



WE WISH YOU A  
*Merry Christmas*



*The Management Committee and the Staff would like to wish all of our tenants and residents a happy and safe Christmas and best wishes for 2020.*

## Office Closure

Please note that the office will be closed from 12.30pm on Tuesday 24th December 2019 until 9am on Monday 6th January 2020.

If you have an **emergency repair** during this time, please call **0141 771 4941**.

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

34 Conisborough Road ■ Glasgow G34 9QG ■ telephone 0141 771 4941  
fax 0141 771 5959 ■ email [info@provanhallha.org.uk](mailto:info@provanhallha.org.uk) ■ text 07860 035 864  
[www.provanhallha.org.uk](http://www.provanhallha.org.uk) ■ Registered Scottish Charity Number SC037762



MOŻEMY PRZETŁUMACZYĆ  
HEUREUX DE TRADUIRE

# Before it's spent – pay your rent!

Christmas is a wonderful time for giving. It is also a time to feel pressured into spending money you may not have. Give yourself peace of mind this Christmas and don't put your tenancy at risk by using your rent money to pay for the festivities.

Please remember, our Money & Benefits Advice service is available 2 days per week from our office every Monday and Thursday. If you have money worries and are struggling with debt, we would urge you to get help and support by using our independent, free and confidential service. Please contact the office to book an appointment.



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impartial  
advice  
and  
assistance  
available**

**Provanhall**  
Housing Association

**Don't worry alone, talk to us  
today on 0141 771 4941.**





## Tree Removals

Over the summer, the Association helped many tenants maintain their garden by removing trees they did not want or could no longer manage.

More recently, the contractor has also been removing problem trees in common areas or pruning trees to improve the appearance of common areas. This involved a lot of work and staff time, plus our contractor did a great job!



**cash for kids**

Staff have once again helped local families get a treat for Christmas. 95 kids in Provanhall received a total of £2,375.

We hope the kids enjoy their gift from Santa on Christmas day!

## Engagement Plan

Annually the Scottish Housing Regulator, the body that regulates Housing Associations (HA)

in Scotland, including Provanhall Housing Association, issues an engagement plan to every HA. This plan details:



**Scottish Housing Regulator**

- why the Regulator is working with an Association
- what the Association needs to do
- what the Association needs to send to the Regulator
- the Association's regulatory status

For this year, the regulator advised that it did not require any further assurances from Provanhall Housing Association on any areas of its work.

More information on the regulation of the Association can be found on the Scottish Regulator's website:

<https://www.housingregulator.gov.scot/> and on the Association's website: <https://www.provanhallha.org.uk/>

## Internal Transfers

The Association always does all it can to help and support the rehousing needs and aspirations of our existing tenants, through Internal Transfers.

For that reason we prioritised existing tenants, not just for our new build homes, but also for the empty houses these tenants will be leaving when they move into their new build homes. With so many empty homes already this year, plus all the empty homes above coming in over the next few months, we will be temporarily suspending rehousing Internal Transfers until the above process is complete. Any urgent Internal Transfers will still continue.

## Older Person's Survey

In the New Year, Staff from a company called Research Resource will be visiting Tenants over 60 years of age to ask about services they would like to see in the area, and other things.

We will use the information we receive from this survey to introduce services or help facilitate people to access services.

We will write directly to everyone who may be surveyed. We would really appreciate your help and thank you in advance for giving us your time.

# Keep cosy for less this winter

With winter just around the corner, here are a few top tips from Home Energy Scotland to help keep you cosy for less.

1. Set your heating controls to manage the temperature of your home.
2. Keep your radiators clear and avoid putting furniture against them. Drying your washing on the radiator can make your house colder, and can also encourage condensation and mould growth.
3. Your room thermostat should be set to the lowest comfortable temperature (typically between 18°C and 21°C ) Turning down the room thermostat by one degree can save up to £80 a year.
4. Use heavier curtains during the winter months and make sure you close them when it gets dark to keep the heat in and the cold out.

## Who are Home Energy Scotland?

We are a network of local advice centres covering all of Scotland. Our expert advisors offer free, impartial advice on energy saving, keeping warm at home, renewable energy, greener travel, cutting water waste and more. We're funded by the Scottish Government and managed by the Energy Saving Trust, and our mission is to help people in Scotland create warmer homes, reduce their bills and help tackle climate change.

For more information on Home Energy Scotland and the services it provides, please visit: <https://www.energysavingtrust.org.uk/>



the connie

celebrates  
10 years!

Saturday 23rd November 2019, saw the celebration of 10 years of The Connie. A great fun day was held for all, with games, food, face painting, bingo, tombola and raffle.

The Association Staff were there for some Tenant consultation and to join in the fun. Congratulations to Ms Cochrane who won our prize draw.



## Bursaries

The Association will be launching a new bursary scheme in the New Year. We will be doing this in partnership with YOMO, who will administer the scheme for us.

The bursaries are designed to help individuals



with costs, be it transport costs to college, for sports equipment, school trips etc.

More information will be provided when the scheme officially launches in the New year.



# Children's Competition

## Win a family day out!

It is time for our Christmas Competition. You could win two prizes, one for yourself and a day out for you and your family? Colour in the picture below and return it to the office to be entered into the prize draw. Good Luck and happy colouring. Please return your completed picture to the Association's office by **Friday 10th January 2020**.

Congratulations to the winner of last quarter's competition, Naiomi Gallacher.



Name:

Address:

Telephone:

Age:

## Purple Alert!

## Help to find people with dementia if they go missing

Purple Alert is a free app designed by people living with dementia and carers, Alzheimer Scotland staff, Police Scotland, Social Work, Dementia Friends Scotland, Health and Social Care Partnerships and Telecare Services.



Purple Alert is a community minded app that helps to find a person with dementia, if they go missing.

More information about the scheme can be found here:

<https://www.alzscot.org/living-with-dementia/staying-independent/helpful-apps/purple-alert>, or you can contact Staff at the office who will download this information for you.

You can get the Purple Alert App from:



### The Herbert Protocol

Another useful tool is the Herbert Protocol. The Herbert Protocol is a form designed to make sure that if someone goes missing, the Police can get access to important information about that person as soon as possible. Police Scotland highly recommend you print this form and fill it in with as much information as possible now, before a moment of crisis. Then keep it in a safe place and give it to the Police if the person you're caring for goes missing.

[https://www.alzscot.org/sites/default/files/2019-07/Herbert%20Protocol%20Form\\_0.pdf](https://www.alzscot.org/sites/default/files/2019-07/Herbert%20Protocol%20Form_0.pdf)

If you don't have access to a printer, Staff in the office will be happy to print this form out for you.



# Ready for winter?

## Top Tips

### Provanhall Emergency Festive Service

Our Office will close at 12.30pm on Tuesday 24th December this year and re open at 9am on Monday 6th January 2020.

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	<b>999</b>
Police non-emergency	<b>101</b>
Gas Emergency (if you smell gas)	<b>0800 111 999</b>
Electricity Emergency (Scottish Power) <i>from a landline</i>	<b>0800 092 9290</b>
Electricity Emergency (Scottish Power) <i>from a mobile</i>	<b>0330 101 0222</b>
Blocked Sewers (Scottish Water)	<b>0800 077 8778</b>





# Technical Services Update

## New Build Update

Work on the new build site at Conisborough Road and Auchinlea Road is progressing well but has suffered some delay due to public utility issues with new connections. This delay with the ground works has not stopped progress inside the houses and keys for the first completed homes will be early in the New Year.



The homes are looking fantastic inside and the new tenants will enjoy lovely big bright rooms, great kitchen and bathrooms and loads of storage space.

## Controlled Entry Replacements

A contract to replace controlled entry systems has been awarded to SPIE Electrics who will begin the first addresses in February. Tenants affected by this work will be notified of access requirements to get their new handsets fitted in the coming weeks. This will be a rolling programme of works over the next 3 years.

## Painterwork Contract

A very busy year for repairs and maintenance work continues with a Painterwork contract being put out to tender for external and close painting works. The contract will be for repainting the Associations properties over the next 5 years and the successful contractor should be known early in the New Year. Once the contract is awarded, work will begin immediately, depending on the weather, around March.

## Fire Detector Replacements

In the aftermath of the Grenfell Tower tragedy, the Scottish Government has issued new guidelines for fire detection in tenanted homes and from 2019 every home in Scotland must be upgraded to have:

- 1 smoke alarm in the hallway (2 if up and down stairs),
- 1 smoke alarm in the Living Room,
- 1 heat alarm in the kitchen,
- 1 carbon monoxide alarm at the boiler,

All the alarms have to be linked together so that if 1 is activated, all 4 go off to alert you that there is a potential safety issue in your home.

The Scottish Government has set a very strict timescale to get this work completed to every home by January 2021 so we have been working hard to get a plan in place to meet this deadline.

A contract has been awarded to Magnus Electrical to carry out the necessary installations and so far over 50 installations have been completed. This work is a legal requirement and must be done. Over the coming months tenants will receive notice of when access to their home is required for the work to be done and, given the very tight timescale to get this work done, your co-operation to allow access would be greatly appreciated.

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