

Welcome...

Hopefully with Winter coming to an end, we can finally welcome Spring with some much needed warmer weather!

If you are in the mood for spring cleaning remember we offer free bulk uplift as part of your rent – speak to your housing officer for more details. We have appointed Clyde Valley Landscapes as our Estates Contractor for the next three years who will deal with all aspects of garden and ground maintenance, bin pull, close cleaning and bulk uplift.

We have launched a quarterly prize draw of £300 for tenants to win, so please take a look inside for more details.

Best Wishes

Alan Hume Director, Provanhall Housing

New staff

We would like to welcome Peter Boyle, joining the team as Technical Services Officer and Heather Elder as our new Corporate Services Assistant.

Holidays

Please note the office will be closed:

May Day Monday 1 May 2023

King Charles III Coronation Monday 8 May 2023

Spring Holiday Friday 26 May 2023 and Monday 29 May 2023

Please remember you can always get through in the case of an emergency when the office is closed, 24 hours a day 7 days a week, and speak to our emergency contractor by phoning the usual office number **0141 771 4941**.

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**

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 or telephone 0141 771 4941



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.

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 or contact the team on **0141 771 4941**.

Iceland Vouchers

We were delighted to help out 144 tenants during March & April 2023 with a £40 Iceland Voucher.

This funding was made available through our membership of Easterhouse Housing and Regeneration Alliance (EHRA) and we received a total of £5,760 from Glasgow City Council.



SFHA £20,000 Fuel Support

We were delighted to secure £20,000 from SFHA, in association with the Scottish Government, to support our tenants in January and February 2023 with the cost of living crisis.

This £20,000 helped almost 400 tenants get £50 towards their fuel bill. Feedback and comments from tenants we helped support included:

"It really is appreciated, it will make a difference."

"Means I can put my heating on."

"Thank you so much it's greatly appreciated. Times are hard for everyone just now."

"Thanks a lot for the fuel payment and support I've received from the staff in the last few months."

"You guys at the housing association do a fantastic job, thank you."



Scottish Government
Riaghaltas na h-Alba
gov.scot

New Contact details? Please tell us...

To make sure we can quickly find out if you are interested in receiving various funding from us (mentioned in this newsletter) please tell us when you have a new mobile number, 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.

How our Money and Benefits Advice Service can help you...

In 2022 our Income Maximisation Officer Advisor Elaine, had been busy assisting over 306 tenant issues alone, not to mention repeat appointments, which has resulted in helping our tenants gain a whopping £939,886.94 in benefits.

We want to make sure that you are receiving all the benefits that you are entitled to by speaking to Elaine, so make an appointment today and Elaine can check you are getting everything you should be. Don't miss out on vital income you may be entitled to!!

Apart from Universal Credit, the main benefits people can claim include:

Adult Disability Payment - a benefit to help people with a disability under state pension age who have a disability or illness that affects their everyday life

Child Disability Payment - a benefit for Children who have a disability or illness that affects their everyday life

Scottish Child Payment - families on certain benefits are entitled to this help towards the costs of looking after a child under 16

Child Winter Heating Assistance - a benefit from the Scottish Government paid once per year. 2023 payment due September 2023 for £214.10

Young Carer Grant - young carers aged 16-18 who care for someone for at least 16 hours per week.

Funeral Support Payment - helps towards the costs of a funeral for people on low incomes on qualifying benefits.

Carers Allowance Supplement - carers who are in receipt of Carers Allowance this is paid twice a year

Best Start Grant & Best Start Foods - families on low income in receipt of qualifying benefits: *Pregnancy & Baby Payment *Early Learning Payment *School Age Payment

Pension Credit - gives you extra money to help with your living costs if you are over state pension age and on a low income

Council Tax Reduction - can assist with your Council Tax Bill if you are on certain benefits or have a low income

Housing Benefit - Housing Benefit can help to pay your rent if you are on a low income (this is being replaced by Universal Credit unless you are of State Pension Age) or you are already receiving this.



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

Cash for Kids

The Association has had great support from Cash 4 Kids in recent years.

In February 2023 we were delighted this support continued, as our application to help 200 children was successful! Their funding this time was very limited as we would usually get significantly more, but each child got £20 and we received £4,000 in total. Thanks to all the staff for their hard work in ensuring we continue to help support as many families and children as possible.



cashforkids



Rent Consultation Survey Winner

Mr & Mrs Luczak from Balcurvie Road were the winners of the prize draw in December 2022 and won a £100 Morrisons Gift Card – just in time for Christmas!

We want to thank everyone who got involved by returning their questionnaire. Your responses helped the Management Committee make their final decision. Your view and what you think about any changes we propose are important as they directly affect you and your neighbours.

YOUTH PROGRAMME

@The Connie Centre

Monday
Homework support club 3:30 - 5pm

Tuesday
Family community cooking club 3:30 - 5:30pm

Wednesday
Drop in youth club 3:30 - 5:30pm
Primary 4+ Drop in club 6 - 7:30pm

Thursday
Drop in youth club 3:30 - 5:30pm

Friday
Drop in youth club 3:30 - 5:30pm
Primary 6 plus drop in 6pm - 9pm

FUN!

FREE

THE CONNIE CENTRE 39 CONISBOROUGH RD
PROVAN HALL, G34 9HQ

TEL: 01417734461

No such thing as a bad pet...

Provanhall continues to suffer from irresponsible dog owners.

Please contact the council Dog Fouling Enforcement Team.

Some tenants have been given £80 Fixed Penalty Notices along with action from the Association against their tenancy.

The vast majority of our tenants with dogs are good owners who clean up after their dog. With the danger of a fine for those who don't – it's not worth the risk!

www.glasgow.gov.uk/dogfouling

YOUR DOG YOUR MESS?

PEOPLE MAKE GLASGOW CLEANER

BAG IT! BIN IT!

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

www.glasgow.gov.uk/dogfouling

The Caravan Project



We are delighted that four families from Provanhall are already booked in for their 2023 holidays! Do you need a holiday? Do you only want to pay £200 instead of up to £1,500? Contact your Housing Services Officer today!

If you have not had a holiday for 2 years, are on a low income and you and your family really need a break, please contact the office. Single people, couples and families can apply. The Association has partnered with *'The Caravan Project'* to offer heavily subsidised holidays of only £200 instead of up to £1500 during school holidays! The project also provides FREE entertainment passes for everyone staying! This is worth up to £300 for a family of 4. Plus you get a 15% discount card for restaurants etc. There are loads of activities for all ages plus swimming. The project has 4 caravans in Craig Tara in Ayr.

Competition Winners!



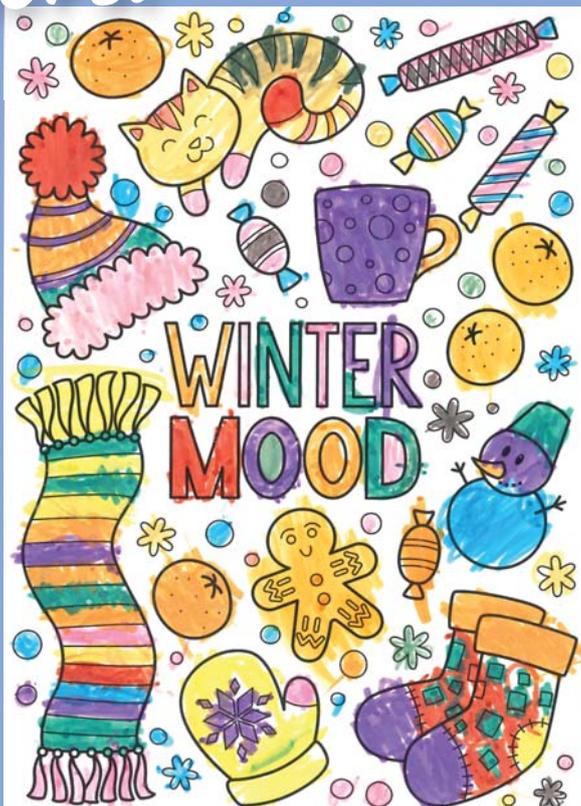
Congratulations to Hugo Smith (aged 5) for his colouring in skills and winning £20!

We have changed the competition to a quarterly prize draw for tenants to **win £300**.

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 not

have any anti-social behaviour recorded against your tenancy.

The lucky winner this edition is Mrs Callander from Conisborough Close.



Technical Services News

Planned Maintenance

It is going to be a busy 12 months for the technical services team with an investment programme worth over £550,000 of improvement works planned throughout the area.

Investment works are scheduled to include the addresses in the tables but please note final inclusion in the renewal programme is subject to survey.

This work will be done in stages over the next 12 months and affected tenants will be notified prior to any work starting to arrange access. Please note if your kitchen was replaced within the last few years it is unlikely it will be considered for renewal in this programme.



Kitchen Renewals	Homes
Phase 10	45
1 Conisborough Road	6
3 Conisborough Road	5
44 Conisborough Road	6
46 Conisborough Road	6
48 Conisborough Road	5
50 Conisborough Road	6
52 Conisborough Road	5
54 Conisborough Road	6
Phase 11	36
1, 3, 5 Duffus Street	6
2, 4, 6 Duffus Street	6
7, 9, 11 Duffus Street	6
8, 10, 12 Duffus Street	6
14, 16, 18 Duffus Street	6
15, 17, 19 Duffus Street	6
Phase 8	29
22 Auchinlea Road	4
24 Auchinlea Road	6
26 Auchinlea Road	4
28 Auchinlea Road	6
30 Auchinlea Road	4
32 Auchinlea Road	5

External Painting

Phase 4 Whitslade Place
Phase 5B 1-6 Balfluig Street

Close Painting

Phase 5B 1-6 Balfluig Street

Bugs & Creepy Crawlies

With the warmer weather on the way it brings with it an increase in the number of insects to the garden and the home. Flies, fleas, ants, beetles, spiders and other “bugs” will be arriving searching for food so here are some tips on how to control the most common crawlies if you get some in your house.

Beetles

They are most likely to be found in the kitchen, as this is close to available food, but they can be found elsewhere in the house, such as soft furnishings, where children may spill food crumbs, in a sofa for example.

Treatment:

If you are unfortunate enough to find that you have an infestation of beetles your first course of action will be to clean the house thoroughly, paying particular attention to vacuuming the wall/floor junction, pull out the cooker and clear any food spillages/debris which you may find.



Ants

The good news is that garden ants are not 'Public Health' pests. The bad news is that they are a real nuisance and very difficult to get rid of.

Treatment:

You can carry out treatment against ants yourself but you have to be thorough. Apply a residual insecticide for crawling insects which you will be able to buy at many DIY stores, supermarkets and garden centres.

Apply it to wherever ants can enter your home. Inside your house you should apply the insecticide behind the sink unit, skirting boards, around doors and window frames.

Please read the label and carefully follow the instructions on any pesticide you choose.

Please note that Provanhall Housing Association and Glasgow City Council Pest Control do not carry out any work relating to insects as they are not caused by the property and do not cause any major health issues.

Most infestations are due to weather and environmental issues and can be easily brought under control with an increased hygiene action and use of insecticides available from most good DIY stores and supermarkets and garden centres.

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.



Electrical Safety Service

The Association are working with electrical contractors to undertake periodic inspections. Checking the condition of electrics wiring and equipment 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. Failure to provide access could result in forced entry.



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

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