

Welcome...

...to the summer edition of Provanhall Post.

In this edition there is more information on becoming a member and our upcoming Annual General Meeting on Wednesday 13 September at the Connie from 7pm. Members who attend and vote will receive a £10 Iceland voucher!

There is an update on the Connie from their new CEO, Jan Hay, along with what's on for kids over the summer holiday.

I hope you find this useful and don't forget about the Garden Competition with prizes sponsored by our new estates contractor.

Best Wishes

Alan Hume

Director, Provanhall Housing

Office Closures

Please remember that our office is closed on **Friday 18 August** for Staff and Committee training day and **Friday 22 and Monday 25 September** for the fair weekend holiday.

You can always report an emergency repair even when the office is closed using our normal number **0141 771 4941** via our out of hours service.



platform presents
Bridge
FAMILY FESTIVAL
Saturday 29 July | 12 - 4 pm
2023
FREE ENTRY
The big Family Festival day at The Bridge is back!
• Live music • Children's activities
• Roller Disco • Community stalls
• Sports tasters • Performances
A great day out for everyone – come along and join in the summer festivities!
The Bridge, 1000 Westerhouse Road, Easterhouse, Glasgow, G34 9JW
@platformglasgow

platform
the arts centre in Glasgow's east end
platform-online.co.uk
0141 276 9661
info@platform-online.co.uk
Glasgow City Council
Glasgow Life
GlasgowLife

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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



Local activities and what's on for families...

Glasgowlife

SUMMER OF FUN



FREE swimming sessions this summer*

Make it a summer to remember.
Glasgow Life's Summer of Fun is your guide to a whole world of free and low-cost family events, activities and things to do.

Get planning at glasgowlife.org.uk/summer-of-fun

*T&Cs apply

Glasgowlife

SUMMER OF FUN

Free swimming sessions in East Glasgow this summer*

Make a splash this summer for a free sessions for families in pools across the city. No need to book, just come along and enjoy the fun!

Easterhouse Pool	Monday	13:30 - 14:30
	Tuesday	14:30 - 15:30
	Wednesday	09:00 - 10:00
	Thursday	14:30 - 15:30
	Friday	12:00 - 13:00
Tollcross International Swimming Centre	Monday	10:00 - 11:00 14:30 - 15:30
	Tuesday	11:30 - 12:30 13:30 - 14:30
	Wednesday	10:00 - 11:00 14:30 - 15:30
	Thursday	10:30 - 11:30 15:00 - 16:00 18:00 - 19:00
	Friday	10:00 - 11:00 14:30 - 15:30
Whitehill Pool	Tuesday	15:00 - 16:00
	Wednesday	16:30 - 17:30
	Thursday	10:00 - 11:00
	Friday	13:00 - 14:00

For more information on all our session times, scan the QR code or check out glasgowlife.org.uk/summer-of-fun

*T&Cs apply



Swim | Read | Play | Discover



Explore our museums, spark imagination in our libraries or get active with Glasgow Life Sport. There's something happening for everyone this summer.

Glasgowlife

SUMMER OF FUN

Get planning at glasgowlife.org.uk/summer-of-fun

Glasgow Life, registered as Culture and Sport Glasgow, is a Scottish Charity (No SC037844) regulated by the Scottish Charity Regulator (OSCR).

Alexandra Park

FESTIVAL DAY

SATURDAY 22 JULY 2023
Alexandra Park, East End Glasgow, G31 3JE

FREE ENTRY
All ages | 12 - 4 pm

Join us at Alexandra Park for a fun day out for the whole family!

- Live music
- Live Wrestling show
- Sports tasters, facepainting & art activities
- Kids rides & inflatables
- Food & market stalls
- Plus much more!

Subject to licence



platform the arts centre in Glasgow's east end

platform-online.co.uk
0141 276 9661
info@platform-online.co.uk

Minibank Glasgowlife

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Gardening Competition

Judging for the 2023 Garden Competition will take place week commencing 31 July with prizes for best communal, front and back gardens up for grabs! prize pot will be over £250, including best overall (£100) and runner up prizes of £50. Sponsored by our new Estates Contractor Clyde Valley Landscapes.



Compliments

and

Complaints

We value customer feedback (good or bad) as it allows us to shape the service we deliver to you. You can get in touch in person, by text, in writing, via your Tenant App, by email or our website.

For more information, go to <https://provanhall.org.uk/complaints/>

Staff News

We wish Sean Douglas the outgoing Housing Services Manager all the best in his retirement. Stephen Baxter has joined us as his replacement.

Also welcome to Heather Elder, Corporate Services Assistant, Pamela Davren, Finance Administrator and Peter Boyle, Technical Services Officer who recently joined the team.



Stephen Baxter



Heather Elder



Pamela Davren



Peter Boyle

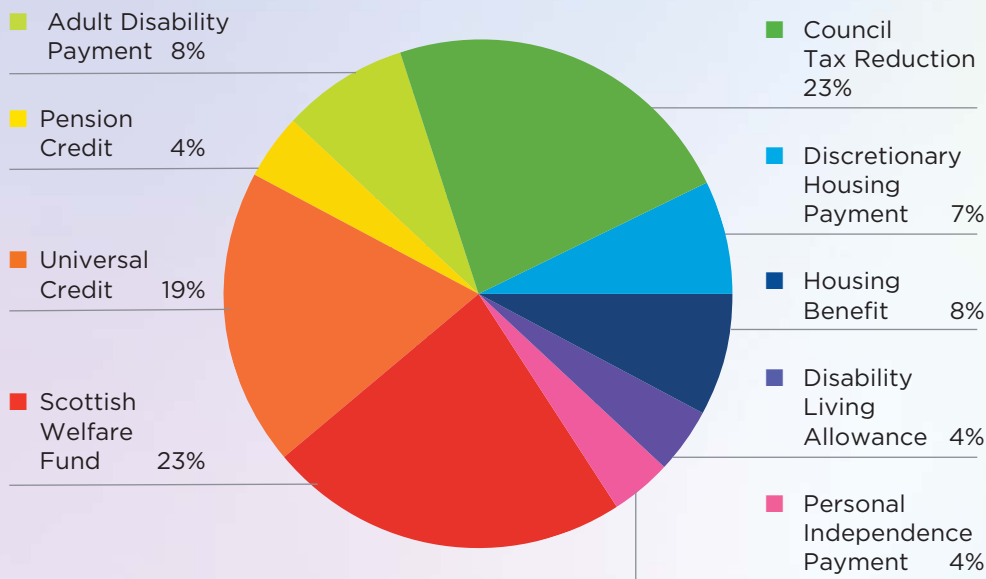
Are your contact details up to date? Tenants share £29,557

We distributed £21,608 to 178 tenants in a 4-week period from Housing Associations' Charitable Trust (HACT). A further £7,948.53 for seven households at short notice to pay off energy debt. We will always try to get in touch with you by email and mobile phone then by letter. Having the correct contact information lets us access funds on your behalf which may have limited time to apply for. You can update us by sending an email to info@provanhallha.org.uk or texting us on **07860 035 864**.

Benefit Update

During the month of May 2023 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 including Adult Disability Payment, Universal Credit, Council Tax Reduction to Housing Benefit which has resulted in a financial gain of **£54,411.12**.

We would urge all our tenants to get a benefit check carried out to see if they have any benefit entitlement no matter how small to ensure that they are not missing out on vital income.



Tenants can also check on the websites below for additional information for assistance with Fuel and Food Support.
<https://www.mygov.scot/urgent-help-food-fuel-money>
<https://www.glasgow.gov.uk/glasgowhelps>

New Boiler at the Connie

Gary of Scotia Plumbing & Heating, Kimberly from the Connie, and Mark from Provanhall Housing Association with the new boiler and heating upgrades. £4,000 funded from community development.

Scotia Plumbing & Heating, ENGIE Regeneration and Provanhall Housing Association recently worked together to install a new boiler for Connect Community Trust.

The new energy efficient boiler will be quieter, more reliable and most importantly - reduce heating bills!

Thank you to the staff at the Connie Centre for their patience and understanding whilst the work was carried out.



Annual General Meeting (AGM)

If you are not already a member why not join for £1? Simply get in touch by emailing getinvolved@provanhallha.org.uk or telephone us on 0141 771 4941.

We are required to hold an Annual General Meeting each year. This one will be in the Connie at 7pm on Wednesday 13 September. To be eligible to vote and attend you need to be a member prior to this date. We will write to all members and ask you to vote for members who have come forward to become members of the Management Committee (the Governing Body for the Association).



Members are asked to return their vote sheet to the Association at least one week before the AGM. Members who return their vote and attend the AGM are eligible for a £10 Iceland voucher.

Look out for the AGM pack in the coming



Quarterly Tenant Prize Draw Winner

Congratulations to Christopher Travers who is the winner of £300.

To be eligible you need to have no ASB recorded against your tenancy, pay your rent in full or maintain an agreed repayment plan and be available for planned maintenance visits.



THISTLE
TENANT RISKS

0345 450 7286

The Thistle Tenant Risks Team are here to help!

We understand the importance of being able to speak to one of our customer service team. That is why we offer a call back service.

For tenants and owner occupiers wishing to discuss home contents insurance, the cover available and payment methods, why not request a call back.

How can you do this?

Visit: www.thistletenants-scotland.co.uk complete the enquiry form and wait for one of our helpful Team to call you back.

Email: tenantscontents@thistleinsurance.co.uk leave your contact details and someone will call you at a convenient time.

Thistle Tenant Risks – making life a little easier!

Changes at the Connie

Jan Hay has taken over the helm at the Connie Centre and a number of changes are underway. Unfortunately, the café has had to close as it was losing a lot of money. Jan has some great new ideas for the centre but this will only work if our community gets behind it and helps shape the services on offer. Have a look at the flyer on page 7 for more information.

Job Club

Running every Wednesday between 10 – 12pm help with your CV, job search, advice on career options, training opportunities and volunteering.

Food and Fun in the Sun!

Children's Holiday Food Programme for Summer 2023. Funded by Glasgow City Council, the Children's Holiday Food Programme enables community organisations like us to provide food & activities to young people during school holiday periods. Booking is essential – so please book your place through our Facebook page.

Youth Groups

Primary 6 plus and S1 plus running as normal throughout the Summer holidays Thursday's 6-9pm

Looking for some company?

Why not come along to our Social Club every Friday between 10- 1pm for quizzes, dominoes, bingo, crafts and general chat. Don't want to join in the activities? That's fine too, just come along for the tea and banter!

Volunteering

We're looking for volunteers for a range of classes for our Autumn / Winter programme, from art to DIY and loads in between. It's a great way to get involved in your local community and at the same time, pass on some of your skills.

Would you like to learn a new skill?

Why not join our knitting and sewing club. The group runs on Wednesday's and Thursday's between 11-2pm. Why not come along for a taster session?

Our walking group runs on a Wednesday – easy walking at a pace to suit every ability, so you won't need fancy boots or equipment. Come along and enjoy the outdoors!

On yer bike

We offer a repair service for adult and children's cycles. Cycles can be dropped off at the Connie and picked up after repair. Contact us for a price list. Our children's cycle training start in July, led by our fully qualified cycle ride leader, Morgan. Keep an eye on our Facebook page for details.

Coming soon

The Pop up Pantry – begins in July

The Lego/Knex Club – starting in August

Beginners Modelling Club – starting in August

Keep an eye on our Facebook page for details!

Access Point

We are reinstating an access point (secured by a locked full height gate) between 16 and 18 Auchinlea Road in the coming weeks. This will allow the landscape contractors to get in and out without dragging grass clippings through the closes.



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**

What's on in Provanhall 2023

the **connie**

CONNECT
COMMUNITY TRUST
Moving forward, together.



Monday

7.30-9.00am Youth Breakfast Club
6.00-8.00pm Bingo! £7
Building closed 9.00am-6.00pm

Tuesday

7.30-9.00am Youth Breakfast Club
10.00am-1.00pm Social Club
3.30-6.00pm Homework Club

Wednesday

7.30-9.00am Youth Breakfast Club
10.00am-2.00pm Income Advice Drop-in
11.00am-2.00pm Knitting & Sewing Club
3.30-5.30pm Youth Club Drop-in (P1+)

Thursday

7.30-9.00am Youth Breakfast Club
11.00am-2.00pm Knitting & Sewing Club
12.00-2.30pm Job Club Drop-in
3.30-5.30pm Youth Club Drop-in (P1+)
6.00-8.00pm Youth Club Drop-in (P6+)
6.00-9.00pm Youth Club Drop-in (S1+)

Friday

7.30-9.00am Youth Breakfast Club
Building closed 9.00am-5.00pm

The Connie Centre • 39 Conisborough Road • Provanhall G34 9QN • 0141 773 4461

@ConnectCommunityTrust @trustconnect

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



HAPPY TO TRANSLATE

Provanhall Housing Association Limited

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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: SC037762, Registered Office: 34 Conisborough Road, Easterhouse, Glasgow, G34 9QG.

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