



## Dogs Trust on Tour

The Dogs Trust recently came to Provanhall to help local dogs. The event was a great success with 35 dogs seen in just four hours!

The Dogs were given health checks and got microchipped, which is now a legal requirement. Dog owners were also given plenty of information including training and health advice for their four legged friends!



*Merry Christmas and warm wishes for a happy and healthy 2019 from everyone at Provanhall Housing Association*



### Office Closure

Please note that the office will be closed from 4.30pm on Friday 21st December 2018 until 9am on Friday 4th January 2019.

If you have an **emergency repair** during this time, please call **0141 771 4941**.

Translation services available.

Please ask at reception.

Services de traduction disponibles.

S'il vous plaît demandez à la réception.

Dostępne usługi tłumaczeniowe.

Proszę pytać w recepcji.

### Provanhall Housing Association Limited

34 Conisborough Road ■ Glasgow G34 9QG ■ telephone 0141 771 4941  
fax 0141 771 5959 ■ email [info@provanhallha.org.uk](mailto:info@provanhallha.org.uk) ■ text 07860 035 864  
[www.provanhallha.org.uk](http://www.provanhallha.org.uk) ■ Registered Scottish Charity Number SC037762



MOŻEMY PRZETŁUMACZYĆ  
HEUREUX DE TRADUIRE

# Ready for winter?

## Top Tips

### Provanhall Emergency Festive Service

Our Office will close at 4.30pm on Friday 21st December this year and re open at 9am Friday 4th January 2019.

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 – the control on the radiator) on the radiators has not been set at too low a number for the heating to come on.

### Spare a thought for others

Small things can make a big difference for the most vulnerable at winter. Offering a hand to family members and neighbours in colder weather, could be a big help, especially to those who live alone.

### What to do if a pipe bursts

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

#### Do

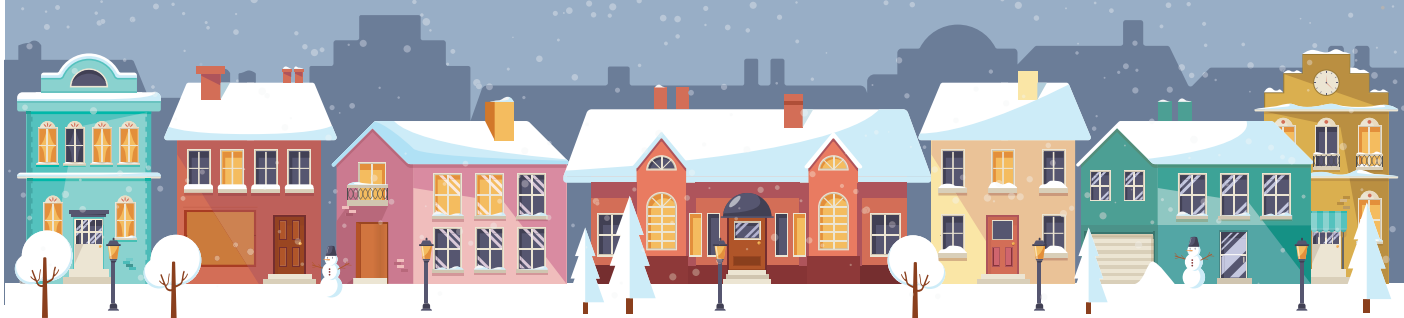
- Turn off the water supply. The tap is usually under the sink or in the hall cupboard.
- Switch off the electricity at the mains.
- Switch off the boiler at the wall switch.
- Use a bucket or basin to catch any water leaking from the burst.
- Open all taps to the sink and bath. If possible collect the 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) <i>from a landline</i>	0800 092 9290
Electricity Emergency (Scottish Power) <i>from a mobile</i>	0330 101 0222
Blocked Sewers (Scottish Water)	0800 077 8778



# Money & Benefits Advice? We can help!

Money and benefits help and support is available every Monday & Thursday in the office.

This is a free, independent and confidential service.

Marshall Gemmell, Income Advisor, can help you:

- deal with universal credit
- manage your money better
- reduce/prevent debt
- increase your benefits and income
- deal with other benefits
- reduce your electricity and gas bills
- open a free bank account
- save & get cheaper loans & credit

Please call the office if you would like to make an appointment.



Moving forward, together.



## cashforkids

Staff have once again helped local families get a treat for Christmas. 120 kids in Provanhall received a total of £3,000. We hope the kids enjoy their gift from Santa on Christmas day!

## Tenant Satisfaction Survey 2019

Every third year, the Association carried out a full tenant Satisfaction Survey. The next survey will take place in January 2019. Interviewers will be in the area from 14th January 2019 until mid-February. They aim to interview 50% of Provanhall Tenants.

The interviewers are from a company called Research Resource and will carry ID.

If you would like to speak to us about the surveys, please do not hesitate to contact Patricia Gallagher, Director or Sean Douglas, Housing Services Manager.

## Christmas Prize Draw

To enter our Tenant prize draw for **£50** cash, please complete and return the attached form.

Entries to be in office by Friday  
11th January 2019.

**Name:**

**Address:**

**Contact No:**

# Save money this Winter!

With colder temperatures help is available to help you stay in control of your energy bills.

Your local Home Energy Scotland team is very keen to help you, friends and family and invites you to get in touch.

Freephone: **0808 808 2282**

<http://www.energysavingtrust.org.uk/scotland/home-energy-scotland>

**HOME  
ENERGY  
SCOTLAND**



## Bin Collection & Bulk over Christmas and New Year

Bin collection services will operate as normal over Christmas and New Year as they do not fall on any public holidays.

So both our contractor and the council will empty the bins as normal on Monday 24th December and Monday 31st December.

In tenemental properties please put your bulk in the backcourt as normal. The council does not provide a bulk uplift service over the festive season. However we have arranged for our contractor to do this over the Christmas holiday period.



## Rent at Christmas

Christmas is a wonderful time for giving. It is also a time to feel pressured into spending money you may not have. Give yourself peace of mind this Christmas and don't put your tenancy at risk by using your rent money to pay for the festivities.

Please remember, we increased our support for Money & Benefits Advice services this year. It is now available 2 days per week from our office every Monday and Thursday.

If you have money worries and are struggling with debt, we would urge you to get help and support by using our independent, free and confidential service.

Please contact the office to book an appointment.

**gemap**  
Enable | Inspire | Transform



# Children's Competition

## Win a family day out!

Would you like to win a day out for you and your family?

Colour in the picture below and return it to the office by **Friday 11th January 2019** to be entered into the prize draw. As well as winning a day out, the winner will also get a prize for themselves.

Good Luck and happy colouring.

Congratulations to the winner of last month's competition, Kayne Singh.



Name:

Address:

Contact No:

Age:

# Technical Services Update



## New Build Update

Work on the new build site at Conisborough Road and Auchinlea Road is progressing well and is on programme so far. The new houses are starting to emerge from the ground and, depending on the weather over the coming winter months; the first completions are expected in Autumn of 2019.

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## Smoke Alarm Replacements

In the aftermath of the Grenfell Tower tragedy, the Scottish Government has issued new guidelines for fire detection in tenanted homes and from 2019 every home in Scotland must be upgraded to have:

- 1 smoke alarm in the hallway (2 if up and down stairs).
- 1 smoke alarm in the living room.
- 1 heat alarm in the kitchen.
- 1 carbon monoxide alarm at the boiler.

All the alarms have to be linked together so that if 1 is activated, all 4 go off to alert you that there is a potential safety issue in your home.

The Scottish Government has set a very strict timescale of only 2 years to get this work completed so we have been working hard over the last few months to get a plan in place to begin this work as soon as possible. Tenants will receive at least 4 weeks notice of when access to their home is required for the work to be done so that alternative access

arrangements can be agreed if required.

Although slightly more expensive, a 10 year guaranteed lithium battery type of alarm unit has been specified to avoid the need for electrical re-wiring, trunking or re-decoration.

The first batch of addresses will be getting the new alarms installed early in the New Year in January 2019 and this will continue over the next 2 years until all of the Association's 488 homes have been completed by the February 2020 deadline.

# Satellite Dishes

The Association has a policy which allows tenants to have a satellite dish but only in certain locations on the building. Tenants must fill in an application form



and get permission from the Association before getting a dish fitted. The permission will let the installer know where they can and more importantly where they cannot install the dish.

Satellite dishes installed without permission in the wrong place will have to be removed at the tenant's expense.

Alteration & Improvement application forms to install a satellite dish are available from the office and can also be downloaded on the Association's web site at [www.provanhallha.org.uk](http://www.provanhallha.org.uk)

# Dog Fouling

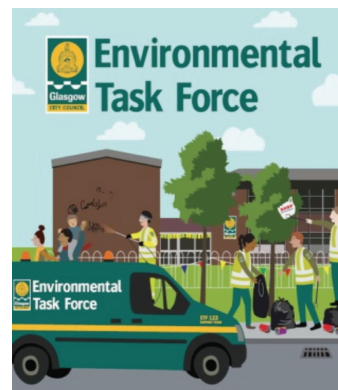
Residents continue to be fed up with dog owners who do not clean up after their dog.

Glasgow's Environmental Task Force is responsible for dealing with irresponsible dog owners who break the law by not picking up their dog's mess. They can issue fines of between £80 up to £500 for repeat offenders.

However they can only take action if you and your neighbours report who is not picking up after their dog.

**You can contact the Taskforce by:**

- **Phone** - 0300 343 7027
- **Twitter** - @theenvtaskforce
- **App** - 'MyGlasgow'
- **Facebook** - envtaskforce



# Addaction Substance Misuse Services

**Drug or alcohol problems?** Addaction gives support and advice to anyone experiencing problems related to their own or someone else's drug or alcohol use. They provide specialist interventions to help prevent and reduce the harmful use of drugs and alcohol.

Addaction won't judge you and will work at a pace you are comfortable with, helping you to get well and have a better quality of life.

They also offer support to family and friends who can also be affected by drugs and alcohol misuse.

For more information visit [www.addaction.org.uk](http://www.addaction.org.uk)

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## How to access their service:

Addaction North East Glasgow Recovery Hub accepts self referrals as well as referrals from family members, drug and alcohol services, GPs, social work, police and any other support agency.

- Text: 07773 186904
- Email: [glasgow.northeast@addaction.org.uk](mailto:glasgow.northeast@addaction.org.uk)
- Twitter: @addactionGlaE
- Facebook: @AddactionGlaNE

## Addaction North East Glasgow Recovery Hub

A free and confidential service for individuals, families and communities affected by drugs and alcohol.

0800 164 4261

24-28 Broad Street  
Bridgeton G40 2QL

[www.addaction.org.uk](http://www.addaction.org.uk)

PROVANHALL HOUSING ASSOCIATION  
ALTERATIONS / IMPROVEMENTS APPLICATION FORM

Sections 1 - 7 must be completed by the applicant.

1. Address \_\_\_\_\_ Flat: \_\_\_\_\_

2. Tenant name - if joint tenancy, both names must be given  
1. \_\_\_\_\_  
2. \_\_\_\_\_

3. When do you plan to carry out the work?  
1. \_\_\_\_\_  
2. \_\_\_\_\_

4. Give details of proposed alteration or improvement  
\_\_\_\_\_  
\_\_\_\_\_

5. Give details of who will carry out the work (if not the applicant)  
Name: \_\_\_\_\_  
Phone: \_\_\_\_\_

6. Some improvements may qualify for compensation at the end of the tenancy. For eligibility to the Right to Compensation for Improvement scheme, you must forward copies of all invoices and receipts on completion of the work.  
Estimated cost of the work £ \_\_\_\_\_

7. I understand and accept that no work will be carried out until written permission is received from the Association.

Tenant Signature  
1. \_\_\_\_\_  
If joint tenancy, both tenants  
2. \_\_\_\_\_  
must sign  
Date: \_\_\_\_\_

Please hand deliver the completed form to the association office or post by recorded delivery.  
You will receive an acknowledgement within 5 working days

34 Conisborough Road, Glasgow, G34 9QG  
T: 0141 771 4941 E: [info@provanhallha.org.uk](mailto:info@provanhallha.org.uk)  
Provanhall Housing Association is a registered Scottish Charity. Registration Number: SC037762

# Do you live in social rented housing? Why not **swap** homes?



HomeSwapper is the **largest** national mutual exchange service for social housing tenants wanting to swap homes both **locally** and **nationally**.

- 9/10 get matched within 24 hours
- See all your matches in an instant
- Search for swaps locally or nationally
- 100+ matches per member on average
- Thousands of homes added every week
- Build your own multi-swaps with our unique tools



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