

# thenue newsletter

SPRING 2026

thenue  
HOUSING

The newsletter of Thenue Housing Association

[www.thenuehousing.co.uk](http://www.thenuehousing.co.uk)

## DONNA IS OUR NEW CEO!

### NEW CHIEF EXECUTIVE TO TAKE UP ROLE LATER IN THE SPRING

**We are pleased to announce the appointment of our new Chief Executive.**

Donna Henderson – currently the Director of Strategic Finance at Hanover Scotland - will take up her new position later this spring and succeeds Interim Chief Executive Brian Gannon.

Lindsay Forrest, our Chairperson, said: “We are delighted to make this announcement. After a thorough recruitment process, Donna was the outstanding candidate, bringing a mix of experience, personal values, vision and enthusiasm to this role.

“We are looking forward, under Donna’s leadership, to continuing to deliver our high standard of service to all customers and reinforcing the close working relationship we have between the Staff and the Board.

“At the heart of all of this is our dedication to the communities we serve – something we have undertaken with deep-rooted commitment for over 45 years.”

Donna said: “I am absolutely delighted to be shortly joining Thenue as Chief Executive.

“Having worked within the housing sector for many years, I have always been motivated by the social purpose at the heart of our work. I am therefore incredibly proud to be taking on this role with an organisation that has such strong community roots and a clear commitment to its customers and neighbourhoods.

“Throughout the recruitment process, I was struck by Thenue’s values-led approach, the dedication of its people and the important role it plays within our many communities.

“I am very much looking forward to working with colleagues, partners and stakeholders across the sector as we continue to respond to the opportunities and challenges facing social housing.

Donna has been with Hanover since March 2020. A qualified accountant, she has extensive experience across the third sector, including housing and the NHS.

Donna previously held a senior finance role with another large social landlord and was also a Board member for a charity supporting vulnerable young women.



Ready to join us....Donna Henderson

# Time to v

## A CLEAN UP IN CALTON BEGINS OUR PROJECT AND A BIG SUCCESS FOR A VOLUNTEERING FAIR!

**Our trailblazing volunteer project has stepped up a gear with a successful litter pick at a popular green space in Calton.**

The event is the latest in a series of volunteering opportunities being rolled out by us.

Late last year, we launched our volunteer project in Calton.

The pilot project aims to provide community-led solutions to help families build community relationships and help towards employment.

The project is part of “Calton Demonstration of Change”, a multi-agency programme being led by Clyde Gateway as part of Glasgow City Council’s “Child Poverty Programme.”



Ready to get to work...the volunteers who took part in the Elcho Gardens litter pick with Thenue Volunteer Co-ordinator Christopher Somerville (third left)

# olunteer!

With a strong focus on early intervention, employment support, and community wellbeing this approach aims to improve long-term outcomes for families and is testing new ways to help families move out of poverty.

The volunteers are being supported by our recently-appointed Volunteer Co-ordinator Christopher Somerville.

Christopher said: "The Elcho Gardens litter pick is just one way we can spark interest in volunteering which empowers members of the community and brings positive results. Thank you to everyone who came along and did their bit."

Some of those who participated at the volunteering fair

Thenue also thanked staff from Glasgow-based business Gardiner & Theobald who heard about the litter pick and came along to help as part of their commitment to helping communities.

Meanwhile, a volunteering fair to further drive home the message of its benefits took place in March at the Calton Heritage and Learning Centre on London Rd.

Open to everyone, the fair featured many organisations who provide volunteering opportunities, or support, to local people. Those attending were able to browse different opportunities to find

out how they can support their community, and what skills and experience they can get from volunteering. Other Demonstration of Change partners were there to offer advice and support.

Those taking part included Bridgeton Citizens Advice, Willowacre Trust (the charitable subsidiary of West of Scotland Housing Association), the Scottish Pantry Network, Jobs & Business Glasgow, MCR Pathways, Skills Development Scotland, Food Train, Volunteer Glasgow and Thenue Housing.

We acknowledge and thank those organisations for their support.



**WANT TO KNOW MORE ABOUT VOLUNTEERING?**

Contact Christopher:  
[christopher.somerville@thenuehousing.co.uk](mailto:christopher.somerville@thenuehousing.co.uk)  
 07979 056882

**Thenue Housing**  
**OPEN NOW!**  
 Supported and Funded by:  
 Cycle Gateway  
**Volunteer Fair!**  
**COME ON IN!**  
 thenue

# AREA ASSOCIATIONS ROUND-UP

## MOLENDINAR AREA ASSOCIATION

We are pleased to share some positive developments from the Blackhill community. Over recent months, support has been provided to residents, helping them take the first steps toward forming their own Area Association. The group is still in the early stages of establishment, but steady progress is being made, and it is hoped the Association will be fully up and running by the summer.

A dedicated local group like this can be a tremendous asset to the community. Once established, Molendinar Area Association will

be able to support local organisations, represent residents' voices, and develop projects tailored to the needs and aspirations of the neighbourhood. From events and activities to advocacy and community-led initiatives, the group will help channel local ideas into meaningful action.

The early enthusiasm and commitment shown by residents has been inspiring, and we look forward to seeing this new Association grow and thrive. Further updates will be shared as the group continues its journey.

## NETHERHOLM AREA ASSOCIATION

Netherholm Area Association is delighted to announce that they have once again secured funding from the Glasgow Mental Health and Wellbeing Fund, this time for a two-year period. This longer funding cycle means the group can continue offering a fantastic range of activities including yoga, gardening clubs, sewing sessions, and community events, all designed to reduce loneliness, build confidence, and strengthen local connections. These activities also help residents access wider services and support networks across the area.

The popular STEAM Club is evolving too. It will now run once a month for a full four hours, giving

young participants more time to explore science, technology, engineering, arts and maths in depth. The extended format will also allow the club to introduce exciting new experiences such as coding, digital design and photography.

The sewing group have lovingly knitted 250 tiny hats for premature babies, all of which have been donated to the Queen Elizabeth Hospital, an incredible act of community kindness.

Residents are also invited to a Food & Fun Day on 10 April 2026, from 12pm to 4pm at Netherholm Community Hall. Come along, enjoy some great activities, and connect with your neighbours!





## BRIDGETON & DALMARNOCK AREA ASSOCIATION

Bridgeton & Dalmarnock Area Association has been working hard to bring creative opportunities to young people in the community. The group is currently delivering a pilot Comic Book Club, which has been a great success thanks to support from partners Spider Arts and Strange Field, who have helped with both delivery and venue space. Young participants are now in the process of creating their very own comic book, which will be printed and proudly displayed within the local area. The project has boosted confidence, creativity and storytelling skills among those taking part.

The Association is also seeking funding to develop a new comic book club. If successful, this would allow young people to develop and merchandise their own artwork, with plans to exhibit at East End Comic-Con this September, a fantastic platform for showcasing local talent!

In addition, the group is taking steps to re-establish the Imagination Library in both Bridgeton and Dalmarnock. This time, the scheme will focus specifically on Tenue tenants with children aged 0-5, helping to improve early literacy and support family learning at the earliest stages.

## CRANHILL AREA ASSOCIATION



Cranhill Area Association has an exciting year ahead, with several projects that will support families and the local community. The group is preparing to launch the Imagination Library, a fantastic programme that provides free books to children aged 0-5. This initiative not only encourages early literacy but also creates valuable bonding moments between parents and children. Families can look forward to monthly deliveries straight to their door, helping to spark a lifelong love of reading.

The Association has also organised this year's annual pantomime trip, always a highlight for local families. Further details, including dates, times

and ticket information will be shared nearer the time on the Cranhill Area Association Facebook page and local community forums.

Cranhill AA continues to meet regularly with Tenue to ensure tenants' voices are heard. These discussions play an important role in shaping better, more responsive services for the entire area.

Looking ahead to summer, the much-loved Eastlinks Family Trip is already booked in. This outing offers an affordable day out for residents and is a great opportunity to enjoy the outdoors together. More information will be shared soon so keep an eye on the Association's pages for updates!

## CALTON AREA ASSOCIATION



We started the year with our bingo and Pipe Factory afternoon events making stained glass suncatchers and learning about the history of life in Calton with historian Peter Mortimer.

Over the next few months until the end of June we will be having classes on such things as "dry felting" and glass workshops with trips planned

including one to visit the "Govan Stones".

We have also launched a theatre group with our first outing to see the acclaimed 1960s group The Drifters.

Our film days/ nights will be starting soon with other events still to be announced which will include a visit to the Tramway.





# NEW RENT OFFICERS FOR CASTLEMILK AND CALTON

We're pleased to let you know about some recent updates within our Rents Team (also known as our Income Maximisation Team).

Castlemilk tenants will now be supported by Nicky Ballantyne, who is the new Rent Officer for the area. Nicky has worked within our Rents Team for a number of years and brings with her a wealth of experience and knowledge. She has recently moved into the Castlemilk patch and will now oversee rent accounts for tenants in this area.

Nicky is based at Netherholm Community Centre every Thursday, so please feel free to drop in if you would like to speak with her about any rent queries or issues.

Our Financial Inclusion Officer, Jodie Wright, will also be on site to offer benefit support to our tenants in the local area.

In addition, Stacey Dineen is now the Rent Officer for the majority of our properties in the Calton area, taking over from Nicky. Stacey will be supporting customers with their rent accounts and any related enquiries. Stacey has also worked in various departments across Thenuue for a number of years, building up extensive experience and a strong understanding of our services.

If you're unsure who your Rent Officer is, please don't hesitate to get in touch with us and we'll be happy to point you in the right direction.

## 2026 RENT INCREASE - WHAT YOU NEED TO KNOW

You should have recently received a letter letting you know that your rent will increase by 4.8% from 1st April 2026.

### Paying by Direct Debit

If you pay your rent by Direct Debit, you don't need to do anything as we'll update your payments automatically.

### Receiving Housing Benefit

If you currently receive Housing Benefit, you also don't need to do anything. We will notify them of your new rent amount.

### Receiving Universal Credit

If you receive Universal Credit, please wait until you see a "TO DO" task in your journal asking for your new rent details. Make sure you complete this on time to avoid rent arrears.

### Other Payment Methods

If you pay your rent online, over the phone, by standing order, or by any other method, please adjust your payments to match the new rent.

### Need Help?

If you have any questions or need assistance, our Rents and Financial Inclusion Team are happy to help:

Call: **0141 550 3581**, select option 2

Email: [financial.inclusion@thenuehousing.co.uk](mailto:financial.inclusion@thenuehousing.co.uk)

## ANNOUNCING OUR RENT CONSULTATION PRIZE DRAW WINNER



Thank you to everyone who took part in our recent rent consultation, which ran from 12 December to 12 January 2026. We really appreciate the time our customers took to share their feedback and views.

As a thank you for participating, everyone who completed the consultation was entered into a prize draw to win a £50 voucher.

We're pleased to announce that Donna Colquhoun is the winner of the prize draw. Donna has won a £50 voucher for Aldi, which we hope she enjoys spending.

Congratulations, Donna! And thank you once more to everyone who took part in the consultation. Your feedback helps us shape our services and make informed decisions for the year ahead.





# Building for the Future

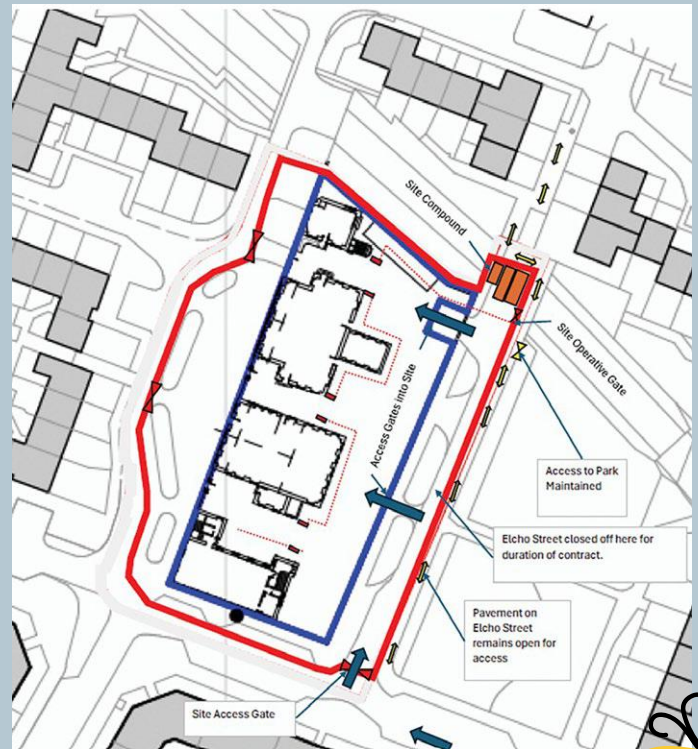
We are excited to share an important update about the future of the Calton area. Work has now started on our new development at the former Tureen Street School, a much-loved listed building that many people will remember. By bringing this historic building back into use, we're helping to protect a valued part of local heritage while also supporting the ongoing regeneration of the area. The project will create 42 modern, energy efficient homes and breathe new life into a site that has been unused for many years. This marks a positive step forward for the neighbourhood, and we look forward to sharing more progress as the development continues.

## What's Being Built?

The development will include a mix of one, two and three-bedroom flats designed to meet a range of housing needs. Part of the original B-listed school building, derelict for 18 years, will be carefully retained and incorporated into the new homes, helping preserve a piece of local heritage while creating much needed modern accommodation.

## What's Happening on Site Now?

The first stage of the project focuses on preparing the site for building works. This includes setting up staff offices and welfare facilities, installing secure fencing and safety systems, and beginning the careful demolition of the old school's rear sections. Specialist contractors will install large support structures to hold the historic frontage in place while demolition takes place behind it. This part of the programme is expected to last around 45 weeks. Once the site is cleared, groundworks and foundation installation will begin.



## Community Impact and Safety

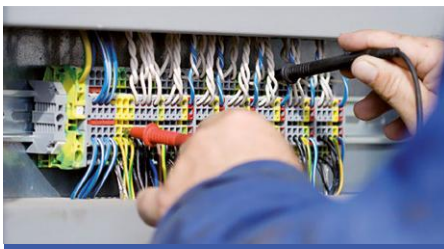
Site access is restricted for safety, with 24/7 security in place. Construction staff and deliveries will access the site via Elcho Street and Millroad Street. Part of Elcho Street will be closed during the project, but pedestrian access to the neighbouring park will be maintained. A controlled delivery schedule will help avoid peak travel times where possible. Working hours are Monday to Thursday 8:00am–5:30pm, Friday 8:00am–3:30pm, and Saturday 8:00am–1:00pm.





## GAS SERVICING

Help us to keep you safe. Every year by law the Association must check and service your gas appliances to ensure that they are in safe working order. You will receive a letter from our contractor City Technical Services (CTS) in advance advising you of the date they will come to carry out the service. If this is not convenient, please call them as soon as possible and they will arrange another appointment to suit you: **0333 202 0708** or contact us on **0141 550 9547**.



## ELECTRICAL SAFETY TESTING

Help us to keep you safe. You will receive a letter from our contractor Magnus Electrical Services, in advance advising you of the date they will come to carry out the Electrical Safety Test (EST) This will be carried out every five years. If the appointment is not convenient, please call them as soon as possible and they will arrange another appointment to suit you: **0141 949 1114** or contact us on **0141 550 9547**.

## VENTILATION SERVICING & MAINTENANCE

The Ventilation Experts will contact you by letter in advance advising you of the date they will come to carry out the Servicing and Maintenance of the ventilation systems. If this is not convenient, please call them as soon as possible and they will arrange another appointment to suit you: **0141 370 2022** (Monday – Friday 10am – 3pm) or Email: [admin@ventilationexpert.com](mailto:admin@ventilationexpert.com) to

arrange an alternative appointment or contact us on **0141 550 9547**.

In order to carry out these important checks in your home, once you have received correspondence to confirm an appointment, we would ask that you please ensure that the working area is clear and that pets are kept in a separate room while the works are being carried out.

## CLOSE CLEANING

All closes included within the contract are cleaned on a weekly basis by Protec FM. The stairwells are swept out and then washed down.

Where there is a lift on the premises this will also be cleaned weekly.

Walls, ceilings, doors, handrails and windows are cleaned monthly.



## GUTTER CLEANING

PSA carry out the gutter cleaning to our properties on an annual or bi-annual basis depending on location. This is carried out using a pole system, although access may be required to garden areas. A notice will be placed in your close or through your door to advise when they will be on site. The dates may be subject to change due to weather.



## GENERAL

We aim to get things right first time. If you are unhappy with any aspect of our service, please contact us as soon as possible - this will allow us to deal with your concern promptly. Please contact Property Services Team on **0141 550 3581**.



# CURTAIN UP ON A SHORT FILM ABOUT LOCAL HISTORY

**We're pleased to bring you details of a short film being produced with a firm emphasis on local history.**

The project is "match-funded" by the National Lottery through Creative Scotland, meaning every donation is doubled!

With a script written from first-hand accounts of locals, a diverse Scottish crew, led by actors with BAFTA Scotland nods and culminating in a free neighbourhood screening event this is more than a film, it's a Scottish community project.

Directed by local filmmaker Jack Ruthenberg, the film entitled "Each ox was Ox" is a community driven project that explores local history and folklore from the Meat Market to the Calton Weavers and Molendinar Burn.

For more information go to the link below or scan the QR Code to support the project

Further details can also be found at [www.crowdfunder.co.uk/p/qr/6ym9RG9y](http://www.crowdfunder.co.uk/p/qr/6ym9RG9y)





## MEET YOUR NEW MAINTENANCE OFFICERS

A warm welcome to Steven who joins Chris as our new Maintenance Officer. Chris and Steven will be out and about in the community supporting tenants. Welcome to the team Steven!

# CALTON RETIREMENT TENANTS' CHRISTMAS PARTY

Thenue's Calton Retirement Tenants brought another year of Christmas cheer to the Calton Heritage and Learning Centre when they attended their annual Christmas party.

The party was a huge success and 52 tenants and friends enjoyed the Christmas festivities.

Our tenants enjoyed a 3-course meal, entertainment and a Christmas raffle.

Some of our tenants also gave us a song or two and were joined by the rest of the partygoers.



# UNACCEPTABLE BEHAVIOUR



Here at Thenue, we strive to be a customer-focused organisation which works with you hand in hand to improve our shared communities and lives. Our staff work tirelessly, going above and beyond to provide this service year-round.

Unfortunately, we sometimes experience issues with a very small number of individuals that cross the line from frustration to abusive behaviour. We completely understand that during difficult times, individuals may be frustrated or angry and must be determined to get their issues heard.

However, we cannot condone behaviour that is abusive, persistent or unreasonable.

- **Violence against staff is not just restricted to physical acts of aggression, this can include threats, verbal abuse, derogatory remarks and persistent rudeness.**
- **Unreasonable demands against the organisation can include unfair demands, frequency and volume of contacts, insisting on specific staff members.**

- **Unreasonable persistence with issues can include refusal to accept what staff can and cannot do, refusal to accept decisions or resolutions, continuing to harass staff with demands.**

We will always focus on resolving conflicts first and foremost and ensuring that individuals can access our services in a way that works for them, however, persistent abuse of Staff or individuals within your community can result in action being taken that can endanger your continued tenancy, your ability to contact or visit our offices or engage with our staff.

We expect our staff to be treated courteously and with respect. Violence or abuse towards staff is unacceptable. Thenue staff understand the difference between aggression and anger. However, it is not acceptable when anger escalates into aggression or verbal abuse directed towards Thenue staff.



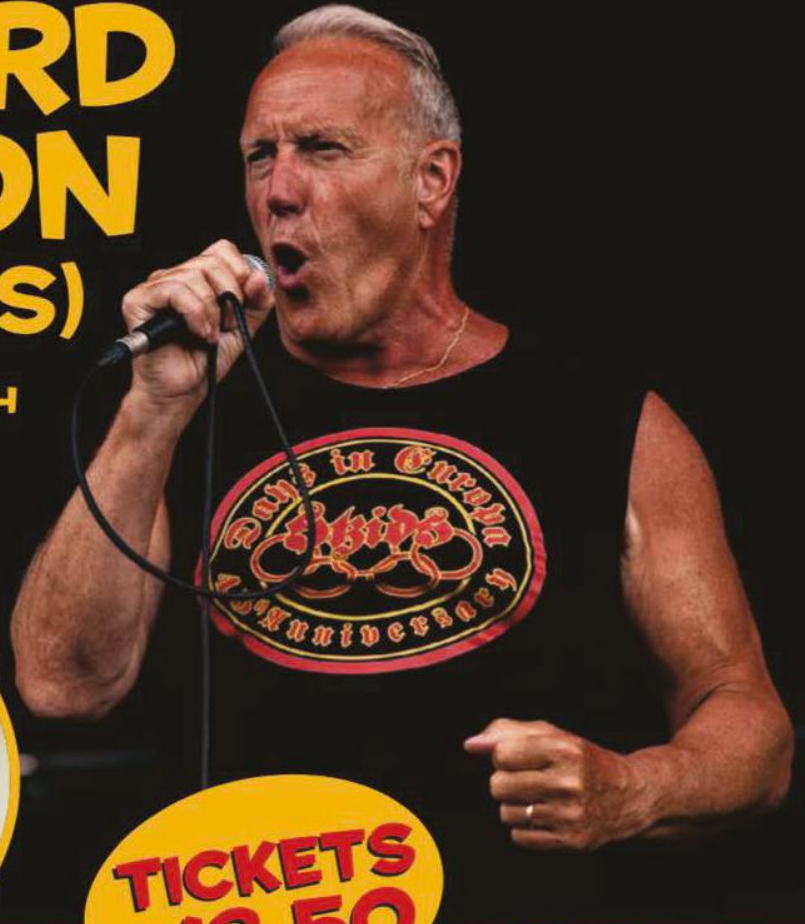


**THE CALTON WEAVERS  
COMMEMORATION COMMITTEE**  
presents...



# **RICHARD JOBSON (THE SKIDS)**

IN CONVERSATION WITH  
**GRAHAM  
SPIERS**



**TICKETS  
£18.50**

**AT**

# **BAaD**



eventbrite

**54 CALTON ENTRY, GLASGOW G40 2SB  
SUNDAY 26 APRIL, 7.30PM**

*All proceeds in support of the Calton Weavers Commemoration Committee •  
calton-weavers.org - CWCC is grateful for the support of BAaD and ROCK-DCM*

# GOT BULKY WASTE?



**PLEASE DO NOT PLACE BULK ITEMS ON THE PAVEMENT OR LANE**

**TO REQUEST A BULKY WASTE COLLECTION** use the **MyGlasgow App** or visit our web page [www.glasgow.gov.uk/bulkywaste](http://www.glasgow.gov.uk/bulkywaste)

**RECYCLE IT** – Your local household waste recycling centres are:

North West:	East:	South:	South West:
Dawsholm Recycling Centre 75 Dawsholm Road G20 0TB	Easter Queenslie Recycling Centre 90 Easter Queenslie Road G33 4UL	Polmadie Recycling Centre 425 Polmadie Road G42 0PJ	Shieldhall Recycling Centre Renfrew Road G51

**OLD BULK INFORMATION** – Please disregard any bulk posters that may still be placed inside the dose entrance of your property.

**BULK WASTE LEFT ON THE PAVEMENT OR IN YOUR LANE CAN CAUSE DANGER TO THE PUBLIC AND MAY RESULT IN ENFORCEMENT ACTION BEING TAKEN AGAINST THE OWNERS.**

December 2020

**recycle for Scotland**



Skills Development Scotland



My World of Work

## Scotland's Career Service

**Need help with work or learning? Scan this code or call 0800 917 8000 to access free, expert career guidance at locations all across Glasgow:**



We can help you with career choices and changes, job and course search, CVs and interviews, apprenticeships, and redundancy. Discover more at [myworldofwork.co.uk](http://myworldofwork.co.uk)

### Blue Bin Collected every 16 days Dry Mixed Recycling



**Paper, Cardboard, Tins, Cans, Plastic bottles**

#### Yes

##### Paper

- ✓ Newspapers, magazines, leaflets and envelopes
- ✓ Brochures, catalogues and junk mail

##### Tins and Cans

- ✓ Drinks cans and food tins, aluminium cans and empty aerosol cans

##### Cardboard

- ✓ Cereal boxes and cardboard packaging
- ✓ Brown corrugated cardboard, toilet and kitchen roll tubes

##### Plastic Bottles

- ✓ Cleaning product bottles, toiletry bottles, drink and milk bottles, sauce bottles

#### No

- ✗ Food
- ✗ Glass
- ✗ Plastic carrier bags
- ✗ Plastic film/polythene
- ✗ Polystyrene packaging
- ✗ Food and drinks cartons
- ✗ Plastic pots, tubs, trays including yoghurt pots and margarine tubs
- ✗ Books
- ✗ Packaging with food waste residues including takeaway pizza boxes and crisp packets



**No plastic carrier bags**

### Green Bin Collected every 8 days General/ Non-recyclable waste



The lid of your bin must be closed. Don't leave any bags on top or beside your green bin as they will not be collected.

#### Yes

##### Items that cannot be recycled

- ✓ Polystyrene packaging
- ✓ Plastic carrier bags
- ✓ Plastic film/polythene
- ✓ Nappies
- ✓ Packaging with food waste residues including takeaway pizza boxes and crisp packets

#### No

- ✗ Any item that can be recycled

### Too good to waste

If you have items at home that you no longer need and are still in good condition, please contact your local charity shops who may be able to take or collect your items for free. Items can also be taken to any of the household waste recycling centres listed on the following page.

# Lithium-ion Batteries: Safety Advice

In the wake of recent events in Glasgow and the discussions surrounding the safety of Lithium-ion batteries, we have written this short article, with information from the Scottish Fire and Rescue Service. We encourage you to take a moment to read this article.

## What are Lithium-ion batteries?

Lithium-ion batteries are found in lots of household items. These include mobile phones, laptops, and vapes as well as larger products like e-bikes, e-scooters and hoverboards.

It's essential to use these batteries safely for as long as they're powering your devices. This helps prevent accidental fires, which could have devastating results for you, your family, and your home.

The ferocity of a fire caused by a lithium-ion battery can be significant and prevent you from escaping from your home.

## What to do if a battery or device catches fire

If you see flames or smoke coming from the battery or device, a fire has already started.

As with all fires you should get out, stay out, and call 999.

Do not try to extinguish the fire yourself.

## Spot the signs of a damaged battery

A damaged battery is a potential fire hazard. Pay extra attention if you have recently dropped the lithium-ion battery.

Don't use or charge your device if you notice the battery:

- producing smoke
- feeling extremely hot to touch
- looking swollen or has any type of lump or leak
- making a hissing or cracking sound
- smelling unusual
- taking longer to charge or does not fully charge

## Buying a product containing a lithium-ion battery

When purchasing products that contain lithium-ion batteries, buy from reputable retailers. This is especially important if you are shopping online. Many fires are caused by counterfeit electrical goods. Check that the devices meet British or European safety standards. Items which don't meet these standards pose a huge fire risk.

Remember to:

- purchase from reputable retailers and ensure products meet safety standards
- register your product with the manufacturer for updates and recalls
- avoid counterfeit goods as they pose a serious fire risk

## Charging a lithium-ion battery

You should not charge your battery while you are asleep or away from home. Unplug the charger once the battery is fully charged.

Think about where your device is being charged. Don't charge them in hallways or communal areas that will prevent escape during a fire.

Never overcharge your battery and use the manufacturer-approved charger for the product.

Do not cover the charger, battery, or device while charging. This can cause overheating or even a fire. Avoid charging your batteries near flammable materials, do not overload power sockets or use unsuitable extension cords.

If you notice any damage or wear and tear on your charger, replace it with an official charger from a reputable source.

Remember to:

- charge batteries only in safe areas, not in escape routes or near flammable materials
- use the manufacturer-approved charger and follow charging instructions carefully
- unplug chargers once charging is complete and never charge while sleeping or unattended while away from home

## How and where to recycle batteries

Lithium-ion batteries, and non-rechargeable batteries such as AA or AAA, must always be recycled properly. They should never be placed in household waste. Heat, damage, or improper handling can cause fires or cause them to explode.



Most local recycling centres accept lithium-ion batteries. They should be disposed of alongside Waste Electrical and Electronic Equipment (WEEE) items. Check with your local authority for specific recycling guidelines in your area.

Remember to:

- never dispose of lithium-ion batteries in general household waste
- use dedicated recycling points or services provided by the manufacturer
- check with local recycling centres or authorities for proper disposal options

For help in finding a recycling centre close to you, go to: [recycleyourelectricals.org.uk](https://www.recycleyourelectricals.org.uk)

# ARE YOU USING OUR CUSTOMER PORTAL YET?

**Our online Customer Portal makes it easier for you to access our services.**

Available to both tenants and owners, the portal delivers a new level of accessibility and is already proving popular.

It is part of an ongoing drive to enhance and improve how we communicate with you.

The Customer Portal offers round-the-clock access to do a variety of things including:

- View a rent balance
- Report non-emergency repairs
- View any upcoming inspections
- Check a current balance and conveniently pay rent
- View and update household information
- Report issues around antisocial behaviour
- Make a complaint or comment
- View any relevant documents such as letters, tenancy agreements and certificates

And to be in with a chance of winning £50 in our next draw all you have to do is register with the Portal.

Congratulations to our latest winner of the competition, a tenant who has received £50 for signing up to our portal!

**Sign-Up Guides and More:**

[www.thenuehousing.co.uk/tenants/Customer-Portal/](https://www.thenuehousing.co.uk/tenants/Customer-Portal/)

**Register Here:**

[thenue.myhome-portal.com/register](https://thenue.myhome-portal.com/register)

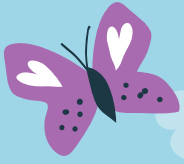
**Or use this QR code:**



# Family Fun Page

X I Z R U M B R E L L A W N  
 L B Z F G N S N P Y B U G G  
 S Q S J B Y I G L E U T S R  
 D E F K U B C F R K N H O A  
 B X S Q O T R P A T N A C S  
 L Z A R K E Y G I M Y W Q S  
 O M W C T O F G N E L Y G G  
 S D G T Y E C Q B R E E Z E  
 S O U D X A B H O S B V R R  
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BLOSSOM  
 BUTTERFLY  
 EASTER  
 THAW  
 NEST  
 BREEZE  
 RAIN  
 RAINBOW  
 APRIL  
 TULIP  
 BUNNY  
 ROBIN  
 GREEN  
 UMBRELLA  
 GRASS  
 BUD



**FIND  
 7  
 DIFFERENCES**



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 Charity registered in Scotland (No SC032782). Property Factor Registered Number PF000268