



Your Guide to Saving energy

Easy ways you can save energy:

- Try turning down your thermostat by 1°C – this could save you up to 10% on your heating bill
- Keep your central heating set so that your room temperature is between 18°C and 21°C
- Defrost your fridge regularly so it works more efficiently
- Turn off your TV and other appliances at night, rather than leaving them on stand-by
- Only fill jug kettles with the amount of water you need
- Don't trap heat – avoid placing large pieces of furniture in front of radiators
- Turn off unnecessary lights
- Low energy lightbulbs use less power than standard bulbs and can save you up to £9 a year
- Use a microwave where possible – it uses 90% less electricity than your oven.



Start saving energy and money today!

Contact your LHO today
and ask for an energy
advice visit, or call us on
0800 479 7979.

For more information visit
www.gha.org.uk

Saving energy and money



You can save money by using energy more efficiently in your home. Small changes to your daily habits can have a big effect on your gas and electricity bills.

We are working in partnership with eaga scotland Ltd. who can send trained energy advisors to your home and provide impartial energy advice that could:

- **Cut down the amount energy you use and keep you warm**
- **Get better deals on your fuel bills**
- **Assist you with payment arrangements to energy provider.**

You can save money by changing your fuel provider and making some easy changes to the way you use your household appliances.

How can we help?

The eaga energy advisor can:

- Provide advice and tips about saving energy
- Help you set your heating system to meet your needs
- Help you work out the best way to repay high fuel bills
- Make sure your repayments are reasonable and affordable
- Negotiate on your behalf to reduce any debt that has built up.

If you think you're paying too much money for the energy you use, the energy advisor can:

- Tell you about cheaper deals for electricity and gas
- Help you switch to different ways of paying and/or a different fuel supplier.



MERRY CHRISTMAS FROM FACT COMMITTEE

MESSAGE FROM THE CHAIR

DAVID FORD



Where did the summer go? Or to put it better what summer. Thankfully we enjoyed great weather during our annual fun day on Saturday 2 August 2008, which once again was an outstanding success.

Our next major community event takes place on Sunday 14th December 2008 with our annual panto trip to the Pavillion Theatre to see the Wizard of Oz. Please note that this year we have decided that the event will only be available for members of FACT therefore we would encourage you to join as soon as possible. Membership forms are available in our office at 6 Crowlin Crescent and applications must be made before Thursday 20th November 2008.

In terms of investment we have now started our next phase of kitchen, bathroom and partial rewire in Crowlin Crescent, Strone, Road and Langness Road. This work will progress over the winter and we hope to have a successful project delivered with as minimal disruption as possible caused to our tenants.

On behalf of everyone in the FACT committee I would like to wish you a Happy Christmas and a prosperous New Year



Fun in the sun

This year's fun day proved to be another success with over 800 residents attending the event held in Cranhill Beacon Centre. Local children belted out their favourite karaoke song or tried their climbing skills on the climbing wall. Some residents were lucky enough to take away a prize from our draw with prizes donated by local businesses and service providers. Our fruit kebabs and smoothies were also a big hit with everyone in the soaring heat. Our youngsters also had first opportunity to test drive the latest play equipment provided by FARE or join in our organised football sessions with Glasgow Community Safety team.

Special thanks to everybody who participated in the organising of the event and we look forward to continued success next year.



Better homes, better lives



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CHRISTMAS AND NEW YEAR OPENING HOURS

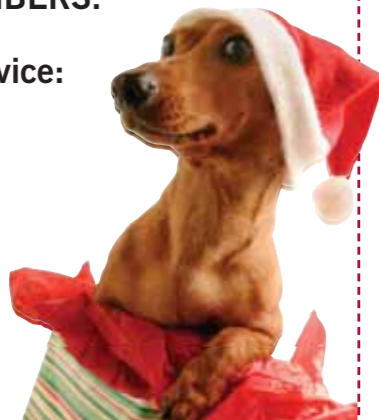
Our office will be closed from 5.00 pm on Wednesday 24 December 2008 until Monday 5 January 2009 at 09.30 am.

EMERGENCY NUMBERS:

GHA Customer Service:
0800 479 7979

Repairs:
0800 595 595

Homelessness:
0141 287 1800



STAFF CONTACTS

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Blooming lovely



FACT held another successful garden competition prizewinners ceremony on Friday 3 October 2008 at the Garfield House Hotel in Steps. This year our committee decided

to also introduce a Local Achievement award category. This category was to reward those residents who help out within the community and make life easier for neighbours.

The overall winner of the garden competition was Rosemary Biggins from 9 Gantock Crescent, who is photographed with Councillor Jennifer Dunn from Glasgow City Council who assisted in the presentation of the prizes.



Follow the yellow brick road

This years panto trip will take place on Sunday 14th December at 2pm. This year's show at the Pavilion is the Wizard of Never Woz and tickets will be allocated fast on a first come first served basis. FACT members only will be allocated tickets this year so ensure you are a member of FACT in order not to miss out (contact office for joining info).

Please complete tear off slip below with your details and return to FACT Housing Office at 6 Crowlin Crescent.

FACT Christmas Panto Trip

Name _____

Address _____

FACT member: Yes/No Number of tickets requested _____

Please note notification of ticket allocation to be confirmed by post.

Applications will not be accepted before Monday 24 November at 09.30

WORRIED ABOUT RENT? WE CAN HELP YOU – TALK TO US BEFORE IT'S TOO LATE



We understand there are many reasons why people fall behind with their rent but there are also lots of ways we can help you pay.

If you want to make a payment or you're worried about how you're going to pay your rent, call us in confidence – we're here to help.

0800 479 7979

RENT. DON'T MAKE IT A PROBLEM.



Better homes, better lives

www.gha.org.uk

RENT COLLECTION DATES OVER FESTIVE PERIOD: 5 December 2008 & 2 January 2009

Please note that our Customer Service Centre can accept payments over the telephone on **0800 479 7979**. Advisors are available throughout the festive period from 8am to 8pm to accept payments or deal with enquiries.



Half Year Performance report



FACT has now reached the halfway stage of the 2008/9 year and we can report on how we have performed across a number of activities. It is important

that we meet targets set by Glasgow Housing Association (GHA) and this forms the basis of our agreement to manage homes on behalf of GHA.

- Lost rent (rental income lost whilst properties are empty): £3,046 lost rent in 2008/9 compared to target of £10,766.
- Number of lets made under 4 weeks: Total of 95% of lets during 2008/9 compared to target of 75%.
- Average weeks to let: Year to date average up to 1.04 weeks compared to target of 3 weeks.
- Current tenant arrears: £85,591 compared to target of £92,000
- Former tenant arrears: £75,774 compared to target of £84,462
- Completed repairs: 97.86% of repairs completed within timescale

It is clear that FACT have performed extremely well so far in 2008/9 and if this remains the same through the rest of the year we will be one of the best performing Local Housing Organisations in Glasgow. It is crucial that we achieve excellent performance in these areas as money saved can then be re-invested into repairs and improvements.

Glasgow Gold in Cranhill



Amazing prizes, discounts across Glasgow, community and education grants and rewards for neighbours who make your day are all benefits of the Glasgow Gold scheme. Glasgow Gold is GHA's way of saying thank you to those tenants who pay their rent on time and respect their neighbours and local community. Glasgow Gold is free to join, so, with almost 100 FACT tenants benefiting so far, why miss out?

All GHA tenants with a clear rent account for at least 8 weeks, or who have kept up their arrears arrangement for at least 12 weeks, may be eligible for Glasgow Gold. Tenants must also have no FACT complaints and no outstanding debt to GHA, such as rechargeable repairs or lock-up arrears. Eligible Glasgow Gold members must also sign a "Tenants Charter", promising to respect their neighbours and the local area, be responsible for any children and pets and promote a safe community – in other words, be a good tenant!

For more information or an application form, visit the website: www.gha.org.uk/glasgowgold, or contact the Glasgow Gold team on **0141 274 6791** or by email: glasgow.gold@gha.org.uk.

Everybody needs good neighbours...

FACT AND GLASGOW GOLD UNDERSTAND THE IMPORTANCE OF GOOD NEIGHBOURS.

We can help say a big thank you to those special people who brighten your day and make your street a better place. Glasgow Gold can reward these Golden Neighbours with a bouquet of flowers or a houseplant, and a certificate of their "Golden Neighbour" status.

Nominating your neighbour couldn't be easier: simply call the Glasgow Gold team on **0141 274 6791** or email glasgow.gold@gha.org.uk, for a form to tell us just how special they are!

Community Chest

GOT A BRILLIANT IDEA FOR A COMMUNITY PROJECT BUT DON'T HAVE THE FUNDS? GLASGOW GOLD CAN HELP!

FACT Glasgow Gold members can apply for funding of between £50 and £500 for local projects and community groups. The Community Chest Grant can help with many different projects, such as arranging activities for a local youth group or providing transport for a senior citizens group.

If your group could do with a helping hand, call the Glasgow Gold team on **0141 274 6791** or email glasgow.gold@gha.org.uk for an application.

Easterhouse Panthers are the largest rugby organisation in the East End of Glasgow and Glasgow Gold recently awarded the club with a £500 Community Chest grant to help with a new playing kit for the under-16 squad. The Club are always on the look out for new players, supporters and sponsors. For more info, visit www.easterhousepanthers.co.uk.

Education Grant



Whether you are just starting or continuing with your studies in further or higher education, Glasgow Gold can provide the funds to help. Glasgow Gold can award between £50 and £500 to help FACT Glasgow Gold members with the cost of further education. Education Grants can be used for textbooks, travel costs, course materials or even a new laptop or computer.

Any Glasgow Gold member aged 16 or over in full or part-time education can apply for a Grant. For an application form, call the Glasgow Gold team on **0141 274 6791** or email glasgow.gold@gha.org.uk. The grants are reviewed monthly.

Competition time

FACT has teamed up with Glasgow Gold to offer you the opportunity to win some amazing prizes. We have a few of the 'must have' toys of the moment to give away PLUS a hamper full of goodies.



Win! Star Wars Clone Trooper Helmet

Any child (or Star Wars fanatic) can be transformed with this Star Wars Clone Trooper Helmet. The helmet is suitable for ages 5 and up and features 3 modes – a voice changer, Clone Trooper phrases, and a static radio button.

For your chance to win, answer the following question:

Which of these is a Star Wars film?

- A. The Empire Strikes Back
- B. The Empire Biscuit Strikes Back
- C. The Chocolate Éclair Strikes Back



Win! Girl Gourmet Cup Cake Maker

Kids can cook up a storm with this cup cake maker – ideal for any budding Jamie Oliver's out there. The cup cake maker is easy to use and is also lots of fun. For ages 8 and over.

For your chance to win, answer the following question:

What is one of the main ingredients of cup cakes?

- A. Tomato Sauce
- B. Flour
- C. Potatoes



Win! Hamper Full of Goodies

We also have a hamper full of delicious treat to give away. The lucky winner will receive lots of lovely goodies, such as biscuits, jam and tea – a real treat for the senses!

For your chance to win, answer the following question:

Which of these is an Italian dish?

- A. Pizza
- B. Bangers and Mash
- C. Fish and Chips

Fill in your answers on the competition coupon cut out and return in the envelope supplied. Closing date 24/11/2008.

Local Discounts

Glasgow Gold members have access to discounts in over 150 shops and local businesses across Glasgow, including:

Kids Plus

1021 Shettleston Road, G32 7PB

10% off spend of £50 or more

0141 778 0771

Bruce Lorimer & Sons

847 Cumbernauld Road, G33 2AA

10% off £25 spend on butcher meat

0141 770 6961

Franks Fishmonger

Forge Shopping Centre, G31 4EB

10% off fresh fish

0141 554 7481

Sports & Leisurewear

880 Shettleston Road, G32 7XN

15% off

0141 778 2091

Eye Candy Opticians

636 Alexandra Parade, G31 3BT

20% discount on complete spectacles

0141 554 7956

Bagla Newsagent Ltd

412 Cumbernauld Road, G31 3NN

10% off soft drinks

0141 554 0476

S & H Newsagents

883 Shettleston Road, G32 7NT

10% off greeting cards

0141 573 5040

Competition Coupon

Star Wars Helmet

Answer: _____

Cup Maker

Answer: _____

Hamper

Answer: _____

Name: _____

Address: _____

Post Code: _____

Glasgow Gold, Glasgow Housing Association Ltd,
177 Trongate, Glasgow, G1 5HF.

Tel: 0141 274 6791 Fax: 0141 274 6206

Email: glasgow.gold@gha.org.uk

These competitions are only open to current (FACT) For All Cranhill Tenants tenants. Closing date for competitions is as stated. No cash alternative. Prizes are not transferable. No correspondence will be entered into. No responsibility can be accepted for entries lost or damaged in the post. The judges' decision is final. One entry per household. Details of winners will be available after the closing date by writing to the above address. Winners will be drawn at random after the closing date. Competitions are not open to GHA employees. We make every effort to verify all the information we publish but products and prices do change. GHA cannot accept any responsibility for any errors or omissions or for any losses that may arise as a result.