

Provanhall Post



Provanhall
Housing Association

The newsletter for Provanhall Tenants

Issue 83 • Summer 2024

Welcome...

...to the summer edition of your newsletter!

In this edition we update on what is happening in the estate along with an invite to come along to our Annual General Meeting which takes place on Wednesday 18 September 2024 in the Connie from 7pm.

Members are eligible for a £10 gift voucher! If you are not a member yet then please join for only £1, email getinvolved@provanhallha.org.uk or call the team on **0141 771 4941**.

Without our members and Management Committee we couldn't continue to be a Community Based Housing Association!

We also have the garden competition coming up with your chance to win up to £100, see page 6 for more information.

There is more information on the defibrillator the British Heart Foundation gave us for our community. I hope you find this edition useful and informative – if you would like us to cover anything in future editions please get in touch.

Meanwhile I hope you are having a great summer so far and look forward to seeing you at the AGM if you can attend.

Best wishes, **Alan Hume** Director

Office Closures

Please remember our office will be closed for the following public holiday:

- Closed from 4.30pm on Thursday 26 September 2024 and reopen at 9am on Tuesday 1 October 2024

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.

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

Community defibrillator

We successfully applied for funding for a defibrillator machine from the British Heart Foundation. Well done to Julie and Pamela, our first aiders, for taking this forward!

The machine is located just inside the car park to our offices. Whilst CCTV covers the equipment, there is no lock on the cabinet allowing anyone to access it any time. Using a defibrillator for someone who is having a cardiac arrest can save vital minutes before an ambulance arrives.



Anyone can save a life with the simple to follow instructions. It would really help if you could watch the instruction video by scanning the QR code with the camera on your phone.

Please look after this machine – you never know when you or someone close to you might need it!

We are holding a training event at our office for folk to come along to on Friday 23 August 2024 between 2pm and 4pm and answer any questions you may have!

If you would like to learn more you can also scan this QR code which will take you to the British Heart Foundations website for CPR training.



Provanhall
Housing Association

British Heart Foundation

What would you do if somebody's heart stopped?

We have a Defib machine located at the side of our office, just inside the gate.

The yellow box is not locked but is covered by our CCTV.

Please scan the QR code below which will take you to google maps.

Provanhall Housing Association, 34 Conisborough Road, Glasgow, G34 9QG

Management Committee Training

In March, we welcomed four new Management Committee members. Unusually for Provanhall, three of our new recruits come from out-with our tenant cohort.

The team gave up a Saturday in June for an away-day training session on governance, roles and responsibilities and integrating to be an effective body for governing the organisation.

A massive thank you to all our Committee Members who continue to provide their time without pay to set the strategic aims for the Association and make sure we achieve them.

If you are interested in joining, then please get in touch with Alan Hume by email to alanhume@provanhallha.org.uk

Annual General Meeting (AGM)



Each year we need to hold an Annual General Meeting (AGM). This one will be in the Connie at 7pm on Wednesday 18 September.

To be eligible to vote and attend you need to be a member prior to this date. We will write / email all members and ask you to vote for members who have come forward to become members of the Management Committee (the Governing Body for the Association). If you are not a member yet, it is easy to join for only a £1!

Email getinvolved@provanhallha.org.uk or call the team on **0141 771 4941**. Without our members and Management Committee we could not continue to be a Community Based Housing Association!

You need to return your vote sheet to the Association at least one week before the AGM. Members who return their vote and attend the AGM are eligible for a £10 gift voucher. Look out for the AGM pack in the coming weeks.

DIGITAL SUPPORT



We will be offering support with any online queries

Things such...

- Setting up an email address
- Filling in online forms
- Completing benefits application forms
- Searching for jobs
- Registering for the NHS online to make appointments

You bring the questions and we will provide the laptop to use and a helpful volunteer to support!

Do you have a task to do online but don't know where to start?



First session on Wednesday 26th June

10.30am - 12.30pm

info@glasgowne.foodbank.org.uk

www.glasgowne.foodbank.org.uk

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.



Scottish Housing Regulator

We have prepared the details requested from the Regulator and submitted these for consideration. You can visit the Regulator's website at this address

<https://www.housingregulator.gov.scot/>.

We will provide an update in our next edition of your newsletter.

Business Plan

We have launched our New Business Plan after consultation with the Management Committee who set the strategic objectives, staff team and of course our tenants.

You can download a copy of the summary here:



If you would like a copy in any other format please reach out to us on **0141 771 4941**.



Business Plan 2024 - 2027



Our Aims are to be a **provider of sustainable, supportive and inclusive services**
We will achieve this by our vision to **create a thriving community with affordable desirable housing, where every tenant can feel at home**

House Visits

The Association is visiting all tenants in their home. The reason for this visit is to carry out an inspection of our property. When we visit you staff will go round with you and check each room.

Another reason for our visit is to make sure you are aware of the full range of services we provide. There are currently a range of services we can offer residents in partnership with other local agencies.

Please note it is a condition of the Tenancy Agreement you signed that you allow access into your home for house visit inspections.

If you have changed your mobile number or email address, please let us know as it will make it easier for us to contact you to set up a suitable appointment.

Staff News

Housing Services Manager Stephen Baxter left for pastures new. We would like to thank him for all his work and wish him all the very best.

Graeme McKee has been recruited as the new Housing Services Manager. Graeme previously worked for a Local Authority in a number of management roles prior to moving into the community lead association sector. Graeme is experienced in all aspects of housing operations and has a real passion for social housing and has achieved his Diploma in Housing. Graeme is also member of the Chartered Institute of Housing and a member of the Scottish Social Services Council.



Graeme McKee

All the best!

We wish James McGuire all the best after volunteering to be part of our Management Committee for two years. Thank you for your contribution and input.

If you would like to be part of the Management Committee, please get in touch. We are operating a waiting list for potential new members.

You can get more information from our website or email us for an information pack and details on what it involves.

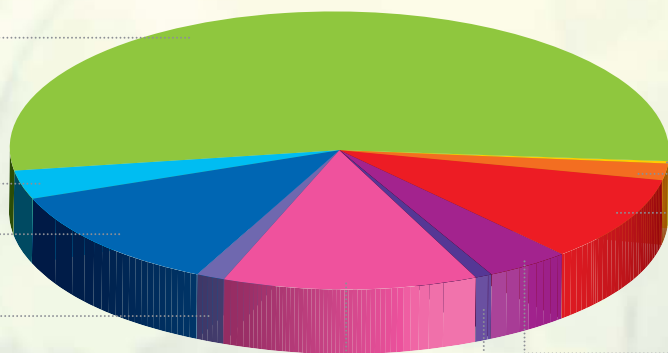


£245,334 for Provanhall Tenants

Between April and June 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 £245,334.82. A breakdown of the type of benefits can be seen in the graphs below.

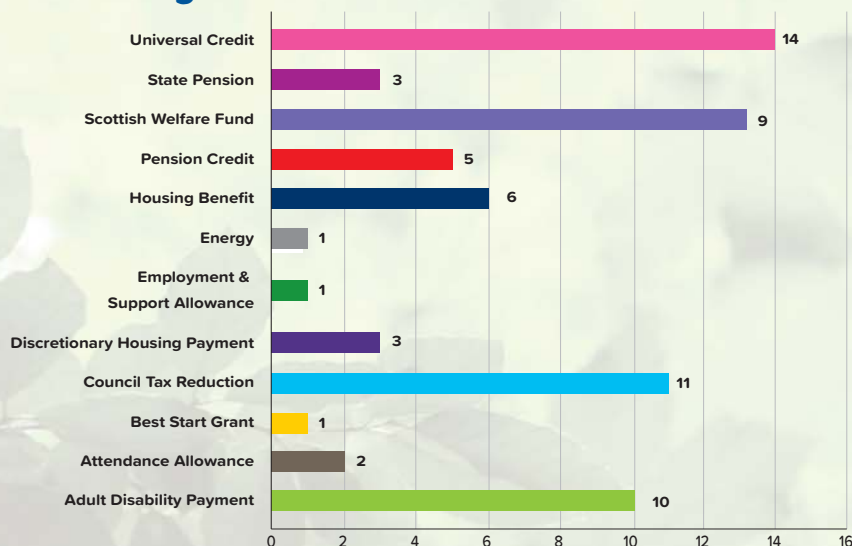
We would urge all our tenants to get a benefit check to ensure they are receiving their full entitlements.

■ Pension Credit	9.9% • £24,395.34
■ Carers Allowance	1.9% • £4,832.10
■ Best Start Grant	0.3% • £754.65
■ Council Tax Reduction	3.4% • £8,287.24
■ Adult Disability Payment	53.5% • £131,367.65



■ Universal Credit	12.7% • £31,086.12
■ Scottish Welfare Fund	1.4% • £3,457.59
■ Discretionary Housing Payment	0.7% • £1,655.40
■ State Pension	4.2% • £10,338.25
■ Housing Benefit	11.9% • £29,160.48

Welfare Rights Issues • New Cases • Total 64



Gas Top-up Meter?

If you pay your gas by token or SMART top-ups then you should remember to top-up even in warmer weather. This will help build a credit balance for use in the winter months and will cover the standing charges made by your supplier. The standing charge for gas prepayment customers is 31.66p.

If you do not use any gas between the start of June and the end of August, your meter can go in debt of almost £30. To be able to turn the heating on come September, tenants would need to pay off the charges in full built up over the three months.

In some cases, people who have existing debts on their prepayment meters could also find themselves in an even worse situation if they fail to top up regularly.

This is because some energy suppliers recover prepayment meter debts through a fixed deduction each week. If a household does not top up for a few weeks, these missed payments will accumulate.

If you are struggling with bills then please get in touch with us to see if you are entitled to help, you can book an appointment with Elaine our Income Advisor. For free, confidential and impartial advice call us on **0141 771 4941** or email **info@provanhallha.org.uk**

Repair Reminder

PHA staff are busy undertaking stock condition surveys and annual house visits.

We have found quite a few unreported repairs and we wish to remind tenants that Section 5.16 of the Scottish Secure Tenancy Agreement asks that you let us know about any repairs, damage or defects as soon as reasonably possible.

You can let us know about a repair by telephone, email, using our website or by visiting the office.



Garden Competition

Judging for the 2024 Garden Competition will take place week commencing 26 August 2024.

Cash prizes include £100 for the winner, £75 for 2nd place and runner up prize of £50. Sponsored by our Estates Contractor, Clyde Valley Landscapes.

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 toxocaraiasis – 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?**

Glasgow
CITY COUNCIL

LITTER &
DOG WASTE

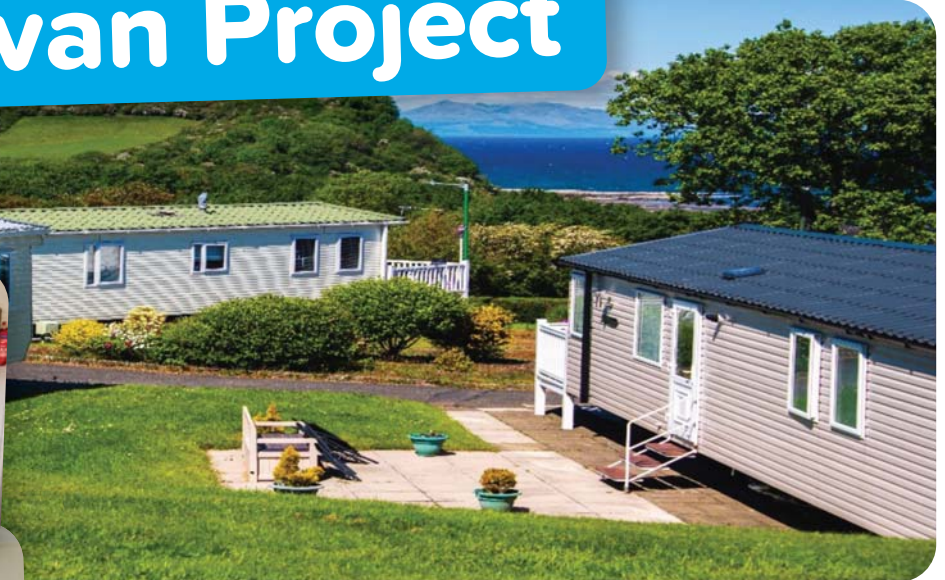
PEOPLE
MAKE
GLASGOW
CLEANER

**BAG IT!
BIN IT!**

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

www.glasgow.gov.uk/dogfouling

The Caravan Project



Do you need a holiday? Do you only want to pay up to £225 instead of up to £1,500? Contact your Housing Services Officer today!

If you 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.

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.

Peak Season (School Easter, Summer, October, Bank Holidays)	4 Night Holiday (Monday - Friday)	£200
Peak Season (School Easter, Summer, October, Bank Holidays)	3 Night Holiday (Friday - Monday)	£170
Off Peak	7 Night Holiday (Friday - Friday)	£225

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 winners Mr & Mrs Foy.



Planned Programme: uPVC Windows

The Association are undertaking a procurement exercise with tenders anticipated Monday 19 August. Thereafter we hope to announce the successful window renewal contractor the beginning of September.

The Association undertook a tenant engagement survey in winter 2023 to establish the preferred style - with 93% of the votes we can confirm the new windows will be white uPVC.

The first year of window renewal works are scheduled to include the following addresses:

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

Stock Condition Survey

As mentioned in the Spring Newsletter the Association has a new Asset Officer undertaking stock condition

surveys. This survey will help us assess the condition of our homes and plan when components are renewed.



Brian Praties

Brian Praties will carry photographic ID along with a letter of authority issued by the Association which will be on our headed paper.

You should ask to see these if you have any concerns about anyone you see in your neighbourhood.

The surveys are both internal and external as we are keen to establish the condition of the whole building. The internal survey should last for no more than an hour and involves a visual survey of windows, doors, kitchens, bathrooms, utilities and finishes. The surveyor may need to take photos of the components (e.g. the boiler or entrance door) but they will ask your permission before doing so.

Auchinlea Square Footpath

The tarmac footpath surrounding Auchinlea Square needs to be resurfaced and after a recent tender PHA has appointed John McQuillan Contracts to undertake the works. The project is anticipated to take 4-5 days.

The contractor and Association staff are meeting at the end of

July for a pre-start meeting and further site investigation. From August we should be able to inform affected residents about likely site start dates and the arrangements for minimizing disruption and ensuring safe access / exit to your homes.



Adaptations - making life easier in your home

Adaptations are permanent changes we can make to the property which can help if you develop an illness or disability. Examples of works that can be done are:

- grab rails or handrails.
- lever taps to washbasins, sinks and baths.
- level-access showers or wetrooms to replace a bath.
- over bath showers.

In the 2023/24 financial year the Association carried out 10 grant funded adaptations costing approximately £19,600.

A reduction in funding from Scottish Government has had a knock on effect on the grants distributed by Glasgow City Council. This year the Association has been awarded £11,800 by Glasgow City Council for medical alterations to tenants' homes (a 40% reduction)

Unfortunately we have fully allocated this money to the 5 referrals we have received already therefore there will be a waiting list until additional grant monies are available.

The Association will approach Glasgow City Council for additional funding but this is not always guaranteed. Tenants thinking of medical adaptations should get in touch with their Housing Officer to discuss the process.



Electrical Safety Service

Magnus Electrical are 50% of the way through the electrical inspections for this year. Another £50 Morrisons gift card will be awarded after the next phase of checks.

Thank you for those who have granted permission so far - checking the condition of electrics wiring and equipment is deemed an essential Health & Safety matter.



Stock Valuation Survey

PHA are required to obtain market valuations for all our properties on a regular basis. We have appointed Jones Lang LaSalle (JLL) to carry out property inspections in the area during August/September.

The surveys are both internal and external but only a limited number of homes need to be inspected internally. The properties will be selected at random when the surveyors are on site, so there is no requirement to make specific arrangements to be at home.

The surveyors names are Amie Davidson, Bobby Sinnet, Geoff Ferguson and Allan Briggs – each of them will have their own photographic ID.

If a surveyor calls at your property, it would be very helpful if you could allow JLL staff access to your home to carry out a 5 minute internal inspection.

Thank you for your assistance and participation.

LET'S TALK

Free Mental Wellbeing Stalls, Conversation Cafes and Workshops

Help support your staff, volunteers or your wider community

Conversation Cafes and Workshops

For engaging sessions on mental health why not book a Conversation Cafe or Workshop? These informative sessions last around 60 or 90 minutes respectively, and cover a range of topics

For more information or to book please contact Emma.Straughan@samh.org.uk

Information Stalls

Invite us along to an event where we can use our games and prompts, based around the 5 Ways to Wellbeing, to initiate positive conversations about mental health and raise awareness of local support

Benefits include;

- Raising awareness around mental health issues
- Tackling stigma and discrimination
- Signposting people to local support
- Encouraging positive conversations around mental health
- Promoting recovery and self-care through the 5 Ways to Wellbeing
- Encouraging people to be more proactive in looking after their mental health

SAMH
Scottish Action for Mental Health



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**.

Money and Benefits Advice

- 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.

Free, independent and confidential service



Elaine is available: Mondays & Wednesdays

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 – making life a little easier!

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/>

April to June 2024	Stage 1	Stage 2
Received in Quarter	4	0
Carried forward from previous Quarter	0	1
Within Timescale	4	1
Outwith Timescale	0	0
Extension Agreed	0	0
Average time taken to respond	3 days	20 days



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

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