level access showers
- o Low access baths
- o Doors widened for wheelchair access
- o Wet rooms to replace standards bathroom

This list is only an indication of the type of works, which may be carried out and each case is considered on an individual basis following a referral from the Occupational Therapist.

**If you need assistance with internal and external handrails please contact us on 274 7065 and we will arrange for an application form to be sent to you.**



# We want to Hear your views

We are currently considering a proposal to change the ways services are provided and are now looking to hear your views. The proposal involves our Housing Officer's and the way services are provided to tenants.

At present we have 4 Housing Officers who all deal with about 300 houses in specific areas of Cranhill. The Housing Officers deal with a wide range of duties, which can be categorised into 3 main headings:

- o Letting houses and dealing with housing applications
- o Estate Management and tenancy issues
- o Arrears Management

This means that each Housing Officer spend time dealing with a number of issues as opposed to dealing with 1 particular specialised issue. We have looked at the ways in which other Housing Associations work and feel that there may be benefits to the organisation and customers in changing the ways in which Housing Officer's duties are allocated.

We are considering whether we should have:

- o 1 Housing Officer dealing with Arrears Management, supported by other staff
- o 1 Housing Officer dealing with Letting and allocation issues
- o 2 Housing Officers dealing with Estate Management and Tenancy issues

In making these changes we feel that we can provide a more responsive and specialised service to customers and allow us to achieve our objectives in terms of performance. We would like to hear your views on this matter as we know that some tenants like dealing with their Housing Officer on all matters relating to their tenancy.

**We have arranged a meeting on Wednesday 17 May 2006 to discuss the proposal with tenants. The meeting will take place at 6 Crowlin Crescent and will begin at 6.30pm.**

We will also take the opportunity to tell you about some new projects we are considering for Cranhill, if we can secure funding this will see:

- \* Environmental Employment concerning employing local people on training and employment experience whilst addressing environmental issues across Cranhill and 2 other areas in Greater Easterhouse
- \* Money Advice a joint bid with 2 other Local Housing Organisations, to employ money advice advisors
- \* Youth Integration Project a joint bid with 2 other Local Housing Organisations to employ activities across the boundaries to engage young people and stop gang fighting and territorialism.
- \* FACT bid for computers and broadband connection for use in the MSF Community Flat at Soutra Place.



# HAVE YOU HEARD?

## Agencies and service providers in Cranhill?

It might surprise you how many agencies work in and around Cranhill. Many of the agencies are there to help people, but if you don't know about them how can they help you.

Listed below are just some of the groups and agencies that can be contacted. If you want to find out about these and other groups look up <http://www.greaterasterhouse.co.uk/>

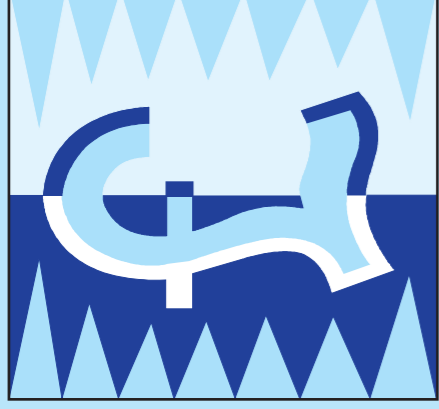
Group	What they do	Contacts
Cranhill Beacon	Activities for kids up to 15	774 3736
Greater Easterhouse Money advice project	Confidential advice on all money matters	774 5535
Cranhill Credit Union	A self-help group owned and run by its members, encouraging them to save regularly and to provide them with low interest	774 0001
Cranhill Arts Project	Classes in photography, arts and crafts etc	774 8595
Citizens Advice Bureau	Information and assistance on all subjects	771 2328
Cranhill women's forum	IT training, internet access	774 2093
Greater Easterhouse Alcohol Awareness Project	Confidential counselling and support	773 1222
Greater Easterhouse Supporting Hands	Training, support to young people and adults with physical and learning difficulties	774 7261
Cranhill community Project	Activities for local people based at Cranhill parish church	774 3344
Crossroads - Care Attendant Scheme	Provides a service to carers and vulnerable people living alone. The Service works with people of all ages and is a service within Greater Easterhouse. Opening hours are 8.15am - 4.45pm Monday - Friday. Premises are wheelchair friendly.	Joyce Carroll (Co-ordinator) 774-3142

## Ways to pay your rent

In April, GHA is synchronising when you pay your rent with when housing and other benefits are paid. Although your tenancy agreement requires rent to be paid monthly in advance, GHA will now be able to receive rent on a weekly basis - helping many tenants budget more effectively.

We would hope that as many tenants as possible change to paying rent on a weekly basis and a suggested weekly schedule of dates for rent to be paid is detailed on the calendar provided, as of the beginning of April 2006.

If you have a standing order at your bank this can be changed to a weekly basis, which some people prefer in order to budget on a week-to-week basis. Please contact our staff on 274 7065 should you wish to discuss methods of repayment.



## When to pay your rent

April 2006						
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May 2006						
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29	30	31				

June 2006						
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July 2006						
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August 2006						
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September 2006						
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December 2006						
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January 2007						
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February 2007						
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March 2007						
Mo	Tu	We	Th	Fr	Sa	Su
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