

Provanhall Post



Provanhall
Housing Association

The newsletter for Provanhall Tenants

Issue 86 • Spring 2025

Hello everyone,

Our team is working hard to **reduce costs** while still delivering the **high-quality services** you expect. As part of this, you may notice **new faces** carrying out your **gas servicing, heating repairs, and general home repairs**. These changes will help us avoid large rent increases in the future.

Tenant Satisfaction Survey

Our latest tenant survey is now underway, and we're looking forward to hearing your views. Your feedback is important and helps us improve the services we provide.

I hope you find this edition of the newsletter helpful and informative.

Wishing you all the best for the summer ahead!

Warm regards,

Alan Hume

Director

Office Closures

Please remember our office will be closed for the following holidays:

- Spring Holiday - Closed from 4.30pm on Thursday 22 May 2025 and reopen at 9am on Tuesday 27 May 2025
- Glasgow Fair - Closed from 4.30pm on Thursday 17 July 2025 and reopen at 9am on Tuesday 22 July 2025

The office will continue to close in the afternoon on the last Wednesday 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.

Scottish Housing Regulator (SHR) Update



**Scottish Housing
Regulator**

We are pleased to confirm that the SHR has completed their Engagement Plan published last year with us successfully. The SHR have published their Engagement Plan for 2025-26 and confirmed we remain Compliant, and meet all regulatory requirements, including the Standards of Governance and Financial Management.

This newsletter is available in other formats including large print or translation into community languages, please email info@provanhallha.org.uk or telephone 0141 771 4941



HAPPY TO TRANSLATE

Making life easier at home – adaptations that help

If you're living with an illness or disability, we may be able to make changes to your home to help make everyday life a little easier. These are called adaptations, and they're permanent improvements designed to support your needs.

Some examples of what we can do include:

- Installing **grab rails or handrails**
- Fitting **lever taps** on sinks, washbasins, and baths
- Replacing a bath with a **level-access shower or wet room**
- Adding an **over-bath shower**

In the 2024/25 financial year, we carried out **14 adaptations** with grant funding, costing around **£40,500**.

Unfortunately, funding from the Scottish Government has been reduced, which has affected the grants available through Glasgow City Council. Last year, we

received **£11,800** – a **40% drop** from the previous year.

Despite this, we're committed to supporting our tenants. That's why, with the support of our Management Committee, we've decided to **top up the funding ourselves** to make sure important adaptations can still go ahead. We believe everyone deserves a home that's safe, comfortable, and meets their needs.

We've also applied to Glasgow City Council for funding for 2025/26.

Thinking about an adaptation?

If you think you might benefit from changes to your home, please get in touch with your Housing Officer. They'll guide you through the process and help you understand what's possible.



Rechargeable Repairs – what you need to know

Sometimes, tenants may be charged for repairs.

This happens when:

- The repair is the tenant's responsibility
- Damage was caused by neglect or carelessness by the tenant, someone in the household, or a visitor

Your Tenancy Agreement says:

"We are not responsible for damage caused willfully, accidentally, or through neglect. If we carry out the repair, you agree to pay the cost."

What counts as a Rechargeable Repair?

Deliberate Damage

Damage caused on purpose by you, someone in your home, or a visitor. You'll be charged the full cost.

Accidental Damage

If damage happens by accident, we may cover the cost – but we'll need to inspect the property first.

Malicious Damage

If someone outside your control causes damage (e.g. vandalism), we'll cover the cost – but you must report it to the police and give us a crime number.

Avoiding Unnecessary Call-Out Charges

You may be charged if a contractor is called out for something that isn't a real fault.

Examples include:

- No heating due to no gas/electric credit
- Thermostat turned down
- Faulty light bulbs or appliances

Before calling us, please check:

- Is there credit in your meters?
- Is the thermostat set correctly?
- Have you tried a new bulb or different appliance?

Planned Programme Update: New uPVC Windows

As mentioned in our Winter newsletter, we've been working on renewing windows in various homes. We're happy to share that Sidey's installation teams have now completed work in 118 properties – a big milestone!

We're really grateful for your patience while these improvements are carried out.

If you've received a letter about a survey or installation, please get in touch with us as soon as possible to arrange access. There are still some homes that need to be surveyed.

Thank you for your continued support!

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 are underway.

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

One happy tenant said:

"Sidey were very understanding and super clean during the process. The windows are high quality!"





Reactive Repairs – New Contractor Announcement



We're pleased to announce that **Glasgow City All Trades** has been awarded our **Reactive Repairs Contract** for 2025–2026.

This means they'll handle all day-to-day repairs across our homes. The contract was awarded through a fair and competitive process, ensuring we get the best value for money.

We're confident this new partnership will help us deliver a high-quality, reliable repairs service for all tenants.

We're checking the condition of your home

Provanhall Housing Association is currently doing Stock Condition Surveys on all our homes. We do this every five years to check how your home is doing and plan for any future repairs or upgrades. We have hired the HOME Team to carry these out on our behalf. They will contact tenants as required and make an appointment to carry out the survey.

Why is this important?

Letting us into your home for this survey helps us:

- See what shape your home is in
- Identify any repairs
- Plan future maintenance and make sure important parts (like your kitchen or bathroom) are upgraded at the right time

What will happen during the survey?

One of the HOME Team will visit your home to:

- Check the condition of things like windows, kitchens, and bathrooms
- Make sure your home is safe (this includes checking smoke alarms, gas, electricity, and looking for damp or mould)

The visit usually takes about 30 minutes, depending on the size of your home.

The Customer Contact Officer at the HOME Team is Ryan Arnott. Their staff will all have ID badges on them so please feel free to ask them to show this to you before letting them into your home.



Got questions or need to report a repair?

Call us on **0141 771 4941** and we'll be happy to help.

Thank you for your cooperation.



Part of the Govan Housing Group



New Gas Contractor: Saltire Facilities Management



We've got some great news! We've appointed a new contractor for gas servicing and heating repairs – Saltire Facilities Management – starting from May.

What you need to do

If you need to report a gas heating repair or book your annual gas safety check, call our office on **0141 771 4947** and press option 1.

Who are Saltire?

Saltire has over 20 years of experience keeping homes warm and safe. They work with housing associations and councils across Scotland, including North and South Lanarkshire and Wellhouse Housing Association.

They're experts in working with tenants and always aim to provide a friendly, professional, and reliable service.

Two local engineers, Nicky and Adam, will be assigned to our area – so you'll get to know the people working in your home.

What Saltire will do

Saltire will now handle:

- Gas central heating repairs
- Annual gas safety checks
- Emergency heating issues (24/7 service)

You can expect:

- Clear communication about appointments
- Fast response to emergencies
- Respectful service in your home
- High safety and work standards

What's new for you?

With Saltire, you'll benefit from:

- Faster call handling for heating issues

- Flexible appointment booking
- Online updates and communication through a new tenant portal
- Emergency support anytime, even out of hours

This new contract helps us save money, which helps us keep your rent affordable, while also improving the service you receive.

Working together for a warmer home

We know how important heating and hot water are – especially in winter. Saltire is here to make sure your home stays warm and safe, with helpful advice and reliable service.

They're excited to be part of the Provanhall community!

House Visits – what to expect

We'll soon be visiting all tenants at home as part of our regular property checks. These visits help us make sure everything in your home is in good condition and give us a chance to chat with you about the services we offer.

During the visit, a member of our team will walk through your home with you and check each room.

It's also a great opportunity for us to let you know about the support and services available to you – some of which we provide in partnership with local organisations.

Just a quick reminder: allowing access for these visits is part of your Tenancy Agreement.

Have you changed your phone number or email?

Please let us know! Keeping your contact details up to date helps us arrange a visit at a time that works for you.

Thanks for your cooperation – we look forward to seeing you soon!

Great News! You can now apply for housing online

We're excited to let you know that our new online housing application form is now live! We've made it easier than ever to apply for a home with us.

Why this is good news for you:

- **Easy and Convenient**

You can now apply from home, on your phone or computer – anytime that suits you. No need to come into the office!

- **Faster Process**

Online applications are quicker to process, so we can get back to you sooner.

- **Simple to Use**

The form is clear and easy to follow, with helpful tips along the way.

- **Mobile-Friendly**

Apply on the go – whether you're at home, at work, or out and about.

How to Apply:

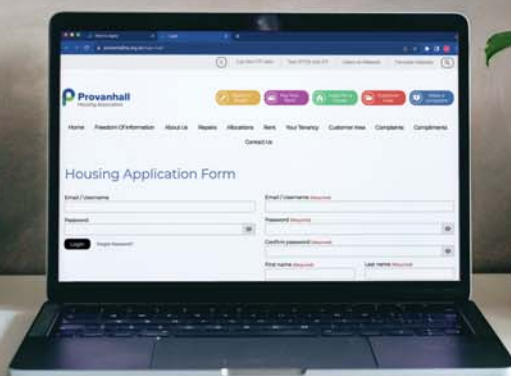
Just visit our website:

[provanhallha.org.uk/ how-to-apply](https://provanhallha.org.uk/how-to-apply)

We hope this new system makes things easier for you!

For customers who are unable to use their own phone or device we can make an appointment for a member of the team to take you through the application process.

Please reach out to us on [0141 771 4947](tel:01417714947) for assistance.



Compliments and Complaints

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**.

January to March 2025

	Stage 1	Stage 2
Received in Quarter	2	1
Carried forward from previous Quarter	0	0
Within Timescale	2	1
Outwith Timescale	0	0
Extension Agreed	0	0
Average time taken to respond	3 days	20 days

April 2024 to March 2025

	Stage 1	Stage 2
Received in Quarter	14	5
Carried forward from previous Quarter	0	1
Within Timescale	13	5
Outwith Timescale	1	1
Extension Agreed	0	0
Average time taken to respond	2.4 days	21.8 days

Last 12 months – You said, we did...

You said...

Tenant unhappy contractor attended twice without prior appointment.

We did...

Our contractor reminded their staff to make proper access arrangements and provided notice to customers.

You said...

Tenant wanted improvement to stairs leading to their property and considered this a repair.

We did...

We explained their request was an improvement to compliant stairs and could only be completed with additional budget being free.

You said...

Tenant feels office door should be unlocked.

We did...

We explained the reasons behind having a controlled entry to the office for the health and safety of our colleagues.

You said...

Tenant unhappy with length of time taken to repair their fence.

We did...

We spoke with the contractor who had failed to keep the tenant informed of progress and reminded them to keep us and the tenant informed at all stages.

You said...

Tenant unhappy close door left open following close cleaning.

We did...

We apologised and reminded our contractor to secure close door on exit.

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 this quarter's lucky winner, Janice Davidson.

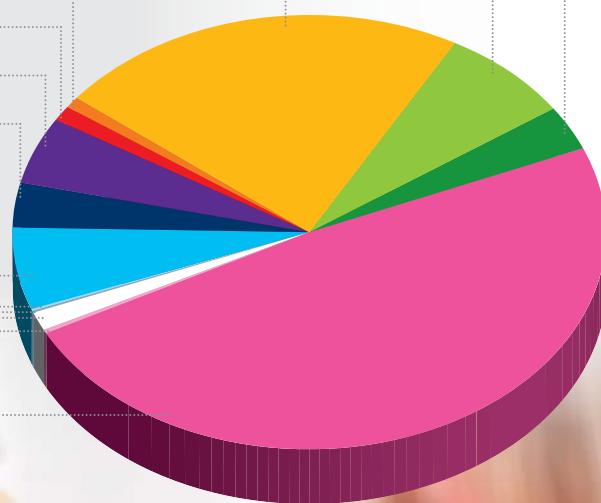


Over £1,478,000 Benefit Gain for Provanhall Tenants

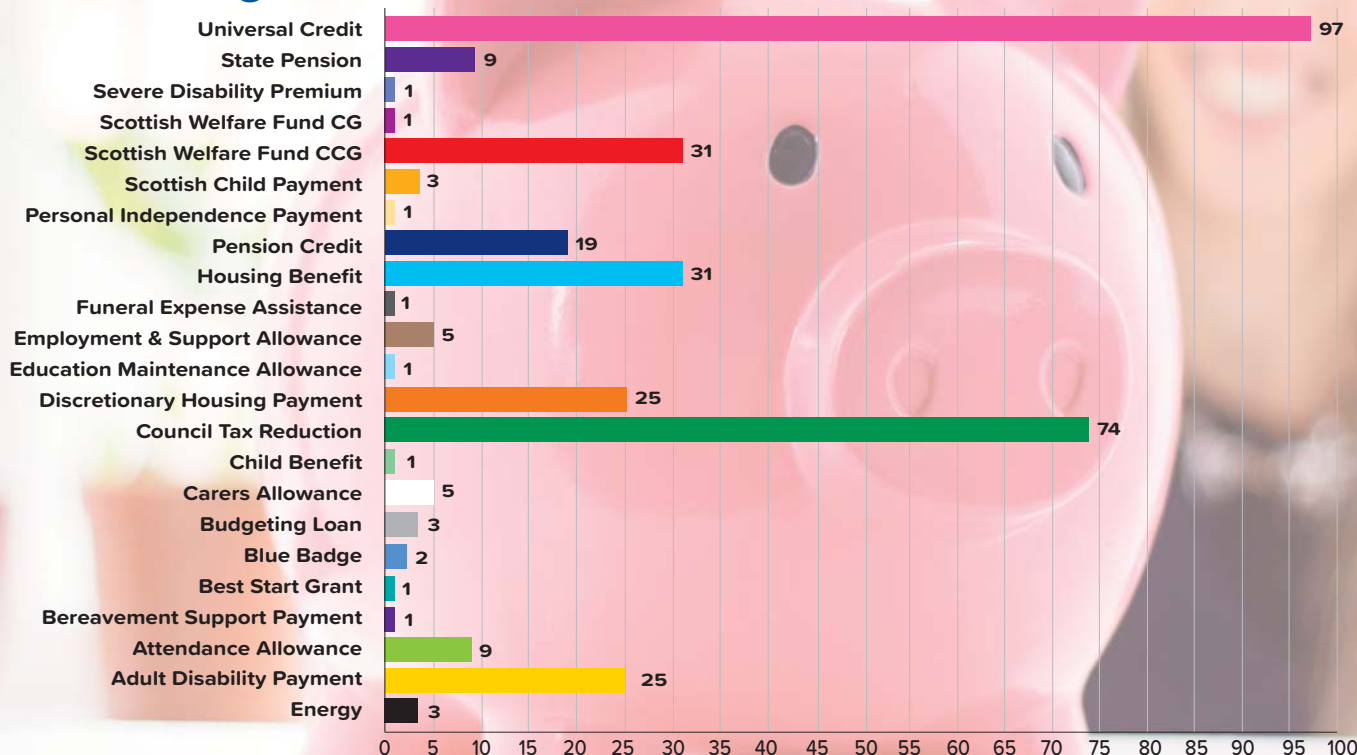
In the year to end of March 2025 our Welfare Rights Officer, Elaine McIntyre, has been continuing to support our tenants throughout the cost of living crisis by assisting them to claim a range of benefits which has resulted in financial gains amounting to over £1,478,000. A breakdown of the type of benefits 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.

Council Tax Reduction	3.4% • £49,665.38
Attendance Allowance	7.3% • £108,111.80
Adult Disability Payment	22.4% • £331,005.75
Discretionary Housing Payment	0.8% • £12,049.09
Scottish Welfare Fund (CCG)	1.2% • £17,609.12
State Pension	5.0% • £73,685.291
Pension Credit	3.4% • £50,505.02
Housing Benefit	6.1% • £89,708.40
Education Maintenance Allowance	0.1% • £1,710.00
Budgeting Loan	0.07% • £1,042.88
Carers Allowance	1.3% • £19,492.20
Bereavement Support Payment	0.3% • £4,300.00
Universal Credit	48.6% • £718,149.04
Energy	0.01% • £208.75
Scottish Welfare Fund (CG)	0.006% • £89.97
Best Start Grant	0.05% • £754.65



Welfare Rights Issues • Total New Cases • Total 349





The Caravan Project

Do you need a holiday? Do you only want to pay £200 instead of up to £1,500? Contact your Housing Services Officer today!

If you have not had a holiday for 2 years, are on a low income and you and your family really need a break, please contact the office. Single people, couples and families can apply. The Association has partnered with **'The Caravan Project'** to offer heavily subsidised holidays of only £200 instead of up to £1500 during school holidays! The project also provides FREE entertainment passes for everyone staying! This is worth up to £300 for a family of 4. Plus you get a 15% discount card for restaurants etc. There are loads of activities for all ages plus swimming. The project has 4 caravans in Craig Tara in Ayr.



Women's Aid Donation

We received some gifts from contractors at Christmas time. So we decided to raffle them off to raise money for Women's Aid.

Thank you to the Staff and Management Committee who took part in a raffle and raised £18 which was donated to Women's Aid on 25 February 2025.

Welcome, Paul!

We're pleased to welcome Paul Phin as our new Temporary Receptionist.

Paul brings 17 years of experience in retail and training with a major tech company. He's also served on the Management Committee of another housing association in Glasgow, so he knows the sector well.

Paul is excited to get to know the residents and staff at Provanhall – please say hello if you see him at the office!



Bulk Uplift Service

From 2021 Glasgow City Council introduced a charge for the collection of bulky household items. Provanhall Housing Association offer a bulk uplift service as part of your rent charge.

Note: We reserve the right to withdraw this service from households who do not comply with the following requirements or where we consider the use excessive.

Items we will collect for you ✓

White Goods including fridge freezers, cookers (All food waste within fridges and freezers should be removed prior to placing the equipment out for bulk collection).

Furniture; for example: chairs/tables/wardrobes/sofas.

Large Electrical Appliances for example TV, cooker, washing machine.

Mattress and Bedframes (dry and cleaned).

Carpets (cut into strips that would fit a large bin bag)

Wooden / Laminate Flooring – must be secured by tape into smaller bundles.

Items we do not collect ✗

Soil / tree trunks / clippings or garden waste

Pallets

Cardboard – please use blue bins provided

Radiators

Cast iron items such as washing poles

Asbestos

Gyprock and Plasterboard

Glass items should be recycled in local recycling points

Regular bin bags or small electrical items such as lamps etc.

Baths and sanitary wear, for example wc pan sinks or tiles

Kitchen units, worktops, tiles

Greenhouses / Sheds / Huts / Slabs

Doors of any kind

Bricks / Rubble / Concrete or storage heaters

Tyres

Fireplaces / Hearths

Equipment we believe you use as part of a business or commercial waste

Car batteries, Gas cylinders, Oil (all types) and Paint can be recycled at the Council's Household Waste Recycling Centre.

Flatted Homes

We will collect bulk items from the bin area at your flat each Monday and taken to the front of your building for uplift the next day (Tuesday).

Please do NOT put out large items until Sunday night.

Main Doors

Please get in touch by phone on **0141 771 4941** or email to **info@provanhallha.org.uk** to request up to 5 items and their location. You need to get in touch by Friday for an uplift the following Tuesday.

Please do NOT place out on the pavement, please keep them in your own front garden.

You can also contact the council for uplifts. Glasgow City Council provide an uplift service for £5 per item log on here:

<https://www.glasgow.gov.uk/article/1519/Collection-of-Bulky-Waste-Items> Any items that can be reused please contact a charity to come and collect it for free – don't send it to landfill!

British Heart Foundation

<https://www.bhf.org.uk/shop/donating-goods/book-furniture-collection-near-me>

Cancer Research

<https://www.cancerresearchuk.org/get-involved/ways-to-shop/arrangeafurniturecollection>

Shelter Scotland

https://scotland.shelter.org.uk/shops/glasgow_stockwell_furniture_shop

Moving Home

Bulk service is **not** for complete house removals and you should arrange to take everything with you or take to the local recycling centre – alternatively, book a collection from GCC and give us a note of the reference number. You will be recharged if items are left either in your house, garden or street.

If you are unsure, please contact your housing officer on **0141 7714941** or by email to **info@provanhallha.org.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 NEW waste and recycling service

Blue Bin



✓ Paper ✓ Card ✓ Cardboard

Grey Bin



✓ Plastics ✓ Metals ✓ Cartons
✓ Soft plastics & film

Purple Bin



✓ Glass bottles & jars

Brown Bin



✓ Food waste
✓ Garden waste (permit needed)

Green Bin



Only for items that cannot be recycled

Your first new grey bin collection will be on

16th December

Please check press & social media for collection date changes at Xmas & New Year

Ref: Phase 5 - No. 18 - EQ_18

October 2024

M	Tu	W	Th	F	Sa	Su
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

November 2024

M	Tu	W	Th	F	Sa	Su
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

December 2024

M	Tu	W	Th	F	Sa	Su
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

January 2025

M	Tu	W	Th	F	Sa	Su
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

February 2025

M	Tu	W	Th	F	Sa	Su
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28		

Blue Bin Grey Bin Blue & Green bins Green bin Grey & Green bins
Green & Brown bins Brown Bin Purple bin

recycle for Glasgow
ath-chuairtich do Ghlaschu



YOUR DOG YOUR MESS?



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

www.glasgow.gov.uk/dogfouling

BAG IT! BIN IT!





As part of the Smart & Connected Social Places programme, we identified a significant risk regarding Tenant's attitudes towards technology being deployed into their homes by Local Authorities, Landlords, HSCPs etc.

Many of our use cases depend on deploying different types of data gathering technology (IoT sensors, smart devices etc.) into homes to improve service users' experiences.

Currently, much of the evidence that we have received regarding this risk is based anecdotal and opinion based. Therefore, we have commissioned a survey to try to better understand tenant attitudes so that we can properly plan our future communications and better advise Local Authorities on likely uptake rates.

At the QR code below, tenants can access a short survey designed to help us understand their attitudes towards technology deployed in their own home and how we can better communicate what the technology will be used for and how it will benefit them.

We need as many social housing tenants as possible, across the Glasgow City Region, to complete this survey. Therefore, an incentive of a prize draw of £100 in shopping vouchers is part of the survey. Those that complete the survey (and accept the T&Cs of the competition) will be entered into the prize draw and one lucky winner will be drawn once the survey closes.

Click the link below or scan the QR code to complete the survey and enter the prize draw:

<https://online1.snapsurveys.com/SG219SCSP>



Garden Competition

Whether it's a garden, flowerbed, trough, hanging basket or pots on the patio, we want to recognise our customers who take pride in their outdoor areas, which have such a positive impact in our communities. Each year the Association celebrates and awards tenants who have taken the time and dedication to improving and maintaining the outdoor area of their home.

The garden competition will take place during the summer months however we want to give you a heads up that this year we will also be looking at the most improved garden area.

Whatever size or style of your garden, whether it be a balcony window box, patio, vegetable patch, or flowerbeds, everyone can take part.



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.

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

THISTLE
TENANT RISKS



Thistle Tenant Risks – making life a little easier!

Abuse is not in a day's work

Provanhall Housing Association is taking a zero tolerance approach to abuse and aggression towards our staff and our tenants.

Easterhouse is a great area to live and work in, known for its friendly people who look out for each other. The majority of people who use our services do so in a respectful way that helps us create a safe environment for all. Sadly, there are a very small number of people who can be abusive towards our staff and our tenants.

Dealing with people who are abusive or aggressive towards our staff and our tenants, takes us away from serving your community. We will investigate any incidents that are reported to us. This could result in action being taken by the police against anyone who threatens the safety of our staff and our tenants.

For more information on our Unacceptable Actions Policy please visit our website at www.provanhallha.org.uk or contact the team on **0141 771 4941**.

Have you changed your phone number or email?

If you've recently changed your mobile number, landline, or email address, please let us know!

Keeping your contact details up to date means:

- We can reach you quickly about **funding opportunities** mentioned in this newsletter
- You won't miss out on **time-sensitive support**
- We can contact you in case of an **emergency**

Even a small change can make a big difference – just give us a quick call or drop us an email to update your details.

Community Activities

There's something to suit everyone – why not come and see what's going on?

TABLE TENNIS



CLASSES
WEDNESDAY
 KIDS - 5.00PM - 6.00PM
 ADULTS - 6.00PM - 8.00PM

SUITABLE FOR BEGINNERS

EASTERHOUSE PHOENIX DEVELOPMENT
 T: 0141 771 9400
 E: easterhousecommunitycentre@gmail.com
 5 SHANDWICK STREET EASTERHOUSE G34 9BN

BOXING CLUB
 @ THE PHOENIX CENTRE

TUESDAY & THURSDAY
 7 - 11 YEAR-OLDS 6.00PM - 7.00PM
 12 YEARS UPWARDS 7.15PM - 9.00PM

SUITABLE FOR BEGINNERS

Glasgow
 5 SHANDWICK STREET EASTERHOUSE G34 9BN
 E: ephoenixd2007@gmail.com T: 0141 771 9400

WEIGHT TRAINING CLASSES

TUESDAY
 12.00 NOON - 3.00PM
FRIDAY
 12.00 NOON - 2.00PM

SUITABLE FOR BEGINNERS

5 SHANDWICK STREET EASTERHOUSE G34 9BN
 E: ephoenixd2007@gmail.com T: 0141 771 9400


Phoenix Parkinson's Cycle Club

Indoor cycling on adapted bikes

1st & 3rd Monday of each month from 1-3pm
 Easterhouse Sports Centre,
 Auchinlea Road, Glasgow

For more information contact:
 ephoenixd2007@gmail.com
 or telephone 0141 771 9400

CYCLING



CLASSES
 CYCLE LED RIDES -
 CALL FOR MORE INFORMATION

SUITABLE FOR BEGINNERS

5 SHANDWICK STREET EASTERHOUSE G34 9BN
 E: ephoenixd2007@gmail.com T: 0141 771 9400




in Easterhouse

WOMEN @ PHOENIX

Activities such as Cycling, Yoga, Snooker, Table Tennis, Walking Football, Carpet Bowls, Pool, Board Games, Self Defence, Clubbercise, Mindfulness and more

EVERY TUESDAY 12-3PM PHOENIX CENTRE

Easterhouse Phoenix Community Centre
5 Shandwick Street, Easterhouse, G34 9BN
Telephone: 0141 771 9400
Email: easterhousecommunitycentre@gmail.com



YOGA

CLASSES

MONDAY 6.30PM - 7.30PM
TUESDAY 6.00PM - 7.00PM
FRIDAY 6.00PM - 7.00PM

SUITABLE FOR BEGINNERS


5 SHANDWICK STREET EASTERHOUSE G34 9BN
E: ephoenixd2007@gmail.com T: 0141 771 9400

RISE UP Glasgow

"It's not selfish to love yourself, take care of yourself, and to make your happiness a priority. It's necessary."

Dance & fitness classes
Trauma & Abuse Awareness & Recovery
Family friendly sessions
Mindfulness, Meditation, Sound healing & Reiki


turn over for session details
riseupglasgow@gmail.com

 Registered 500 50051956

Phoenix Inclusive Cycling

Indoor Adapted Bike Sessions
Easterhouse Sports Centre
G34 9HQ
1-3pm

2nd & 4th Monday of every month
E: ephoenixd2007@gmail.com T: 0141 771 9400



Phoenix Over 60's Club

Meets every Thursday
1pm-3pm

Phoenix Community Centre
5 Shandwick Street
Easterhouse
G34 9BN

Sandwiches, Tea/Coffee, Biscuits
Followed by Bingo or Snooker, Pool
Dominoes etc

Everyone Welcome
Tel: 0141 771 9400

Men@Phoenix

MENS ACTIVITY GROUP

EVERY WEDNESDAY 12-3PM

Activities:
Table Tennis, Pool, Snooker, Carpet Bowls,
Darts, Dominoes, Chess and Draughts

SNOOKER ROOM NOW OPEN!

EASTERHOUSE PHOENIX DEVELOPMENT
Glasgow City Council
E: easterhousecommunitycentre@gmail.com
5 SHANDWICK STREET EASTERHOUSE G34 9BN
T: 0141 771 9400



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**

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.

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