

# Rent Freeze

## The Management Committee has approved a rent freeze for 2021/22.

Provanhall Housing Association (PHA) is pleased to announce it will not apply a rent increase in 2021/22.

At its Management Committee meeting on 22nd February, all members unanimously agreed tenants will not be subject to a rent increase next year. The Committee looked at the long-term financial projections of this decision against what it would mean for tenants who continue to struggle financially during the pandemic.

Following consultation in which 31% of our tenants responded, the overwhelming majority agreed a rent freeze this year would be beneficial for tenants with 95% voting for a 0% rent increase.

**PHA Chairperson Liz McEwan said:** "We are conscious it has been a very challenging time for our tenants. All the Committee believe this is

*absolutely the right thing to do given these difficult circumstances. The decision to freeze rents will have no impact on the range of services we continue to provide to our community."*

**PHA Secretary Christine Morris said:** "I'm delighted that we're freezing rents next year and hope this helps our tenants, even in a small way.

*The whole staff team, working closely with our local partners, have helped and supported our tenants brilliantly in very difficult circumstances this past year and I'm grateful to each and every one of them."*



## Public Holidays...

Please note that Staff will be on holiday on the following dates:

**Friday 2nd** and **Monday 5th April** for the Easter weekend.

**Monday 3rd May** – May Day

**Friday 28th** and **Monday 31st May** – Spring holiday

If you have an emergency repair during these times, please call **0141 771 4941** for assistance.

**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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MOŻEMY PRZETŁUMACZYĆ  
HEUREUX DE TRADUIRE

## Road Condition

The Association is aware of pot holes at the top and bottom of Conisborough Road, in particular the poor condition of Drochil Street. Glasgow City Council is responsible for maintaining roads and lighting in the area and we have alerted them to these issues.

Residents can report road or lighting faults to Glasgow City Council on **0141 287 2000** or via [www.glasgow.gov.uk/ralf](http://www.glasgow.gov.uk/ralf). Reported faults should be assessed within 5 working days.

## And the winners are...

We want to thank everyone who has taken the time to respond to various tenant consultations in recent months. These responses help the Management Committee and staff a great deal - so thank you! The tenant participation prize draw winners are: Mr McMahon from Conisborough Road, Mr & Mrs Jeffrey from Conisborough Road, Mr McMahon from Whitslade Street and Mr & Mrs McCluskey from Conisborough Road.

# Domestic Abuse Help & Support

Are you, or somebody you know, suffering from domestic abuse?

Domestic abuse can be:

- Physical abuse
- Emotional abuse
- Financial abuse
- Psychological abuse
- Sexual abuse

Experiencing domestic abuse could make you feel:

- Frightened and vulnerable
- Humiliated and degraded
- Confused and unable to think clearly or make decisions
- Isolated and lonely
- Angry and resentful

**This should not be happening to you.**

**It is not your fault. Domestic Abuse is a violation of your human rights.**

**You are entitled to live your life free from abuse.**

Please do not suffer in silence. There is so much help and support available to keep you and your family safe:

**Glasgow Women's Aid:**  
**0141 553 2022**  
[www.glasgowwomensaid.org.uk](http://www.glasgowwomensaid.org.uk)

**Scottish Women's Rights Centre: (free)**  
**0808 801 0789** [www.scottishwomensrightscentre.org.uk](http://www.scottishwomensrightscentre.org.uk)

New powers through the Domestic Abuse (Scotland) Act 2018 & the Domestic Abuse (Protection) Bill, which was just passed by the Scottish Parliament in March 2021, continue to make a huge and positive difference to victims of domestic abuse. Plus strengthens the powers of how police, the courts and landlords can deal with and respond to domestic abuse.



## STV Appeal

STV, in association with Scottish Government, helped to support their winter fund which helps children and families on low incomes at Christmas and over the winter period. Each family would be awarded £100 per child. After promoting this fund to our tenants, staff were successful in receiving £7,400 which helped 45 families in Provanhall get between £100 and £400 each.



# Complaints outcomes - Paint Packs and Discount Vouchers

As a direct result of complaints received by the Association, the Management Committee reviewed its void standards. It agreed in January 2021 that a pilot be trailed for all new Tenants which involves each new Tenant being given vouchers for paint packs to assist with decoration. The packs include everything needed for decorating - brushes, trays, floor coverings, rollers and paint of the Tenants choice.

An added benefit of this trial is that Johnstone's are offering all Provanhall Housing Association tenants, and owners in the area, 30% off any purchase. **Please contact the Association to request a discount voucher.**

Feedback on the service from Johnstone's and the quality of the paint has been very positive.

We are hoping to develop this scheme further by getting people to help those not able to do the decorating themselves. We are working with Connect CT on this. It may take a bit of time to get this in place. We will update on this as soon as more information is available.



Covid 19 severely limited fundraising efforts last year. This meant much less money was available for kids across Glasgow.

Despite this, staff were successful in receiving £1,435 which helped 41 kids in Provanhall get a Christmas treat. We hope the kids enjoyed their gift from Santa on Christmas day!



Following tenant consultation over December and January, 96% of tenants who responded overwhelmingly supported the Association's continued funding to Connect.

Over this past year we have highlighted in our newsletters how Connect have supported, and continue to support, the Provanhall community throughout Covid-19. If you want any more information about the work of Connect CT, please get in touch.

## Garden Competition 2021

Judging for our 2021 garden competition will take place this summer.

Cash prizes include £100 for the winner, £75 for 2nd place and runner up prizes of £50. On behalf of the whole

community we want to thank you in advance for all your hard work and effort which has a hugely positive benefit to the whole Provanhall environment.



# Technical Services News

## Repairs Update

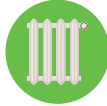
On Tuesday 16th March the Scottish Government announced Greater Glasgow will move to COVID Tier 3 at the end of April. This means that from Monday 26th April the Association will be able to resume non-essential repairs in tenant's homes.

The Winter lockdown has resulted in a list of 140 outstanding repairs with this number likely to increase as we move through April.

The Association and our appointed contractors will work towards getting these repairs done as quickly as possible.

We wish to thank you for your patience over the last few months and we look forward to getting back to a more normal repairs service.

During lockdown we were unable to carry out non-emergency repairs which has resulted in a backlog of repairs. We ask you to be patient as we work our way through this list and we are grateful to everyone for your patience and understanding during this challenging period.



As COVID is expected to be an ongoing issue throughout 2021, Association staff will continue to ask:

About the households' health status and query if anyone has symptoms of COVID-19.

That you to maintain a distance of at least 2m when discussing the works with the Contractor.

That you minimise movement within busy areas for example, stairs and corridors.

That you keep the area requiring works clear of belonging and small items as this will help works progress quickly.

That you leave windows open in the area work is to be undertaken.

That you wait in another room whilst the repair is undertaken.

### Summer Heating Repairs

From the 1st May, during the summer months, boiler failures resulting in no heating are categorised as an urgent repair. During COVID 19 we did not apply the summer heating response times and all heating repairs were classed as emergencies. This will continue until July 2021 and will be reviewed at that time. We will inform everyone of the outcome of the review once it has been finalised.

### Gas Safety Service

Gas Safety checks continued throughout the Winter months as this service is deemed an essential Health & Safety matter. Access for this work should be provided unless someone within the household is self-isolating or diagnosed with Coronavirus.

### External and Close Painting

Non-essential travel restrictions meant painting works were paused in December. JS McColl Ltd were working on Auchinlea Road prior to Lockdown and it is expected they will return in April to recommence works. The estimate programme is as follows:

Street	Approx Time	Works
18-42 Auchinlea Road	Spring 2021	External & Close Painting
16 Auchinlea Road	Spring 2021	External Painting
1-3 Conisborough Road	Spring 2021	External Painting
14-18 Balcurvie Road	Summer 2021	External Painting

### Planned Maintenance

Unfortunately the reintroduction of Lockdown in December meant investment works planned for February and March were postponed. Bathroom renewal and new controlled entry systems were particularly affected by the introduction of Tiers with Glasgow moving in and out of Lockdown.

The recent announcement that Provanhall will enter Tier 3 on Monday 26th April means that non-essential works can resume and this includes planned works. The Associations initial priority will be catching up with planned works contracts paused throughout 2020 with these being:

Bathroom Replacement (2020 Catchup works)	Controlled Entry Systems (2020 Catchup works)
6 closes in Conisborough Road 2 closes in Balfluig Street	6 closes in Conisborough Road 2 closes in Balfluig Street

# Rechargeable Repairs

We may recharge tenants for the cost of some repairs. This is where we have identified the repair is the responsibility of the tenant or because the repair has arisen due to neglect or carelessness by the tenant, a member of the household or a visitor. It is a condition of your Tenancy Agreement that you take reasonable care of your home and an extract of the agreement is shown below:

*Nothing contained in this Agreement makes us responsible for repairing damage caused wilfully, accidentally or negligently by you, anyone living with you or an invited visitor to your house. If we decide to carry out the work, you must pay us for the cost of the repair and you hereby agree to pay for the cost of such damage.*

## What is a Rechargeable Repair?

The Association appreciates that damage to property can be caused in a number of different ways. When a repair is reported that might be rechargeable the following factors will be taken into account:

### Deliberate Damage

This is where a tenant, member of their household or visitor to the property has deliberately damaged the Association's fixtures and fittings. In cases of this nature the Association will recover the full cost from the tenant.

### Accidental Damage

This is where a tenant, member of their household or visitor to the property has accidentally caused damage to the Association's fixtures and fittings. In cases of this nature the Association may carry the cost of completing the repair although this will be subject to an investigation / property visit.

### Malicious Damage

This is where somebody causes damage to the Association's property or fixtures and fittings and their actions are out with the tenant's control. In cases of this nature the Association will carry the cost of completing the repair as long as the incident has been reported to the police and a crime number obtained.

### Negligent Call Outs

If you unnecessarily request a contractor, the Association will charge you for the cost of the call out. Some examples of this include:

- Reporting a boiler failure but there is no credit in the gas or electricity meter.
- Reporting no heating and the thermostat is found to be turned down.
- Reporting a fault with lighting or power and the issue was the tenant's faulty light bulbs or appliance.

To avoid negligent call out charges please check the fault in depth before reporting the issue. Check prepayment meters, adjust heating thermostat, try a new bulb or a different appliance in the plug.

## Technical Services Policy review – we want your views

This summer the Association will be reviewing our Repairs and Maintenance Policy.

This policy directly affects all tenants and private owners therefore the Management Committee want to know your views. A copy of the existing Policy is available via our website and it covers topic including:

Statutory Right to Repair

Emergency Call Out Service

Rechargeable Repairs

Tenant Satisfaction

Repair Classification and Response times

Complaints

As this year is more than a little different, we will invite you to attend a virtual event via zoom to get your views. Please contact Mark Quigley, Technical Services Manager, to register your interest. Mark can be contacted via 0141 771 4941 or [info@provanhallha.org.uk](mailto:info@provanhallha.org.uk) or via the contact us page on our website: <https://provanhallha.org.uk/contact-us/>

# SPRING HOLIDAY PROGRAMME (P1+) FREE!

## PROVANHALL AT THE CONNIE

Tues (6th) - Fri & Mon(12th)-Fri  
12-2pm every day

## WELLHOUSE AT CONNECT CENTRE

Tues (6th) - Fri & Mon(12th)-Fri  
2.30-4.30pm every day

## CALVAY AT CALVAY CRESCENT

Tues, 7th Thurs, 9th, Tues, 13th & Thurs, 15th - 2.30-4.30pm each day

Street Play Allotments Outdoor Walks Sports



SNACKS/FOOD WILL BE PROVIDED  
OUTDOORS SO PLEASE DRESS FOR THE WEATHER  
TO BOOK A PLACE  
CALL 07765436729 by Mon (5th)

# 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.

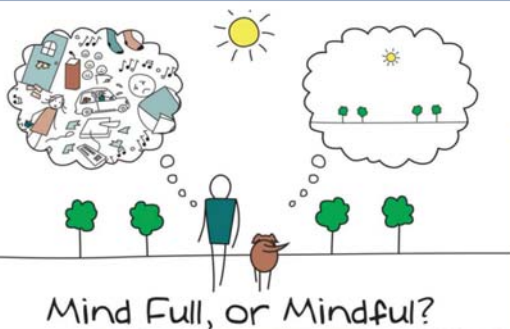
### Success Story

Elaine was recently successful in getting an additional **£7,997** annual income for one of our Tenants! Elaine confirmed the tenant was eligible to make a claim for Pension Credit, Housing Benefit and Council Tax Reduction which they had not claimed. Needless to say, the tenant was absolutely delighted!

Please phone us on **0141 771 4941** to book an appointment.

**All appointments are currently being held over the phone or by Zoom.**

Elaine is available:  
Monday 1.30-3.30pm,  
Tuesday all day  
and Thursday  
9am-1pm.



# CREATE THE SPACE.... ...LOVE YOUR PLACE

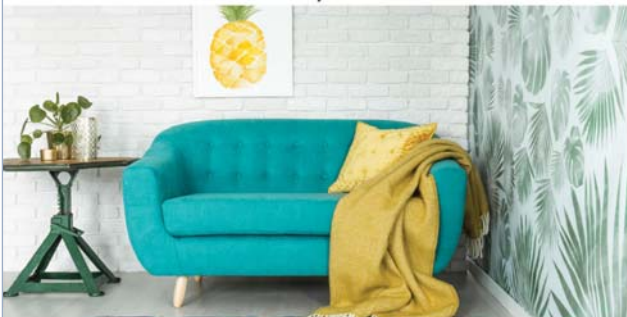
Spring cleaning for the Mind, House and Garden

- CLEARING the MIND as well as the CLUTTER
- Declutter your home in easy steps
- Organisational support to reduce overwhelm
- Recycle, Repair, Re-gift or Reduce items
- Improve and enjoy your Garden and Plants

We've spent so much time in our homes this year.  
Would you like to make some changes?

Contact Melissa (Wellbeing Co-ordinator) on  
0141 781 9918/07943 782 004 or  
mgillaneconnect-ct.org.uk to find out more  
about this exciting new project!

*Make your place truly yours!*



## Landlord report

### How your landlord told us it performed in 2019/2020

#### Provanhall Housing Association Ltd

Our role is to protect the interests of tenants and other people who use the services of social landlords. The Scottish Social Housing Charter sets out the standards and outcomes that landlords should achieve. Each year, we require your landlord to report on its performance against the Charter.

We asked tenants to tell us what matters most when it comes to their landlord's performance. Here is how your landlord performed in those areas in 2019/2020.

#### Homes and rents

At 31 March 2020 your landlord owned 497 homes. The total rent due to your landlord for the year was £1,764,684. Your landlord increased its weekly rent on average by 2.2% from the previous year.

#### Average weekly rents

Size of home	Number owned	Your landlord	Scottish average	Difference
1 apartment	0	-	£110.06	N/A
2 apartment	54	£60.45	£82.13	-26.4%
3 apartment	332	£66.36	£83.49	-20.5%
4 apartment	88	£80.15	£95.88	-16.4%
5 apartment	23	£90.03	£166.87	-46.0%

#### Tenant satisfaction

Of the tenants who responded to your landlord's most recent tenant satisfaction survey:

- » **94.4%** said they were satisfied with the **overall service** it provided, compared to the Scottish average of 89.2%.
- » **98.4%** felt that your landlord was good at **keeping them informed** about its services and outcomes compared to the Scottish average of 92.0%.
- » **96.8%** of tenants were satisfied with the **opportunities to participate** in your landlord's decision making, compared to the Scottish average of 87.2%.

## Quality and maintenance of homes

- » **99.0%** of your landlord's homes met the **Scottish Housing Quality Standard** compared to the Scottish average of 94.4%.
- » The average time your landlord took to complete **emergency repairs** was **1.5 hours**, compared to the Scottish average of 3.6 hours.
- » The average time your landlord took to complete **non-emergency repairs** was **3.3 days**, compared to the Scottish average of 6.4 days.
- » Your landlord completed **98.6%** of **reactive repairs** "**right first time**" compared to the Scottish average of 92.4%.
- » **95.4%** of tenants who had repairs or maintenance carried out were **satisfied with the service** they received, compared to the Scottish average of 91.3%

## Neighbourhoods

- » **100.0%** of these **cases were resolved** within targets agreed locally, compared to the Scottish figure of 94.1%.

## Value for money

- » The amount of money your landlord collected for current and past rent was equal to **101.6%** of the **total rent** it was due in the year, compared to the Scottish average of 99.3%.
- » It did not collect **0.1%** of rent due because **homes were empty**, compared to the Scottish average of 1.2%.
- » It took an average of **4.7 days** to **re-let homes**, compared to the Scottish average of 31.8 days.

### Want to know more?

If you want to find out more about your landlord's performance, contact your landlord directly. We expect all landlords to make performance information available to tenants and others who use their services.

Our website has lots of further information about your landlord and our work. You can:

- compare your landlord's performance with other landlords;
- see all of the information your landlord 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 our website at [www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk)