

Welcome...

...Welcome to the winter edition of your Newsletter.

This year saw us proposing a rent increase of 7% for the year ahead, which is higher than we usually seek. To meet our planned expenditure programme and have sufficient cash reserves, we had to ensure we were receiving enough income.

This was a difficult decision for the Management Committee.

After the rent increase is applied, we will be the second cheapest in Greater Easterhouse with more details on page 2 on how we spend your rent. We will start to see more improvements in the estate with our new window replacement contract coming soon (see page 10 for more information).

We welcomed Mark Tedford as your new Repairs & Asset Manager taking over from Mark Quigley who left the team in November.

Please remember if you need income advice, we offer free confidential advice via Elaine, your income advisor.

I hope you find this newsletter useful and informative. If you want to give feedback please get in touch with us by email to getinvolved@provanhallha.org.uk or by telephone to **0141 771 4941**.

Alan Hume

Director

Office Closures

Please remember our office will be closed for the following:

- **Easter bank holiday weekend.** We close at 4.30pm on Thursday 17 April 2025 and reopen at 9am on Tuesday 22 April 2025.
- **May Day Bank holiday.** We close at 4.30pm on Friday 2 May 2025 and reopen at 9am on Tuesday 6 May 2025.

The office will continue to close in the afternoon on the last Tuesday of each month for staff training. You can always reach someone in the case of an emergency. For emergency repairs at any time, please call **0141 771 4941** and your call will be put through to our Out of Hours Services.

Annual Rent Increase 2025/26

This year, we consulted with tenants on three potential rent increase options: 7%, 7.5%, and 8%. While the proposed increase is higher than in previous years and exceeds that of many of our peer housing associations, we want to assure you that the average weekly rent will still remain relatively affordable at £89.89.

Below is a comparison of the average weekly rents for 2024/25 and 2025/26 across local housing associations:

Housing Organisation	Average Weekly Rent 2024/25	Average Weekly Rent 2025/26*
Blairtummock Housing Association	£83.39	£87.56
Provanhall Housing Association	£84.01	£89.89
Easthall Park Housing Association	£88.39	£91.48
Gardeen Housing Association	£90.67	£94.12
Calvay Housing Association	£90.82	£94.27
Wellhouse Housing Association	£92.29	£94.41
Shettleston Housing Association	£91.03	£95.58
Lochfield Park Housing Association	£94.49	£96.19
Wheatley Homes	£103.28	£110.51

As part of our 30-year business plan, we recognise that many of our homes require significant investment in the coming years. This includes replacing bathrooms, kitchens, windows, rewiring, and updating heating systems. The aging nature of some of our homes means that we will face increased repair and maintenance costs. While delaying improvements may seem like a way to save money in the short term, it's important to note that continued

Our planned capital expenditure over the next three years will be substantial, ensuring that we can continue to provide quality homes for our tenants:

Planned Investment Programme	2024/25 Business Plan/30 year assumptions
Fascia	£27,625
Window Sashes and Frames	£294,650
Close Entrance Doors	£19,500
Bathroom Fitments	£63,450
Central Heating Systems	£86,800
Electrical Rewire	£158,000
Common Electrics	£9,840
TV System	£2,032
Paving	£5,068
Radiator Replacement	£82,000
Total	£748,965

maintenance of aging components could ultimately cost more than replacing them as part of a planned, costed strategy.

Over time, we've seen demographic changes in our community. There is a growing elderly population, as well as an increase in single-parent households.

This has led to higher demand for low-rise properties with gardens, as well as more adaptable homes for an aging population. As such, we must plan for future housing needs while considering the evolving preferences of our tenants.



Additional Services for our Tenants

We are committed to providing a range of services to support our tenants, including:

- Garden services
- Free bulk uplift
- Back court works
- New windows
- New kitchens
- New bathrooms
- Close cleaning
- Money advisor services
- Connie Centre donations
- Kids' pantomime tickets

Tenant Consultation Results

During December 2024, we conducted a tenant consultation on the proposed rent increases. We sent surveys to all households via post, email, and text. The consultation officially closed on 13 December 2024, with 192 surveys returned, representing a 37% response rate.

The results of the survey were as follows:

- 69% of respondents voted for a 7% increase
- 18% voted for a 7.5% increase
- 13% voted for an 8% increase

Based on these results, the Management Committee met on 16 December 2024 and approved the 7% rent increase.

It is also worth noting that last year, 27% of respondents indicated they felt the rent increase was unaffordable, whereas this year, that figure has reduced to 16%.

We would like to thank everyone who took the time to complete the rent consultation survey. A winner was picked at random and congratulations to Mr & Mrs Blasiak from Duffus Street who won the £100 cash prize.

Support for Tenants struggling with Rent

If you're concerned about paying your rent, please don't hesitate to get in touch. We understand that circumstances can change, and we're here to offer practical assistance.

Our team has contacted tenants who indicated they would have difficulty paying their rent, offering them support. If you are struggling, please reach out as soon as possible by calling us on **0141 771 4941** or by emailing **info@provanhallha.org.uk**. We can arrange an appointment with Elaine, your Income Advisor, to explore any additional support we can provide.

We want to help, so please don't delay in contacting us. Often, we can assist and find a solution that works for you.

Each year, Social landlords must submit an Annual Assurance Statement (AAS) to the Scottish Housing Regulator, providing assurance that their organisation complies with the relevant requirements of section 3 of the Regulatory Framework.

This includes regulatory requirements that apply to all social landlords and the Standards of Governance and Financial Management that apply to Registered Social Landlords.

Our most recent AAS was approved by the Management Committee on 1 October 2024 and successfully submitted to the Regulator and is available to view on our website: www.provanhallha.org.uk/our-performance/

Annual Assurance Statement (AAS) 2024



The Management Committee (Governing Body) of Provanhall Housing Association (PHA) has gained the necessary assurance to support the AAS. The evidence which supports this Statement includes: Reports about performance in key areas including: finance, service delivery, asset management, tenant and resident safety and risk. Internal and External Audit reports. Advice from external and specialist advisers. Outcomes from specific consultation. Data analysis about our tenants and customers. Benchmarking against other local Housing Associations. Reports, advice and information from senior staff. The evidence bank combines reports, policies, advice and information which the Governing Body monitors and oversees on an ongoing basis throughout the year to provide continuous assurance that PHA is compliant.

Additionally, the evidence bank incorporates relevant documents and information that contribute to our assurance and which form the structure of PHA's business and governance activities. We have obtained external support to provide us with additional assurance that our approach is effective and robust. We are satisfied that we meet all of our duties in relation to tenant and resident safety. In particular, we have gained the necessary evidence-based assurance of our compliance in respect of duties relating to gas, electrical, fire, water, and our obligations relating to asbestos, damp and mould. There are no lifts in our stock. We have completed our assessment into the potential presence of RAAC in our stock and confirm that none has been identified.

The Governing Body confirms that we have reviewed and assessed a comprehensive bank of evidence to support this Statement and that PHA is compliant with:

- All relevant regulatory requirements as set out in Section Three of the Regulatory Framework
- The Regulatory Standards of Governance and Financial Management
- The relevant standards and outcomes of the Scottish Social Housing Charter
- Our statutory obligations in respect of tenant and resident safety, housing and homelessness and equalities and human rights

In reviewing our compliance with the Regulatory Framework, we are assured that we have established appropriate systems for the collection of equalities data. We are assured that we are working towards using this data to take account of equality and human rights issues in our decisions, policy-making and day-to-day service delivery. We recognise that we are required to notify the SHR of any changes in our compliance during the course of the year and are assured that we have effective arrangements in place to enable us to do so. We are assured that PHA has the necessary arrangements in place to identify any risks to compliance in the course of the conduct of our business and governance arrangements.

As Vice Chairperson, I was authorised by the Management Committee (Governing Body) at a meeting held on 1 October 2024 to sign and submit this Assurance Statement to the Scottish Housing Regulator.

I/We confirm that this Assurance Statement is being published on our website on the same date that it is submitted to the SHR.

Signed by: Vice Chairperson

On: 1 October 2024



Provanhall Housing Association Limited is a company registered in Scotland under the Companies Acts, Company Number: SC037762. Registered Office: 34 Conisborough Road, Easterhouse, Glasgow, G34 9QG. It is registered as a Property Factor Id: PF000389. Registered Housing Association No. HHC 242 Scottish Charity No SC037762. Financial Conduct Authority No 2401RS.

Exciting Update: Provanhall Housing Association is implementing a New Housing Management System

We're always looking for ways to improve the services we offer to our tenants. This winter, we're excited to announce that we're implementing a brand-new Housing Management System that will enhance how our staff manage and deliver our services.

This new system will allow our team to work more efficiently, helping us to respond faster to your needs and improve the overall quality of service. It will streamline internal processes, from managing tenant records and repairs to handling rent payments and maintenance requests.

To ensure a smooth transition, all our staff members are currently undergoing comprehensive training. This will help them fully understand the new system and make the most of its features to serve you better.

The new system is set to go live on 13th January 2025. While you may not see the changes directly, this upgrade will lead to faster, more effective service in the background, benefiting all tenants in the long run. We would ask for your patience while we implement the new system and get everything up and running.

We're committed to making this transition smooth for both our staff and tenants, and we'll keep you updated with any relevant changes that may affect you. Thank you for your continued support as we work to enhance the services we provide at Provanhall Housing Association.



Mark Tedford

Staff News

Technical Services Manager Mark Quigley left for pastures new. We would like to thank him for all his work and wish him all the very best.

Mark Tedford has been recruited as the new Repairs and Asset Manager. Mark has over thirteen years of extensive experience in the construction industry specializing in project management. With a solid trade background, he has successfully managed a wide range of construction projects, demonstrating exceptional leadership and expertise in the industry. Over the past five years, he has played a pivotal role in overseeing all planned and maintenance projects within the social housing sector, ensuring meticulous planning, execution and completion of various significant initiatives. His commitment to excellence and strategic approach has consistently resulted in the timely and efficient delivery of projects, aligning with organisational goals and stakeholder expectations.

Cash for Kids 2024 Update

At Provanhall Housing Association, we are deeply committed to supporting vulnerable families in our community. As a non-profit organisation, our mission is to provide vital assistance and services to those in need, helping to improve the lives and well-being of residents.

This year, we once again applied for funding from Cash for Kids and are delighted to share that we were awarded £5,000. Additionally, the Provanhall Management Committee generously contributed an extra £1,225, enabling us to distribute 249 £25 vouchers to ensure children in our community had a brighter Christmas.



cashforkids

Provanhall Engagement Plan

The Scottish Housing Regulator (Regulator) are engaging with Provanhall Housing Association Ltd (Provanhall) about our financial management. Based on our 5-year Financial Plan submitted in 2023, Provanhall is forecasting a significant cash outflow over the next five years resulting in a low cash balance. We have submitted all of the requested information to the Regulator. You can visit the Regulators website at this address <https://www.housingregulator.gov.scot/>.

We have asked the Regulator for an update and hope to provide this the our next edition of your newsletter.



Scottish Housing
Regulator

Compliments and Complaints

October to December 2024

We value customer feedback (good or bad) as it allows us to shape the service we deliver to you. You can get in touch in person, by text, in writing, via your Tenant App, by email or our website.

For more information, go to <https://provanhallha.org.uk/complaints-form/> or call our team on **0141 771 4941**.

	Stage 1	Stage 2
Received in Quarter	5	3
Carried forward from previous Quarter	0	0
Within Timescale	4	2
Outwith Timescale	1	1
Extension Agreed	0	0
Average time taken to respond	2.4 days	23 days

Quarterly Tenant Prize Draw Winner

In each Newsletter edition we select a random tenant to win **£300 cash prize**.

To be eligible you need to:

- ✓ have no rent arrears (or be up to date with a payment plan),
- ✓ be available for repair appointment(s) and
- ✓ no anti-social behaviour recorded against your tenancy.

Many congratulations to the lucky winner Miss Storrie from Conisborough Road.

Staff Fundraising

Staff wanted to do our bit this year to raise funds for Cash for Kids. We chose to have a Christmas Jumper day in the office with staff making a donation towards this fabulous charity. A total of £70 was raised and donated to Cash for Kids on Christmas Eve.



Have you changed your phone number? Please tell us...

To make sure we can quickly find out if you are interested in receiving various funding from us (mentioned in this newsletter) please tell us when you have a new mobile or landline number or email address. Often we need to distribute these funds very quickly for deadline and funding reasons. Keeping us up to date with your contact details means we can also reach you in an emergency.

As your Landlord we are responsible for the upkeep of the building and fabric of your home.



The contents of your home (including carpets, decoration and personal belongings for example) are your responsibility to insure against loss from fire, flooding or theft.

For a small fortnightly or monthly fee, you can give yourself piece of mind in the event of something happening at home which is not covered by the Housing Association. For example, if you lose your keys, accidentally suffer a flood or fire or theft from your home, you could get contents insurance cover to help with unexpected losses.

We are part of the Scottish Federation of Housing Associations who have an agreement with Thistle Insurance just for Tenants.

For an application form, call in at our office or call Thistle direct on **0345 450 7286** or email them at tenantscontents@thistleinsurance.co.uk

Full details of the policy cover and exclusions are available on request before you apply for cover.

THISTLE
TENANT RISKS 

Further information available at:
www.thistletenants-scotland.co.uk

No such thing as a bad pet...

Provanhall continues to suffer from irresponsible dog owners.

Dog fouling is not only deeply unpleasant, it is dangerous. Whilst rare, contact with dog excrement can cause toxocariasis – a nasty infection that can lead to dizziness, nausea, asthma and even blindness or seizures.

Please contact the council Dog Fouling Enforcement Team.

Some tenants have been given £80 Fixed Penalty Notices along with action from the Association against the tenancy.

The vast majority of our tenants with dogs are good owners who clean up after their dog. With the risk of a fine for those who don't – it's not worth the risk!



YOUR DOG YOUR MESS?



Dispose of your dog mess
or you could be fined £80.

www.glasgow.gov.uk/dogfouling

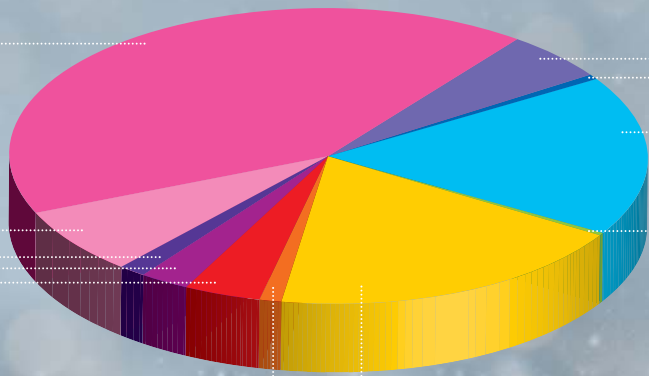
BAG IT! BIN IT!

£386,502 for Provanhall Tenants

Between October and December 2024 our Welfare Rights Officer, Elaine McIntyre has been continuing to support our tenants throughout the cost of living crisis by assisting them to claim a range of benefits which has resulted in financial gains amounting to £386,502.64. A breakdown of the type of benefits can be seen in the graphs below.

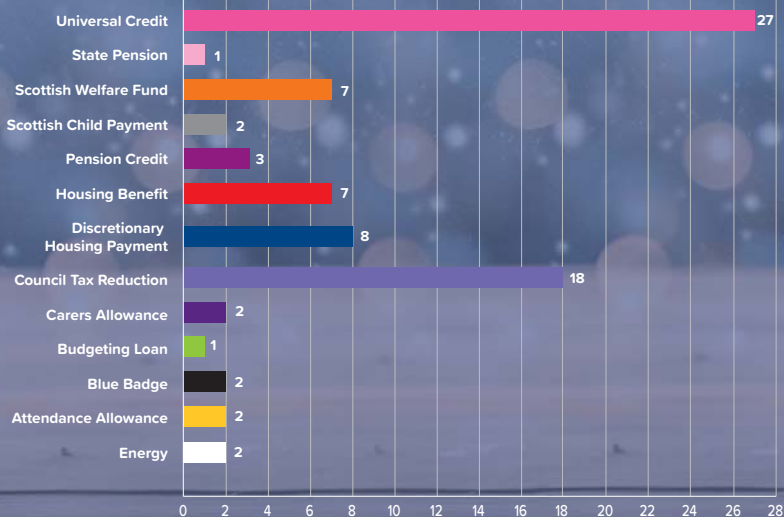
We would urge all our tenants to get a benefit check to ensure they are receiving their full entitlements.

Adult Disability Payment	17.5%	£67,509.90
Discretionary Housing Payment	0.7%	£2,800.05
Council Tax Reduction	5.2%	£19,921.61
State Pension	7.1%	£27,460.40
Universal Credit	41.9%	£161,992.40



Scottish Welfare Fund	1.3%	£5,040.75
Attendance Allowance	18.6%	£71,968.65
Budgeting Loan	0.1%	£348.00
Housing Benefit	3.8%	£14,810.63
Pension Credit	2.5%	£9,806.25
Carers Allowance	1.3%	£4,914.00

Welfare Rights Issues • New Cases • Total 82



Benefit Changes 2025

Please note that information about some of these changes may be limited at present and also subject to further change.

January 2025

In Scotland, people getting Attendance Allowance will begin to be automatically transferred to the new Pension Age Disability Payment.

March 2025

In Scotland, the transfer of people from Carer's Allowance to Carer's Support Payment is expected to be complete. In Scotland, the transfer of people getting Disability Living Allowance to Adult Disability Payment and Scottish Adult DLA is expected to begin.

April 2025

The Tax Credit service will close on 5 April 2025, and all remaining accounts are closed.

Social security benefits expected to go up by 1.7%.

The earnings threshold for Carer's Allowance will increase from £151 to £196.

In Scotland, the new Pension Age Disability Payment (PADP) that is replacing Attendance Allowance will be rolled out nationally by 22 April.

The New and Basic State Pensions, and the Minimum Guarantee element of Pension Credit will rise by 4.1%.

September 2025

Working parents of children under the age of five will be entitled to 30 hours free childcare per week from September 2025.

November 2025

In Scotland, the new benefit Pension Age Winter Heating Payment is expected to be launched, replacing the Winter Fuel Payment.

December 2025

Legacy benefits are ending. All managed migration notices are expected to be sent by the end of December 2025.

Across the UK, the transfer of people on income-related ESA to Universal Credit is expected to be complete.

In Scotland, the Winter Heating Payment 2025/26 is expected to be paid to eligible households.

Ready for winter – Top tips

If you have a fire, flood, electrical, security, heating or hot water emergency, please call us on **0141 771 4941**.

Keep your home warm

Try to keep your home warm day and night. If any area of your home does not have heating, for example rooms without radiators, leave doors open to allow heat to circulate.

Heating not working?

Before you call for a repair, please check:

1. You have credit in your gas/electric meter
2. The wall thermostat has not been set at too low a temperature for the heating to come on.
3. The thermostatic control valve (TRV – on the side of the gas central heating radiator) on the radiators has not been set at too low a number for the heating to come on.

What to do if a pipe bursts

If the worst happens and a pipe bursts, please follow these simple dos and don'ts to reduce damage.

Do

- Turn off the water supply. The tap is usually under the sink or in the hall cupboard.
- Switch off the electricity at the mains.
- Switch off the boiler at the wall switch.
- Use a bucket or basin to catch any water leaking from the burst.
- Open all taps to the sink and bath. If possible collect the water in the bath for flushing the WC and washing.
- Call the association on **0141 771 4941** to report the repair.

Don't

Ignore it, a small leak may be okay overnight but if left for several days could cause major damage in your and your neighbour's home.

Useful Numbers

Police emergency	999
Police non-emergency	101
Gas Emergency (if you smell gas)	0800 111 999
Electricity Emergency (Scottish Power)	105
Blocked Sewers (Scottish Water)	0800 077 8778

Money and Benefits Advice

**Free, independent and
confidential service**

- Do you qualify for other benefits, grants or assistance?
- Do you need help with money or debts?
- Do you need help filling out DWP forms?
- Do you need help claiming Universal Credit?

Elaine McIntyre, our Income Maximisation Advisor, can help & support you with:

all aspects of housing benefit & other benefits, maximising your income, debt problems, managing your money better, checking how starting or changing a job can affect your benefits & appealing against decisions affecting your benefits.

Please contact the office to book an appointment.



**Elaine is available:
Mondays &
Wednesdays**



Prize Draw Winner: Auchinlea Groundworks

A special mention to Helen McIntyre from Auchinlea Road, our winner as part of our prize draw, receiving £50. The draw was in recognition of residents who returned keys/fobs that had been issued to allow alternative access and egress route whilst the groundworks were being carried out at Auchinlea Square. We would like to extend our sincere thanks to all residents for their understanding and cooperation during the recent groundworks and to all those who returned the fobs/keys back to the Association.

Your patience in utilizing alternative access routes and accommodating the temporary changes has been greatly appreciated. Your support has played a crucial role in ensuring the smooth progress of the project, and we are grateful for your continued assistance.



Planned Programme Update: uPVC Windows

Further to our update in the Autumn newsletter that window renewal installations are planned at various properties. Sidney's surveyors have commenced tenant visits throughout the winter months. If you have received a survey letter from Sidey, please call them and arrange a survey to ensure your property receives a window installation as planned. Sidey have surveyed 95% of all properties within Year 1 with only 5% no accesses to date.

Window installations are due to commence in February with 3 properties receiving an install per day with 56 properties have receiving an install date. Can I kindly ask that all properties receiving window installations please keep all walkways free and clear to windows, allowing our contractor unrestricted access, this also includes furnishings and belongings being at least a 2m distance from windows. This will enable the contractor to carry out works as quickly as possible and ensure there is no damage to floor coverings or belongings.

Window Renewals (Year 1)

Window Renewals	Homes
Phase 1 (Refurbished in 1994)	47
27, 31, 33, 35, 37 Balfluig Street	18
53, 55, 57, 59, 61 Conisborough Road	26
2, 4 Whitslade Street	3
Phase 8 (Stock Transfer)	71
16 - 42 Auchinlea Road	71

Window Renewals (Year 2)

The second year of window renewal works, planned for 2025/26, will follow closely behind the first year of the contract. Surveys will likely occur in January with installations planned for Spring 2025.

Window Renewals	Homes
Phase 2 (Refurbished in 1995)	42
23, 25 Balfluig Street	8
63, 65, 67, 69, 71, 73 Conisborough Road	34
Phase 9 (Stock Transfer)	16
14, 16, 18 Balcurvie Road	16
Phase 12 (Stock Transfer)	26
9, 11, 15, 17, 18, 19, 20, 21, 22, 24, 25, 26, 28, 30, 31, 33, 35, 37, 39 Whitslade Street	26

Sidey Site Compound

As part of the Planned Programme, Sidey require the use of a site compound for material storage and welfare facilities for their operatives, ensuring a more timely completion of works. The site compound will be positioned beside the Conisborough Road shops, housing a site canteen and site welfare. Further to this site, waste management will be situated within parking bays at 17 Whitslade Street. The condition of these sites will be monitored by the Repairs and Maintenance team to ensure they are kept clean and tidy and to check for any excessive noise concerns nearby residents may have.

The site compound will serve as a key hub for the ongoing project activities, ensuring streamlined operations and providing a base for our contractors. This change is set to help us deliver on our Planned Programme more efficiently while minimizing disruption to the surrounding businesses and residents.

We are committed to keeping the community informed as the project progresses, and we look forward to seeing the positive impact this new site will have. Keep an eye out for more updates in future newsletters, and feel free to reach out with any questions or concerns you may have.



Conisborough Road Site Compound



Whitslade Street Site

Easy Ways to Pay your Rent



Direct Debit

Easiest way to pay your rent. Choose what suits you best – weekly, fortnightly, or monthly. Once set up future rent payments are automatically paid!



Phone

0330 041 6497 – phone AllPay with your rent payment and debit or credit card. Pay 24 / 7.



Online

www.allpayments.net – register and pay anytime using your debit or credit card. Pay 24 / 7.



Text

www.allpayments.net/textpay – register and pay anytime using your debit or credit card.



Smartphone or Tablet APP

Download the free 'AllPay' App - register and pay anytime using your debit or credit card. Pay 24 / 7.



Callpay

Phone your Housing Services Officer during office hours on **0141 771 4941**. Pay using your debit or credit card.



Online Banking

Make a transfer from your bank account to ours using these details: Bank of Scotland, Sort Code: **80-07-78**, Account No: **00425566**. Please use your rent reference number or your address as your reference. Pay 24 / 7.



In Person

PayPoint Shop – use your rent payment card to pay over the counter by cash, debit or credit card at one of over 29,000 PayPoint outlets where you see the logo. Your nearest is Provanhall Licensed Grocers on Conisborough Road or the Shandwick Shopping Centre or Glasgow Fort. For Paypoint locations visit www.paypoint.co.uk/paypointlocator



Payzone Shop – use your rent payment card to pay over the counter by cash, debit or credit card at over 24,000 Payzone outlets where you see the logo. For Payzone locations visit <https://storelocator.payzone.co.uk/>



Post Office – use your rent payment card to pay over the counter by cash, debit or credit card at over 12,000 Post Offices. Your nearest Post Office is the Shandwick Shopping Centre. For Post Office locations visit www.postoffice.co.uk/branch-finder



Provanhall Housing Association Limited

34 Conisborough Road ■ Glasgow G34 9QG ■ www.provanhallha.org.uk

telephone **0141 771 4941** ■ email info@provanhallha.org.uk ■ text **07860 035 864**

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