

2020 - a year with a difference!

2020 started out as a normal year. Who knew what lay ahead! Our office remains closed and Staff are all working from home in line with Government guidelines. We continue to provide all services to tenants – where we can – and you can contact us via the office number - 0141 771 4941. You can also contact us via our website, www.provanhallha.org.uk, or our App that you can download to your phone.

As the year comes to an end, we hear talk of a vaccine. It is unlikely that Government guidelines on working from home will be changed before this is rolled out and taken up by a large number of people. We are all hopeful this will happen sooner rather than later so we can all return to some kind of normality. Roll on 2021!

The Management Committee and Staff would like to wish all of our tenants and residents a warm, happy and safe Christmas and best wishes for 2021.



Please note that Staff are on holiday from 12.30pm on **Thursday 24th December 2020** until 9am on **Wednesday 6th January 2021**.

An emergency repairs service will be available during that time.

Call **0141 771 4941** if you have an emergency. The emergency repairs service is available 24 hours a day.

Having difficulty paying your rent due to Covid-19?

For information, help and support, please contact your Housing Services Officer:
email julie@provanhallha.org.uk
or tracy@provanhallha.org.uk
or phone 0141 771 4941.

We urge you to get in touch as soon as possible. We will do all that we can to help you through any financial difficulties caused by this situation, including helping you to claim any relevant benefits.

Appointments are also available with the Income Maximisation Officer. Call the office to arrange an appointment.

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

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fax 0141 771 5959 ■ email info@provanhallha.org.uk ■ text 07860 035 864
www.provanhallha.org.uk ■ Registered Scottish Charity Number SC037762



MOŻEMY PRZETŁUMACZYĆ
HEUREUX DE TRADUIRE

Proposed Annual Targets Consultation

We only need 2 minutes of your time to be in with a chance to win a £50 Morrisons voucher!

The Association would traditionally set our annual performance targets at our AGM. This year is more than a little different and we are seeking your approval via an online survey. Our proposed Annual Targets are set out below:

Win
£50
Morrisons
voucher!

Housing Services Indicators	PHA Results 2019/20	National Results 2019/20	PHA Target 2021/22
% Antisocial behaviour cases reported & actioned within locally agreed targets	100%	94.1%	100%
Average time taken to re-let empty properties	4.6 days	31.8 days	7 days
% Rent lost through properties being empty	0.14%	1.2%	0.25%
% of lettable houses becoming vacant in year	10.46%	8.4%	7%
% Gross Rent Arrears	2.44%	5.80%	3%
% Actual Rent Arrears	1.23%	PHA only	2%
Average time to process Housing Applications	2 days	PHA only	7 days
% Lets to Provanhall tenants and applicants	67%	PHA only	55%
% Lets to homeless applicants	23%	PHA only	35%
% Lets to waiting list applicants	9%	PHA only	10%

Please go online to complete a very quick survey
<https://www.surveymonkey.co.uk/r/9GLWPPH>

Or scan QR code →



If you are unable to go online, please phone the office and a staff member can complete the survey on your behalf.

Annual Assurance Statement

This is a copy of the Annual Assurance Statement that we are required to submit to the Scottish Housing Regulator.

You can find more information on the Association and on how we are performing compared to other Registered Social landlords, on the Scottish Housing Regulators website:
<https://www.housingregulator.gov.scot/for-tenants>

Scottish Housing Regulator
Buchanan House
58 Port Dundas Road
Glasgow G4 0HF

24th November 2020

Annual Assurance Statement 2019 on behalf of Provanhall Housing Association Management Committee.

As a result of robust, timely and evidence based reporting to the board, along with ongoing self - assessment, we can confirm to the best of our knowledge and belief that we have assurance of compliance with:

- All relevant regulatory requirements set out in section 3 of the Regulatory Framework.
- All relevant standards and outcomes in the Scottish Social Housing Charter.
- All relevant legislative duties
- The SHR Standards of Governance and Financial Management

There are no areas of material or significant non-compliance that require to be disclosed in this statement. Through our self-assessment mapping we have identified areas where we feel improvements can be achieved and an action plan has been prepared to address these.

We undertake to notify the SHR should there be any supplementary information or changes to the assurances reported in this statement and will make this statement available to our tenants and stakeholders by publishing it on our website. We approved our Annual Assurance Statement at the meeting of our Management Committee of 23rd November 2020

Liz McEwan, Chairperson

Beat the chill this winter with support from Home Energy Scotland



If you're worried about your bills, or finding it difficult to keep warm at home, Home Energy Scotland can help you access support to improve things.

Home Energy Scotland is an energy advice service funded by the Scottish Government that provides free, impartial advice to help people stay in control of energy use and save money on their bills. The service has no affiliation with energy suppliers and the team never cold call.

Home Energy Scotland can help in a range of ways including:

- Help with making sure you are getting the best energy deal
- Support for households with prepayment meters who are worried about topping up
- Advisors can check eligibility for discounts from energy suppliers such as the Warm Home Discount Scheme under which you could get £140 off your electricity bill for winter 2020 to 2021.

How to get in touch

If you are, or someone you know is worried about energy bills, call **0808 808 2282** or email adviceteam@sc.homeenergyscotland.org and a friendly advisor will be in touch. Calls are free and lines are open Monday to Friday 8am to 8pm and Saturday from 9am to 5pm.

Win £500 towards your energy bills with Home Energy Scotland!

How good is your energy saving knowledge? Take Home Energy Scotland's quiz to find out. You'll pick up tips to help you save energy and money at home –and if you leave your details, you'll be in with the chance of winning £500 towards your energy bills! Home Energy Scotland is the free, impartial energy advice service, funded by the Scottish Government. If you're looking for advice and funding to help you make your home warmer, cheaper to run and more energy efficient, give them a call free on 0808 808 2282 or check out the website below.

Take the quiz – <http://bit.ly/energy-bills-quiz>



Your landlord does not cover your home contents and personal belongings.

So it's a good idea to consider what a home contents insurance policy would cover you for.

When you move into your property, you should think about **protecting your personal possessions** and **home contents**.

These include your furniture, carpets, curtains, clothes, bedding, and electrical items. And don't forget your jewellery, pictures and ornaments.

For more information contact your Housing Office or telephone

Thistle Tenant Risks on **0345 450 7286**

email: tenantscontents@thistleinsurance.co.uk



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Mental Health Support

Covid-19 and lockdown affects everyone differently.

In addition to taking care of your physical health, it is equally important to look after your mental health.

If you, or anyone you know, is struggling with feeling low, anxious, stressed or depressed, the good news is so many organisations exist purely to help and support you and others. Please call:

NHS LIVING LIFE	0800 328 9655	Free telephone-based service for people feeling low, anxious or stressed (16+). Self help coaches and therapists, offering appointment based telephone support. Mon – Friday 1pm -9pm
BREATHING SPACE	0800 838 587	Free telephone-based service for people feeling low, anxious or stressed (16+). Mon – Thurs 6pm – 2am Friday 6pm – Monday 6am
ANXIETY UK	03444 775774 Also specific advice and support available around corona pandemic here: https://www.anxietyuk.org.uk/coronanxiety-support-resources	During the coronavirus pandemic, Anxiety UK will be extending their helpline hours to provide additional support in the evenings until 10pm and over the weekend between 10am – 8pm so that they can offer support to as many people as possible who need our help.
SAMARITANS	116 123	Anyone any age can contact. Free and confidential support. 24 hours.



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.



While service is limited over Christmas, open days include 21st, 23rd, 24th and 30th December. For all locations and opening days and times visit:
www.glasgowne.foodbank.org.uk



Children's Corner



Due to Covid 19 we have been unable to run our usual children's competitions in the Newsletter. We are hoping that we can run a competition via the Connie to make up for this. In the meantime, here are some activities for the children.

Spot the 10 differences between our 2 pictures



Christmas Word Search

BAUBLE • ELF • PRESENTS • FAMILY • FUN •
REINDEER • SANTA • TINSEL • TREE

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

Christmas Colouring



Ready for winter? *Top Tips*

Provanhall Emergency Festive Service

Our Office will close at 12.30pm on Thursday 24th December this year and re open at 9am on Wednesday 6th January 2021.

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 do's and don'ts to reduce damage.

Do

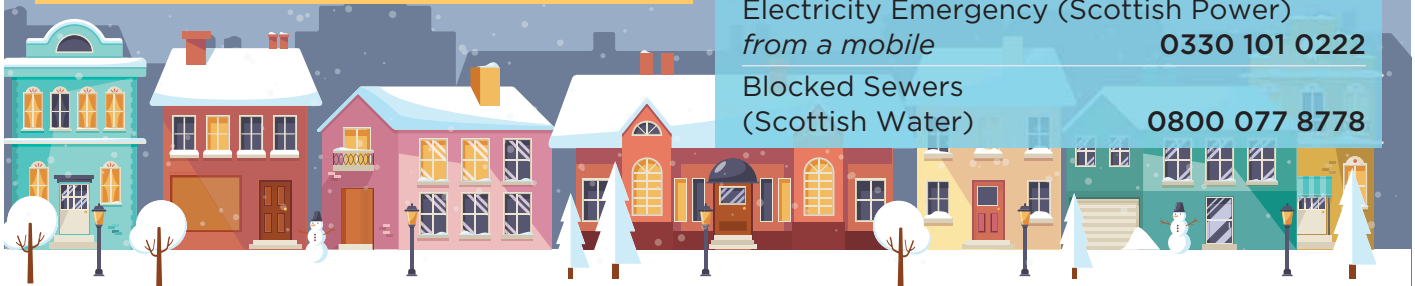
- Turn off the water supply. The tap is usually under the sink or in the hall cupboard.
- Switch off the electricity at the mains.
- Switch off the boiler at the wall switch.
- Use a bucket or basin to catch any water leaking from the burst.
- Open all taps to the sink and bath. If possible collect the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



Housing Services Policy reviews – we want your views

In the New Year we will be reviewing the following policies:

- Rent Management Policy – how we help and support tenants who fall into rent arrears
- Estate Management Policy – how we look after the local environment including common areas

Both these policies directly affect all tenants. The Management Committee therefore want to know your views. As this year is more than a little different, we will invite you to attend a virtual event via zoom to get your views. This is similar to how we held our AGM this year.

If you have any comments in the meantime, please contact Sean Douglas, Housing Services Manager on **0141 771 494** or info@provanhallha.org.uk or via the contact us page on our website:

<https://provanhallha.org.uk/contact-us/>