

WINTER | 2018

voice



Paying Your Rent + Money Help

Sanctuary residents are now able to gain from a new financial health check service on benefits.

The scheme delivered by Citizens Advice is part of the Scottish Government's plan to tackle child poverty.

The free service is targeted mainly at low-income families and older people who may be missing out on financial support. This could include access to the Best Start grant, school clothing grant, free school meals or a council tax reduction.

The health check involves a short, confidential interview with an adviser. It is available now by dialling the freephone number **0800 085 7145** and will soon be available in person at your local Citizens Advice Bureau.

Citizens Advice Scotland chief executive Derek Mitchell said: "Research has shown that around half a million Scots are not claiming all the support they are entitled to.

"This service is all about identifying those people and linking them up with the grants, benefits or support that they need."



Donna Scrimgeour

Switch to Direct Debit

The easiest way to pay your rent is by Direct Debit. Once set up you don't have to do a thing as your regular payment is automatically sent by your bank.

Why choose Direct Debit?

- It is easy to set up – you don't need to fill out a form.
- Your monthly payments are spread equally throughout the year (if you pay your rent weekly, we can set up your payments to be collected every Monday).
- If your rent changes you don't need to do anything – we will write to tell you we are adjusting the Direct Debit for you.
- Direct Debit is safe and secure – your payments are protected.
- You can cancel your Direct Debit at any time.

Direct Debit's as easy as 1, 2, 3

1. Have your bank account details to hand.
2. Phone us on **0800 916 1516 (0300 123 3579 from a mobile)***
3. We will do the rest.

*Lines are open 8am – 5.30pm, Monday to Friday

Switch and Win

Pay your rent by Direct Debit and you will be entered into a draw to win £100 of Love2Shop vouchers. The draw is held three times a year with winners announced here in Voice magazine.



Donna Scrimgeour has replaced Grahame Conning as our welfare rights officer for residents in Dundee and Angus.

If you're worried about being able to afford to pay your rent, or concerned about how the introduction of Universal Credit will affect you, please phone **0800 131 3348** and make an appointment with your local welfare rights officer.

Paying your rent is very important – please remember to pay!

You can find out more about Universal Credit by visiting **www.gov.uk/universal-credit** or by contacting your local Citizens Advice Bureau.



Community council chair Willie Homer and Shazia Riaz

The Corra Foundation is keen to help residents and groups based in the Carbrain area of Cumbernauld.

The charity wants to hear what ideas local people have to improve the quality of life in Carbrain.

Shazia Riaz, the Corra Foundation's community co-ordinator for Carbrain, can provide hands-on support for projects that benefit the area. This support could include working with Sanctuary and other partner organisations to maximise resources.

If you live in Carbrain and have an idea to make the area better, please phone Shazia on **07597 660295** or email her at **shazia@corra.scot**

workingrite GLASGOW

The WorkingRite project has opportunities for young people aged 16-24 who live in the south side of Glasgow.

If you are unemployed or are thinking of leaving school/college, you might be able to secure a job or apprenticeship paying £90 per week plus travel expenses.

Over 75% of young people supported by WorkingRite get a job or apprenticeship through the programme. Sanctuary Scotland and the Scottish Government are among the project partners who have helped fund the initiative.

If you would like to learn more about this opportunity, please phone or text project co-ordinator Anne Wright on **07921 040611** or email **anne@workingrite.co.uk**

Using the internet can be daunting if you have little or no experience.

Sanctuary residents in Aberdeen, Cumbernauld and Glasgow can access **FREE** and **FLEXIBLE** digital skills training through Sanctuary Online.

We've teamed up with We Are Digital and their network of qualified tutors to offer free training to residents and have already helped over 500 people. The flexible training gives you the opportunity to discover how being online can make a difference in your daily life, from managing your finances to making friends.

Courses are open to Sanctuary residents of all ages and skill levels. To find out more please phone **03333 442 561**, text **SANCTUARY** to **07537 416 944** or email **sanctuary@we-are-digital.co.uk**

Emma described her digital skills as "very basic". This mostly involved accessing social media on her phone.

After six hours of one-to-one training with Tom from We Are Digital, Emma can now send and receive emails and is confident doing things online.

Emma said: "I learnt more in these six hours than I did during IT lessons at school."

Emma is now using her own laptop to research and apply for college courses.



Lina Khairy and j'

A communal garden on the former site of Aberdeen's HMP Craiginches has given local residents a place to sit and ponder.

Architecture student Lina Khairy's 'break free' design was brought to life as a community benefit of the housing development built by Sanctuary.

Lina's design includes the old prison clock and granite blocks from the jail's perimeter wall.

Lina, a third-year student at Robert Gordon University (RGU), said: "I'm just speechless seeing it completed.

"It all started with the symbol on top of the pole. When barbed wire is upturned it looks like a bird in flight, and that image embodies the whole idea of the garden.

"When the prison was here I felt the people of Torry were constrained because of that high wall. When the wall came down they've kind of broken free of it. Just seeing that symbol there will always be a reminder."

j', a vice-chair of Sanctuary Scotland and designer in residence at RGU's Scott Sutherland School of Architecture and Built Environment, facilitated the project.

She said: "I'm thrilled for Lina. It's a wonderful spot. Anybody in the community can come to enjoy this space and remember what this site used to be."



A short video on the garden can be viewed on YouTube at <https://youtu.be/2TscwNXPfbE>



We want to hear the views of our tenants and also those who have applied to live in a Sanctuary home to inform our allocations policy.

This consultation is the result of changes being introduced by the Housing (Scotland) Act 2014.

The issues we are keen to discuss include:

- What types, needs and circumstances should be given priority?
- Should home ownership be taken into account?
- What behaviours should lead to a housing application being suspended?

The methods used to gather your views will include focus groups and surveys. Please email Glasgow@sanctuary-housing.co.uk if you would like to take part.



Andrea Campbell and Lindsay Forrest with the award

Our £60 million transformation of Glasgow's Anderston has been formally recognised with CIH Scotland's excellence in regeneration award.

Sanctuary Scotland worked with the local community, Scottish Government and Glasgow City Council to transform Anderston's housing stock. The 10-year project saw many 1960s buildings demolished and replaced with 540 high quality, affordable homes. Community-led public art and the restoration of the area's 1960s street plan are among the regeneration's many other achievements.



Rebecca Rezin, Kevin Stewart, Jacqueline Rezin

A former prison site in Aberdeen has been transformed into 124 homes for affordable rent.

Sanctuary Homes' £19 million development in Torry where HMP Craiginches once stood has made a previously walled off area warm and welcoming.

Pupil support assistant Jacqueline Rezin moved into a two-bedroom flat with her daughter Rebecca, 21.

Jacqueline, 48, said: "We love it and are so happy here. My brother was deputy governor when the prison closed but I doubt our home could be any more different from what he experienced at work.

"Our flat's really spacious, very

bright and airy and the security system makes us feel very safe. We can see it's been well put together and that the quality is very high."

Sanctuary's development has 106 flats and 18 houses, a mix of one, two and three bedroom properties. The mid-market rent homes are managed by Sanctuary Scotland and are available to key workers who might otherwise struggle to secure affordable accommodation. The project was championed by Maureen Watt MSP and made possible thanks to an £8 million Scottish Government grant.

Minister for Local Government and Housing, Kevin Stewart MSP, said: "It is fantastic to see how this



Craiginches development, Aberdeen

development has boosted strong community living in Torry as well as providing quality homes for essential key workers in the city."



Sanctuary Scotland's 2017/2018 annual report to tenants can be viewed on our website, www.sanctuary-scotland.co.uk

This report tells you how Sanctuary Scotland is performing against the standards and outcomes set out in the Scottish Social Housing Charter.

For a hard copy please phone **0800 131 3348**



Ellerslie Crescent

Housing minister Kevin Stewart visited Sanctuary Scotland tenants in Glasgow to hear how they found their new homes.

Mr Stewart took the time to see Sanctuary's seven-storey Ellerslie Crescent project in Yoker, which overlooks the River Clyde.

The £6 million development by Sanctuary Homes is made from Cross Laminated Timber (CLT) and was completed earlier this year. The project received a £2.6 million Glasgow City Council grant.

Residents Mikael Dobbie and Shona Boyd welcomed the Minister into two of the 42 flats available for mid-market rent.

Following his visit, Mr Stewart said: "It is heartening to see the positive impact the provision of good quality new homes in Yoker is having for the residents and the area."



Mikael Dobbie and Kevin Stewart

The Ardlar Village Trust (AVT) is seeking two volunteer community directors to join its Board of Trustees.

The AVT is an independent charity and a limited company set up in partnership with local residents, local churches, the Ardlar Complex, Dundee City Council and Sanctuary Scotland.

The aims of the Trust include involving residents in the decisions that affect Ardlar.

If you are interested or would like to find out more, please phone trust manager Gillian Lochhead on **01382 831712** or pop into the AVT shop at 95 Turnberry Avenue.

In January we will ask 800 tenants what they think about the service we provide.

This survey will be carried out face-to-face and over-the-phone by polling firm Research Resource.

The survey is a requirement of the Scottish Housing Regulator and enables tenants to compare our performance with other landlords. Your responses will help us to understand what and where you want us to improve with digital services one area of focus.



Members of the public who visit the seafarers' memorial in Torry, Aberdeen now have a place to sit thanks to Sanctuary.

The granite bench built at Torry Battery is a community benefit of our housing project on the site of the old HMP Craiginches. The bench has been constructed from granite blocks to resemble the prison's walls. A plaque on the bench pays tribute to John Main of the Torry Heritage Group.



The bench at Torry Battery

Certain behaviours and words are not only unacceptable – they can be criminal too.

Verbally abusing someone's disability, race, religion, transgender identity or sexual orientation is a hate crime.

If you or someone you know has experienced a hate crime, report it to the police by phoning **101**. The police take reports seriously and can take a range of action against offenders. It is always worth keeping a record of incidents to share with the police.

We take hate crime very seriously too. If you are worried about incidents in your neighbourhood and would like to talk to us about it, please phone **0800 131 3348**

Sanctuary Scotland took part in this year's Scottish Housing Day.

One of this year's themes was to celebrate the impact housing makes to the lives of people and communities across the country.

Our wider work sees Sanctuary create job and training opportunities for young people, both in-house and through our supply chain.

Young people are also central to the work we do to enhance the lives of local residents. Some of the youngest beneficiaries attend a weekly breakfast club near our office in Glasgow's Priesthill.

Sanctuary recently resurfaced the garden paths within the grounds of Paisley's Disability Resource Centre, making it more accessible for customers.

The work is a community benefit of the affordable housing being built on the other side of Love Street.

The Centre's Martha Wardrop said: "The resurfacing of the paths will make it possible for people with a range of mobility issues to be able to access all areas of the garden. It is fantastic."

Customers are looking forward to making use of the garden when the weather improves in the spring. A short video showing the work being done can be viewed on the Centre's Facebook page.



You 



A short video on the breakfast club can be viewed on YouTube at <https://youtu.be/Q1zmFrpcuWo>



Dundee residents are encouraged to visit the Ardler Café, which re-opened at the end of October.

The Café, found within the Ardler Complex, is a great resource and offers more than just affordable meals and snacks.

The Café will host the new Macmillan Ardler Hub, a unique collaboration between Macmillan Cancer Support, Ardler Complex Local Management Group, Ardler Village Trust and Dundee City Council to provide information and support to anyone affected by cancer.

The Hub element of the Café is currently being developed. For more information on the services and volunteering opportunities that will be available, please phone Joanne Kelly on **01382 436336** or email **joanne.kelly@dundeecity.gov.uk**. Updates on the Café and Hub can also be found on the IYN Strathmartine Facebook page.

The Hub and Café are open Monday to Friday from 9.30am to 3.30pm.

If you want to tell us how you think we could improve our services but at a time that suits you, our E-Panel could be your perfect channel.

E-Panel members will receive emails every few months to ask for their thoughts on a range of topics. The information received will be used to help us become better. To join our E-Panel please email **Glasgow@sanctuary-housing.co.uk**



Our Customer Service Centre is open 24 hours a day, seven days a week, including public holidays.

Please phone **0800 131 3348** (landline) or **0300 123 3511** (mobile) if you wish to report a repair or discuss a housing matter. Alternatively, if the matter isn't urgent you can:

- email **ContactUs@sanctuary-housing.co.uk** (for housing matters)
- email **ContactUs.Repairs@sanctuary-housing.co.uk** (for repairs matters)
- write to **Sanctuary Scotland, Marybone House, 2 Marybone, Liverpool L3 2BY**
- visit **www.sanctuary-scotland.co.uk** and search for the information you need.

This newsletter can be translated into other languages, large print and Braille or recorded on to an audio CD. Please phone the Customer Service Centre for details.

