

## Welcome...

...to the Autumn edition of Provanhall Post.

Despite the government introduction of a lower energy price cap, this will still leave a lot of households spending much more of their income just to keep warm. We have more help for tenants from our Energy Advisor. There has been an unprecedented rise in inflation, not seen in 40 years, which means the cost of services we buy are increasing too. We will soon engage with tenants to find out your views on rent increases for next year and I would really appreciate you getting involved.

Best Wishes

**Alan Hume** Director

## Energy Advisor Support

### Free, independent and confidential service

Even with the announcement of a change to the price cap to £2,500 by government, it still represents a large chunk of income. If the price of a takeaway coffee had risen by the same amount, we would be paying **£38** for a latte from the coffee shop!

Provanhall have employed an Energy Advisor through Connect Community Trust who is holding a drop in at the Connie between 10am and 2pm every Thursday. You can also book an appointment, if you have mobility problems we can even meet with you at home. To book an appointment please call us on **0141 771 4941**.



We will continue to monitor any further help that will become available to pass on to tenants from the council, Scottish government and central government. Keep up to date with our twitter feed [@provanhallha](#) and website [www.provanhallha.org.uk](http://www.provanhallha.org.uk)

## Don't miss out on your £400 Energy Discount - are your details up to date?

The government are giving every household £400 off their gas and electricity bill. This is called the Energy Bills Support Scheme.

This automatic, non-repayable discount will be applied in six instalments between October 2022 and March 2023 to help households through winter.

You should make sure your supplier has your correct details (name and meter readings) so you don't miss out!

## Annual Review

A copy of your Annual Review for last year is enclosed with this edition of your newsletter.

It can also be downloaded from our website at: <https://provanhallha.org.uk/annual-reports/>



**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.

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



# Landlord Report 2021/22



Each year we report to the Scottish Housing Regulator our performance. Our record for the last financial year along with Scottish averages is shown in this page. For more information on our performance or any other area of our work please contact us on 0141 771 4941 or visit our website [www.provanhallha.org.uk](http://www.provanhallha.org.uk)

## Homes and rents

At 31 March 2022 we owned 517 homes. The total rent due for the year was **£1,897,644**. We increased the weekly rent on average by **2.6%** from the previous year having a rent freeze with no increase the year before.

## Average Weekly Rent

Size of home	Number owned	Your landlord	Scottish Average	Difference
1 apartment	0	-	£76.31	-
2 apartment	60	£64.84	£79.48	-18.4%
3 apartment	339	£70.74	£82.60	-14.4%
4 apartment	91	£85.31	£89.81	-5%
5 apartment	25	£96.54	£99.97	-3.4%

## Tenant satisfaction

Of the tenants who responded to our most recent tenant satisfaction survey:

- **94.4%** said they were satisfied with the **overall service** we provided, compared to the Scottish average of 87.7%.
- **98.4%** felt that we were good at **keeping them informed** about our services and outcomes compared to the Scottish average of 91.2%.
- **96.8%** of tenants were satisfied with the **opportunities to participate** in decision making, compared to the Scottish average of 86.8%.

## Quality and maintenance of homes

- **97.1%** of our homes met the **Scottish Housing Quality Standard** compared to the Scottish average of 74.6%.
- The average time we took to complete **emergency repairs** was **2.0 hours**, compared to the Scottish average of 4.2 hours.
- The average time we took to complete **non-emergency repairs** was **12.6 days**, compared to the Scottish average of 8.9 days.

- We completed **94.3%** of **reactive repairs right first time** compared to the Scottish average of 88.3%.
- We do not operate a **repairs appointment system**.
- **94.1%** of tenants who had repairs or maintenance carried out were **satisfied with the service** they received, compared to the Scottish average of 88.0%.

## Neighbourhoods

- **100.0%** of these **cases were resolved** within targets agreed locally, compared to the Scottish figure of 94.7%.

## Value for money

- The amount of money collected for current and past rent was equal to **101.7%** of the **total rent** we were due in the year, compared to the Scottish average of 99.3%.
- We did not collect **0.5%** of rent due because **homes were empty**, compared to the Scottish average of 1.4%.
- We took an average of **17.9 days** to **re-let homes**, compared to the Scottish average of 51.6 days.

## Want to know more?

If you want to find out more about your landlord's performance, you can contact us directly. You will also find information on our website at [www.provanhallha.org.uk](http://www.provanhallha.org.uk)

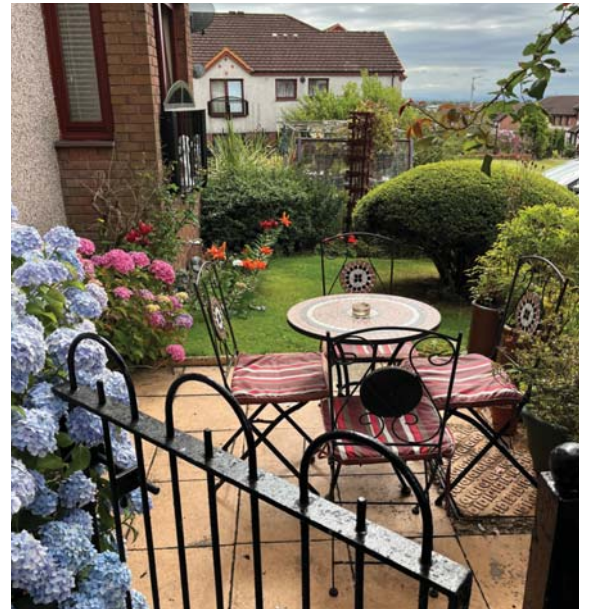
You will also find information on the website of our regulator, The Scottish Housing Regulator.

Their website has lots of further information about us and our work. You can:

- compare our performance with other landlords;
- see all of the information about us, as reported on the Charter;
- find out more about some of the terms used in this report; and
- find out more about our role and how we work.

Visit the website at

[www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk)



# 2022 Garden Competition

This year's garden competition was judged by Councillor Maureen Burke. Councillor Burke was extremely impressed with both the quality and quantity of gardens from which to choose. It certainly made her job a lot harder on the day! Prizes were also awarded for best back garden, best backcourt and best balcony.

After deliberating, Councillor Burke decided the overall winner this year of the £100 cash prize was Mr Baillie from Balfluig Street. Other prize winners and runners up who each received £50 were Mr & Mrs Piowarczyk from Auchinlea Road, Mrs McLeish, Mr McLaughlin & Mr & Mrs Marshall all from Conisborough Road, Mrs Cotter, Mrs Kenna from Conisborough Close and Mr Hebda from Auchinlea Road.

Congratulations and a big thanks to all residents who take the time and effort with their gardens.



# Competition Winners

We asked you to come up with a design or drawing that represents summer and are delighted to announce the winners as follows:

The winner of the under 6-year old category was Yannus Cai. For the 6-10 year old category it was Lucas Cai and for the 10-16 category it was Maja Blasiak.

Well done to all the winners who will each receive a £30 Smyths toy shop voucher!



## Kid's Corner

for under 16 year olds

**£50**  
prize in cash  
for the  
winner!

Q L W E J M E D I R Y A H K Z B N U T T V P  
 L N P G I B T S C U E T S O R F D R O S A M  
 U B S A Z D E P Q N J W I V G X T L E K F H  
 F Q U I L T K J F U B H O A E C I L Q D B S  
 R K X L C V N R E D I P S L M R B H U Z I F  
 U W D O E J A P B G Z R Q H F A S M I T Y C  
 O O G F T W L E V S N B R U T N I A N P H Q  
 L R V R A K B Z J C H I K E P B U F O G W N  
 O C E J R H S A U Q S Y G W L K O S X H D M  
 C E H A G L I U M T F E B N O S R N E J P U  
 S R J C I Q P N O H V L U C A D M E F O K T  
 G A F K M J D L T U C S E O N H L P B I X U  
 U C R E T A E W S P D F M Z I B C O H N R A  
 J S M T P N F C Z R O I W Y A Q H D I L U E  
 I D Y U N S E V A E L Z C R H P O K M Q S B  
 B Z R A K E Q H D M X N R E S J P I C E T O  
 E I L S H Y C B G U K O P T D M F L A R L Z  
 P F R Q Y R O T X Z W J N B U L A S E M I D  
 W X B D O J H A R V E S T P C I O Q Y S N L  
 L H Z M S I J F W O R C A Q Y N K B P U G X

This edition's competition is a wordsearch.

See if you can find all the words relating to Autumn.

- |           |          |             |
|-----------|----------|-------------|
| APPLES    | FLANNEL  | RUSTLING    |
| AUTUMN    | FOLIAGE  | SCARECROW   |
| BIRDS     | FROST    | SEASON      |
| BLANKET   | HARVEST  | SPIDER      |
| BONFIRE   | HAYRIDE  | SQUASH      |
| CHANGING  | JACKET   | SQUIRREL    |
| CIDER     | LEAVES   | SUNFLOWER   |
| COLOURFUL | MIGRATE  | SWEATER     |
| COZY      | ORCHARDS | TREES       |
| CROW      | PUMPKIN  | VEGETABLES  |
| DECIDUOUS | QUILT    | WHEELBARROW |
| EQUINOX   | RAKE     |             |

Please fill in this permission slip, or ask your Parent or guardian to complete and hand the page into our offices before 21st October at 12 noon.

**Name:**

**Address:**

**Tel No:**

**Age:**



JOIN THE UK'S FAVOURITE  
CREDIT UNION

# Save with Rent!

Did you know you can also pay savings along with paying your rent? The Association partners with Glasgow Credit Union to make it as easy as possible to save money. All you have to do is decide how much you want to save and pay that amount along with your rent - we then do the rest!



Glasgow Credit Union is the UK's largest credit union. Everyone who lives or works within the 'G' postcode area can become a member and access their exclusive savings, loans and mortgage products.

## Benefits of joining:

- A hassle-free way to become a regular saver with the comfort of free life insurance (restrictions apply)
- 24-hour access to view your account and request transactions via our website and mobile app
- Exclusive access to personal loans up to £25,000
- Exclusive access to member-only mortgage deals
- Become part of a local, mutual organisation that puts members and the Glasgow community first
- Your savings are protected by the Financial Services Compensation Scheme:  
[www.glasgowcu.com/about/regulation](http://www.glasgowcu.com/about/regulation)

## Foodbank Vouchers

Are you struggling to feed you or your family? Anyone can find themselves at crisis point for many different reasons.

That is why we work in partnership with Glasgow North East Foodbank. If you are struggling to put food on the table and you or your family is at risk of going hungry, please contact your Housing Services Officer who can help.

Your nearest foodbank is in Blairtummock. There are also various other locations open throughout the East of the city.

For all locations and opening days and times visit:

[www.glasgowne.foodbank.org.uk](http://www.glasgowne.foodbank.org.uk)



# 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.

Time spent 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](http://www.provanhallha.org.uk) or contact the team on 0141 771 4941.

# Annual General Meeting

14 September 2022

We had a bumper turn out at our AGM with 44 residents and members attending. All residents who attended received a £10 gift voucher. Our Management Committee completed election of Office Bearers with Linda Cameron taking on the role as Committee Chairperson from Liz McEwan. Cathy Reid retired from the Committee after 24 years of committed service and we wish her well in her retirement.

## Become a member

At a challenging time for our Association we need your involvement more than ever. You can become a member for £1. Just get in touch with us by emailing [getinvolved@provanhallha.org.uk](mailto:getinvolved@provanhallha.org.uk) or telephone 0141 771 4941.

# No such thing as a bad pet...

Following complaints from residents, we have set up closer working with the council Dog Fouling Enforcement Team.

They have stepped up with more patrols in our community. 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!

[www.glasgow.gov.uk/dogfouling](http://www.glasgow.gov.uk/dogfouling)



YOUR DOG  
YOUR MESS?



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

[www.glasgow.gov.uk/dogfouling](http://www.glasgow.gov.uk/dogfouling)



**BAG IT!  
BIN IT!**

# Technical Services News

## Electrical Safety Services

The Association are working with electrical contractors to undertake periodic inspections. Checking the condition of electric wiring and equipment is deemed an essential Health & Safety matter.

Thank you to everyone who provided entry and congratulations to the 1st tenant to win a £50 Morrisons gift cards.

There is a still time to win the 2nd £50 Morrisons gift card for anyone who has not provided entry yet (unsuccessful tenants who missed out in the first draw will be included again).

## Gutter Cleaning

Paterson Safety Anchors Ltd are working in Provanhall cleaning gutters.

PSA will clean the gutters from ground level using a high powered vacuum and telescopic rods which reach up to the roof. Please get in touch with Technical Services staff should you have any questions or complaints.

## Planned Maintenance

Investment and improvement programmes worth over £150,000 are scheduled throughout the area.

The works include:



### Kitchen Replacement (2021 Catchup works)

1 main door property in Balcurvie Road  
3 main door properties in Conisborough Road  
6 main door properties in Gardyne Street

### Bathroom Replacement 2022/23

6 main door properties in Balflugh Street  
15 main door properties in Whitslade Place  
4 main door properties in Whitslade Street

### Controlled Entry Systems 2022/23

4 closes in Conisborough Path

### Cyclical Painting

External & Close Painting: 9-39 Whitslade Street  
External Painting: 25 Whitslade Street

## 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**

# 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. Open 24 hours a day 7 days a week.



## Online

[www.allpayments.net](http://www.allpayments.net) – register and pay anytime using your debit or credit card.



## Text

[www.allpayments.net/textpay](http://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.



## Callpay

Phone your Housing Services Officer during office hours on **0141 771 4941**. Pay with 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.



## 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. For more details visit [www.paypoint.co.uk/paypointlocator](http://www.paypoint.co.uk/paypointlocator) or with PayZone visit <https://storelocator.payzone.co.uk/>



You can also pay at any Post Office – using your rent payment card and cash or debit card. Find a branch [www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)



## Provanhall Housing Association Limited

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