

Provanhall Post



Provanhall
Housing Association

The newsletter for Provanhall Tenants

Issue 84 • Autumn 2024

Welcome...

...to this edition of our tenant's newsletter.

With the nights drawing in and temperature dropping we have included some handy Ready for Winter information.

We will be asking tenants to get involved with our Rent Consultation and proposed rent increase. Whilst a key target is to keep rents as low as we can, we need to balance the books and continue to provide the services our tenants and community need.

We have an update from our Benefits Advisor on changes to the Winter Fuel payments.

Remember, if you are struggling, please reach out and see if we can help. Our Housing team have access to local services and assistance in the area and our Money Advisor will be happy to help you too. A copy of our 2023-2024 annual review has been delivered with this newsletter. We hope you find it interesting.

It was with great pride that we presented some long service awards at our recent away day. Management committee members Linda Cameron, Christine Morris, Liz McEwan and Tracy Coutts and staff members Julie Smith, Tracy Campbell & Rachel Fitzsimons all received awards. I want to express my personal thanks. Loyal and dedicated management committee members and employees are the foundation to any successful company. Thank you for your contribution to our success!

Alan Hume

Director

**See page 2 for an update
on our recent AGM**

Office Closures

Please remember our office will close from 12.30pm on Tuesday 24 December 2024 for the Christmas and New Year holidays.

We reopen at 9am on Monday 6 January 2025.

The office will now close at 1pm for the remainder of the afternoon on the last Tuesday 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.



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



AGM Update

Our 33rd Annual General Meeting was held on 18 September 2024. We had a great turn out with 49 residents and members attending. We welcomed Gabriel Agbola, Moira Bayne, Calum O'Donnell, Claire Mckay & Daniel Hughes to being members of the Management Committee. We also thanked James McGuire, Clarice Spaine & Margaret Stewart for their service.

Everyone who attended was given a raffle ticket on arrival. The winners drawn on the night were:

- £50 cash First prize Miss Turnbull of Balfluig Street
- £30 cash Second prize Mrs Cotter of Conisborough Close
- £10 cash Third prize Mr Hunter of Conisborough Close

Becoming 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 or telephone 0141 771 4941.

2024 Garden Competition

This year's garden competition was judged by new Housing Services Manager, Graeme McKee.

After deliberating, Graeme decided the overall winner this year of the £100 cash prize was Mr & Mrs Kirkcaldy from Balfluig Street. Second place prize of £75 went to Miss Cameron of Drochil Street. Third place prize of £50 went to Ms Mathieson of Duffus Street. Congratulations and a big thanks to all residents who take the time and effort with their gardens.



Staff News

Abby Campbell has joined our team for the next year as our Administrator for maternity cover. She has been working with us since June and is looking forward to helping residents and learning new skills.

Planned Programme: uPVC Windows

You may have seen in the spring and summer newsletters that window renewal works are planned at various properties. This is because many of our homes were refurbished in 1994, 1995 and 1996 and many windows are now 30 years old (or approaching their planned renewal)

The Association advertised a window renewal tender which attracted 11 bidders and we are happy to announce we have entered into an agreement with Sidey Solutions Limited. Sidey are Scotland's largest window and door manufacturer and we have agreed a 2 year contract. Subject to satisfactory contractor performance the Association have an option to extend the contract by a further 3 years.

Sideys surveyors will start to visit tenants in November and tenants will receive a letter letting them know the proposed date and time of their visit. Installations are scheduled to start in January 2025 with works being undertaken in 3 homes each day.

The Association had hoped to install the windows during the summer but in February 2024 we bid for Government funding and the results of this application were not known until May 2024. Unfortunately the Association's funding bid was not successful, therefore we carried out a tender exercise ensure we could obtain the most competitive price possible. This has meant works will be starting later on site than we hoped but the possible funding was significant.

Tenants may have seen some new white uPVC windows around the estate already, these have been fitted where the existing windows have been suffering from water ingress.

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

The second year of window renewal works, planned for 2025/26, will follow closely behind the first year of the contract. Surveys will likely occur in January with installations planned for Spring 2025. The properties scheduled for windows next year are:

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

Stock Valuation Survey

PHA are required to obtain market valuations for all our properties on a regular basis. We appointed Jones Lang LaSalle (JLL) to carry out property inspections and they will be in the area during October and November.

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 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.

Advice on dealing w

No one wants to live in a damp home. Damp can cause mould on walls and furniture and cause damage to your belongings, it's also unhealthy to live with.

Dealing with dampness and mould in your home

Dampness and mould can affect your health, especially young children, older people or vulnerable members of your household with chronic illness.

As your Landlord, we will always respond to any reports of dampness and mould in your home and take action.

Dampness and mould growth can be a sign of problems within your home, caused by excess condensation or water penetration.

This can include:

- leaks in the roof
- cracks or holes in walls
- rotting window or door frames
- lack of ventilation or poor ventilation in your home
- water coming into your home from the ground
- water coming in from gutters or vegetation growth

Our commitment to you

If you notice signs of dampness or mould, get in touch with Technical Services by calling **0141 771 4941** or by email at info@provanhallha.org.uk.

We will arrange an inspection to find out the cause and deal with damp and mould in a reasonable amount of time. We aim to visit you, at home, within 3-working

days. If you feel there are vulnerable people at home and need a quicker visit just let us know.

We will ensure:

- Every room has an adequate heating source.
- There is suitable ventilation in bathrooms and kitchens through mechanical extraction fans.
- Insulation is properly functioning to reduce heat loss through the building.

Following any treatments we will visit your home again to make sure the problem(s) have been resolved and you are satisfied.

What is condensation?

Condensation forms when warm moist air begins to cool. The moisture then settles on cold surfaces making them damp. This can happen quickly when warm moisture in the air touches cold surfaces.

For example when you see condensation form on a cold mirror when you have a shower making it feel wet to touch, this is condensation.

Condensation is drawn to cooler areas such as:

- Windows
- Cold walls
- Behind furniture where there is poor circulation of air
- Even on clothes



Living with damp and mould



How to reduce condensation

To reduce condensation you need to create less moisture and help circulate air.

Things that can cause warm moisture in the air:

Causes of excess condensation	How to minimise and deal with it
Cooking, kettles	Keep lids on pans, only boil the water you need.
Showering & bathing	Close doors and open windows. Use extractor fans. If the fan or timer is not working, report it for repair.
Washing and drying clothes	Use outside drying areas when you can. If drying inside, close doors in the room, open windows partly and use a clothes horse. Do not cover radiators.
More cold surfaces due to colder weather	Try to heat your home each day to 18°C. If you are vulnerable or have chronic health conditions seek advice on the right temperature for you.
Closed windows more often due to colder, wet weather	Keep window trickle vents open and wipe down windows and window cills regularly. Open windows on a daily basis to allow moist air to escape. Open blinds and curtains at times to circulate the air around them. Do not cover radiators.
Avoid damage to furniture	Do not have furniture right up against the wall, always allow air to circulate by leaving a gap.

Some damp is caused by condensation. This can lead to a growth in mould that appears as a cloud of little black dots. Check for signs of damp and mould. These can be:

- a damp and musty smell
- mould or mildew on walls, floors or ceilings
- dark or discoloured patches on walls or plaster
- lifting or peeling wallpaper
- excessive condensation on windows

Potential remedies

Where there is a building defect, we will put this right. This may involve replacing defective windows, extract fans, improving ventilation, treating damaged surfaces to prevent mould re-growth. Where we are unable to do this in a reasonable timeframe we will look to

provide you with alternative accommodation until the works are complete. We will consider this on a case by case basis and in consultation with the tenant.

We may ask you to help by following the guidance contained in this newsletter to reduce condensation in your home. Where there are concerns we may install monitoring devices to gather data on humidity, temperature and air quality over a period to help us make better decisions in assisting you to deal with dampness issues.

Home insurance

You should consider (if you don't have a policy already) taking out Home Contents Insurance to protect your possessions in the event of damage from dampness, mould or escape of water. For more information, please speak to your Housing Officer on **0141 771 4941** or by email at info@provanhallha.org.uk.

New Parking Regulations

With new parking regulations from Glasgow City Council (GCC) and Police Scotland, it's essential to know where you can and can't park, and how to report any issues.

- **Double Yellow Lines:** No waiting at any time. Report to GCC Parking Attendants: www.glasgow.gov.uk/parking.
- **Single Yellow Lines:** Waiting restrictions apply at specific times (see nearby signage). Report to GCC: www.glasgow.gov.uk/parking.
- **Yellow Zig Zag Lines:** No stopping outside schools, hospitals, or emergency stations. Report to GCC: www.glasgow.gov.uk/parking.
- **White Zig Zag Lines:** No parking or overtaking near pedestrian crossings. Report to Police Scotland by calling **101**.
- **Pavement Parking:** Banned under the Transport (Scotland) Act 2019. For details, visit www.glasgow.gov.uk/parking.
- **Parking Plates:** Always check signage for restrictions before parking.
- **No Stopping:** Applies to clearways, no stopping at any time.

Exceptions: Blue Badge holders can park on single or double yellow lines for up to 3 hours, unless restricted by signage.

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 winner Ms Murphy from Conisborough Close.

Electrical Safety Service

Magnus Electrical are 70% 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.



Auchinlea Square Footpath

John McQuillan Contracts recently completed the tarmac resurfacing of Auchinlea Square. The work was completed within 5 days and we thank the neighbouring tenants for their patience & understanding when the work was undertaken.



What is bulk?

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
- ✗ Greenhouses / Sheds / Huts / Slabs
- ✗ Regular bin bags or small electrical items such as lamps etc.
- ✗ Cast iron items such as washing poles
- ✗ Asbestos
- ✗ Gyprock and Plasterboard
- ✗ Baths and sanitary wear sinks for example wc pan sinks or tiles
- ✗ Kitchen units worktops tiles
- ✗ Radiators
- ✗ Doors of any kind
- ✗ Bricks / Rubble / Concrete or storage heaters
- ✗ Fireplaces / Hearths
- ✗ Equipment we believe you use as part of a business or commercial waste
- ✗ Tyres
- ✗ Glass items should be recycled in local recycling points

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 – alternative book a collection from GCC and give up a note of the reference number. You will be recharged if all items are left either in your house, garden or street

If you are unsure please contact your housing officer on 0141 771 4941 or by email to info@provanhallha.org.uk.

Have you changed your phone number? Please tell us...

To make sure we can quickly find out if you are interested in receiving various funding from us please tell us when you have a new mobile or landline number or email address.

Often we need to distribute these funds very quickly for deadline and funding reasons. Keeping us up to date with your contact details means we can also reach you in an emergency.

Reminder to Tenants: Prohibited Activities

We'd like to remind all tenants of section 2.7 of your tenancy agreement. You must not use, or allow your home to be used for any illegal or immoral purposes. This includes, but is not limited to, the following activities:

- Dealing in controlled drugs
- Growing drugs
- Running a brothel
- Dealing in stolen goods
- Illegal betting or gambling

Engaging in or permitting these activities is a breach of your tenancy agreement and could result in serious consequences, including eviction.

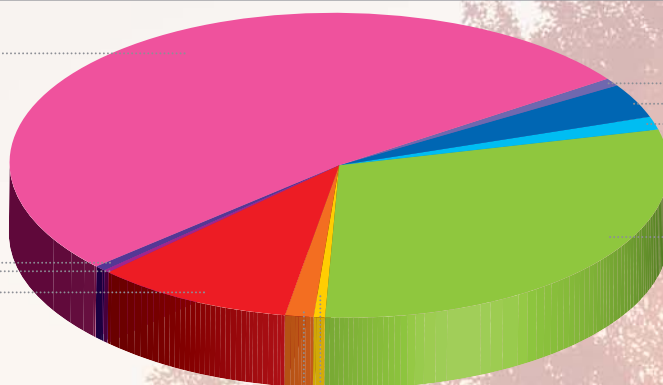
If you have any concerns or need further clarification, please get in touch with the housing office.

£364,482 for Provanhall Tenants

Between July and September 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 £364,482.43. A breakdown of the type of benefits can be seen in the graphs below.

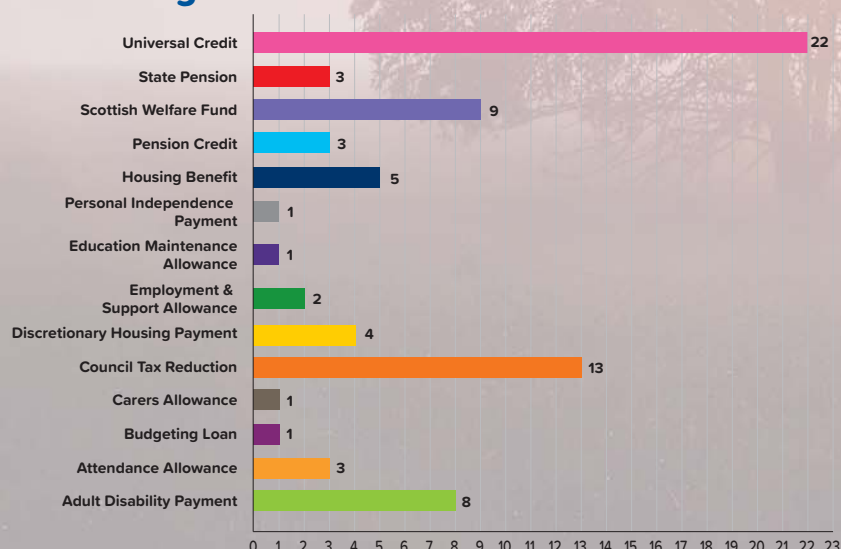
We would urge all our tenants to get a benefit check to ensure they are receiving their full entitlements.

Pension Credit	1.4% • £5,099.25
Housing Benefit	3.8% • £13,847.12
Scottish Welfare Fund	0.7% • £2,540.87
Education Maintenance Allowance	0.4% • £1,710.00
Universal Credit	52% • £189,678.02



Council Tax Reduction	1.5% • £5,621.26
Discretionary Housing Payment	0.5% • £1,916.32
Adult Disability Payment	29.5% • £107,834.95
State Pension	9.8% • £35,886.64
Budgeting Loan	0.1% • £348.00

Welfare Rights Issues • New Cases • Total 76



Update

The cold weather is just around the corner and with the cost of living and high utility bills biting hard for many people it is important that you check if you are eligible for one of these payments. Make an appointment to speak with our welfare rights advisor to see if you qualify. Based on changes that maybe coming into force, now is a great time to make an appointment with our Welfare Advisor to see if you are entitled to any qualifying benefits should you not already be in receipt of them.

For winter 2024/2025, the Department for Work and Pensions (DWP) has committed to make payments this winter to eligible pensioners in Scotland on terms equivalent to Winter Fuel Payments in England and Wales.

Winter Fuel Payment

You could get either £200 or £300 to help towards your heating bills. To get the payment, you need to be born before 23 September 1958.

Warm Home Discount

You can get £150 off your electricity bill if you qualify for the Warm Home Discount scheme.

To get it you need to either:

- get the Guarantee Credit element of Pension Credit
- be on a low income and meet your energy supplier's criteria

Winter Heating Payment

Winter Heating Payment has replaced Cold Weather Payment in Scotland. It helps people on low income benefits who might have extra heating needs. It's paid once a year. The payment for winter 2023 to 2024 is £58.75. Most people do not need to apply. You'll get this payment automatically if you qualify. You could qualify if you get certain benefits, like:

- Pension Credit
- Income Support
- Income Based Jobseeker's Allowance
- Income Related Employment and Support Allowance
- Universal Credit
- Support for Mortgage Interest

Child Winter Heating Payment

Child Winter Heating Payment used to be called Child Winter Heating Assistance. It helps disabled children, young people and their families who might have extra heating needs.

It's paid once a year. The payment for winter 2023-2024 is £251.50. Most people do not need to apply. You'll get this payment automatically if you qualify.

E-bikes and e-scooters

The Association note the sale and use of e-bikes is expected to triple and we thought it useful to highlight guidance for charging and storage to minimise the possibility of fires. The Scottish Fire and Rescue Service has put together some handy guidance on e-bikes / scooters:

Charging

- Follow the manufacturer's instructions on charging (never overcharge).
- Unplug the charger when it's finished.
- Never charge batteries while you are asleep or away from the home.
- Ensure you have working smoke alarms.
- Always use the manufacturer-approved charger for the product. If you spot any signs of wear and tear or damage, buy an official replacement charger.

- Do not cover chargers or battery packs when charging, this could lead to overheating.
- Do not charge batteries or store your e-bike or e-scooter near combustible or flammable materials.
- Do not overload socket outlets or use inappropriate extension leads.

Storage

- Avoid storing or charging e-bikes and e-scooters on escape routes or in communal areas. If there's a fire, it can affect people's ability to escape.
- Follow manufacturer's instructions for the storage and maintenance of lithium-ion batteries if they are not going to be used for extended periods of time.



We also want to make our tenants aware that e-bikes and e-scooters must not be stored in common areas, for example, in the close or hallway.

Portable Gas/Paraffin Heaters



People have been killed or injured in their homes using gas and paraffin portable heaters. These accidents can be avoided.

Accidents most frequently occur as a result of gas leaking when people are assembling appliances or changing cylinders or cartridges. Liquefied Petroleum Gas (LPG) is butane or propane stored as a liquid under pressure. A small leak can produce a large volume of highly flammable gas.

The gas is heavier than air so that it collects near the floor or ground and can be ignited at a considerable distance from the source of the leak. If escaping gas is ignited in a room or other space there may be a fire and an explosion.



ALWAYS

- ✓ Turn off portable heaters before going to bed.
- ✓ Always follow the manufacturer's operating and maintenance instructions.
- ✓ Keep the heater clean and well maintained.
- ✓ Ventilate the room in which the heater is being used.
- ✓ Make sure that a permanent safety guard is fitted.
- ✓ If a heater is to be used in one place for a long time fix it securely to a floor or wall.

NEVER

- ✗ Move a heater while it is alight or switched on;
- ✗ Stand or sit too close, your clothing may ignite;
- ✗ Place a heater too close to furniture, bedding or curtains;
- ✗ Air or dry clothes over a heater;
- ✗ Place heaters where they are likely to be knocked over;
- ✗ Leave a portable heater on if young children or animals are left unattended;
- ✗ Use flammable adhesives, cleaning fluids or aerosol sprays near a heater.

Paraffin Heater Safety

- Buy a heater that carries the BSI kitemark. Never buy a second hand paraffin heater as they can be dangerous.
- Use only premium grade paraffin and never use other fuels.
- Extinguish the heater and allow it to cool before refilling it. Wherever possible, refill the tank outside the building.
- Fill the fuel container to just below the maximum level, to allow for expansion when the paraffin warms up.
- Never allow paraffin to overflow or drip onto the floor. Clean up any spillage immediately.
- Ensure the heater is standing level, preferably on a non combustible base, and is away from draughts before lighting it.
- Keep spare fuel outside the home. No more than 23 litres (5 gallon), and preferably only 9 litres (2 gallon) should be kept. Spare fuel should be in purpose made containers and stored away from sources of heat.

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

Ready for winter – Top tips

Provanhall Emergency Repairs Festive Service

Our Office will close at 12.30pm on Tuesday 24 December this year and re open at 9am Monday 6 January 2025.

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 dos 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)	105
Blocked Sewers (Scottish Water)	0800 077 8778

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**



Connie Autumn/Winter Programme 2024

MON

7.30am–8.45am Breakfast Club (Term Time)

TUES

7.30am–8.45am Breakfast Club (Term Time)

WED

7.30am–8.45am Breakfast Club (Term Time)

10am–2pm Welfare Rights Drop In
10am–1pm Employment Support Drop In
11am–2pm Knitting and Sewing Group
6.30pm–8pm Primary 1–7 Youth Club (Term Time)

THURS

7.30am–8.45am Breakfast Club (Term Time)

11am–2pm Knitting and Sewing Group
6pm–8pm Primary 6–6 Youth Club
8pm–9pm S1–S6 Youth Club

FRI

7.30am–8.45am Breakfast Club (Term Time)

10.30am–12.30pm Adult Social Group
3.30pm–5.30pm Primary 1–7 Youth Club (Term Time)



The Connie, 39 Conisborough Road, Provanhall, G34 9QN



@connectcommunitytrust



@trustconnect



0141 773 4461

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: SCO37762, Registered Office: 34 Conisborough Road, Easterhouse, Glasgow, G34 9QG.

It is registered as a Property Factor Id: PF000389. Registered Housing Association No. HHC 242. Scottish Charity No SC037762. Financial Conduct Authority No 2401RS.

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