



# Happy Easter

from all of the Staff and  
Management Committee.

## Spring Holidays...

Please note the office will be closed on the following dates:

**Friday 15th** and **Monday 18th April** for the Easter weekend.

**Monday 2nd May** – May Day

**Thursday 2nd** and **Friday 3rd June** – 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

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

# It's goodbye to Patricia...

After working for 17 years at the Association, our Director, Patricia Gallagher, has left to take a planned early retirement.

On behalf of staff and committee of the Association, we wish to thank Patricia for all her hard work over the years and wish her a long and happy retirement.



## We value complaints and use information from them to help us improve our services

If you are unhappy about anything we do, or the way we do it, please let us know.

This gives us the opportunity to put things right.

You can complain by:

- Talking to any member of Staff
- Call: 0141 771 4941
- Email: [info@provanhallha.org.uk](mailto:info@provanhallha.org.uk)
- Use our online form: [www.provanhallha.org.uk](http://www.provanhallha.org.uk)
- Write to us: 34 Conisborough Road, Glasgow, G34 9QG



# Election Hustings Event

EHRA, which Provanhall Housing Association is a member of, welcomes residents to listen to candidates from the political parties standing in the Local Government Elections

which cover Greater Easterhouse. Over the years we have successfully held these hustings events for all elections.

The event will held on **Tuesday 26th April 2022 at 2pm in Blairtummock Hall**, Boyndie Street in Easterhouse.

This is an ideal opportunity for you to ask questions to SNP, Labour, Conservative and Independent candidates.



## Tenant Satisfaction Survey 2022

Every three years, the Association carries out a full Tenant Satisfaction Survey. The survey will take place from end of April into May. Interviewers will likely contact tenants by phone due to current covid risks, but may also be in the area. They aim to interview 50% of all Provanhall Tenants.

The interviewers are from a company called Research Resource and will carry ID.

If you would like to speak to us about the surveys, please do not hesitate to contact Alan Hume, Director.



## Rent Consultation Survey Winner

Mr & Mrs Campbell from Conisborough Close were the winners of the prize draw and won a £50 Morrison's shopping voucher! 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.



# Fuel costs help for almost 250 tenants!

In recent weeks we contacted tenants about help with fuel costs. We are delighted to advise that our staff worked very hard to help almost 250 tenants get help with fuel costs of £49 each. The Scottish Government Fuel Support Fund helped to provide over £12,500 in total to Provanhall tenants.



Scottish Government  
Riaghaltas na h-Alba  
gov.scot

## Cash for Kids

The Association has had great support from Cash 4 Kids in recent years. This month we are delighted this support continues, as our application to help 221 children from 128 families was successful! Each child got £100 Gift Card to help and assist with essential items they may need. This was by far our biggest ever award at £22,100! Thanks to all the staff for their hard work in ensuring we helped reach as many families and children as possible.



## STV Children's Appeal

STV Children's Appeal, in association with



Scottish Government, helped to support children and families on low incomes in recent weeks through its Winter Fund. Each family was awarded £100 per child. Although funding was limited to just £3,000, this meant staff were successful in helping 30 local children in Provanhall.



Scottish Government  
Riaghaltas na h-Alba  
gov.scot

# 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.

Elaine is available:  
**Mondays & Wednesdays**

# New Tenants Consultation Survey Winner

Ms Graham from Balfluig Street was the winner of the prize draw and won a £50 Morrison's Gift Card!

We want to thank the new tenants who took the time to respond to our survey. Your responses helped the Management Committee review our Start of Tenancy Policy and Procedure and New Tenant Visit Survey Procedure. Your view and what you think about any changes we propose are important as they can directly affect you and your neighbours.



# Children's Competition

## Win a family prize

To enter this edition's p5s prize draw, colour in the picture below and return it to the office by **Friday 6th May 2022**.

**Happy Easter everyone and good luck!**



Name:

Address:

Tel No:

Age:

## Save with Rent!

Did you know you can also pay savings along with paying your rent? The Association partners with Glasgow Credit Union to make it as easy as possible to save money.

All you have to do is decide how much you want to save and pay that amount along with your rent - we then do the rest!

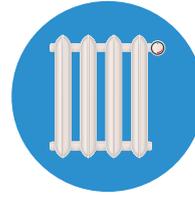
Glasgow Credit Union is the UK's largest credit union. Everyone who lives or works within the 'G' postcode area can become a member and access their exclusive savings, loans and mortgage products.

### Benefits of joining:

- A hassle-free way to become a regular saver with the comfort of free life insurance (restrictions apply)
- 24-hour access to view your account and request transactions via our website and mobile app
- Exclusive access to personal loans up to £25,000
- Exclusive access to member-only mortgage deals
- Become part of a local, mutual organisation that puts members and the Glasgow community first
- Your savings are protected by the Financial Services Compensation Scheme



# Technical Services News



## 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.

## Planned Maintenance

Investment and improvement programmes worth over £150,000 are scheduled throughout the area. The work will include:

### Kitchen Replacement (2021 Catchup works)

1 main door properties in Balcurvie Road  
3 main door properties in Conisborough Road  
6 main door properties in Gardyne Street

### Bathroom Replacement 2022/23

6 main door properties in Balfluig Street  
15 main door properties in Whitslade Place  
4 main door properties in Whitslade Street

### Controlled Entry Systems 2022/23

4 closes in Conisborough Path

### Cyclical Painting

External & Close Painting: 9-39 Whitslade Street  
External Painting: 25 Whitslade Street

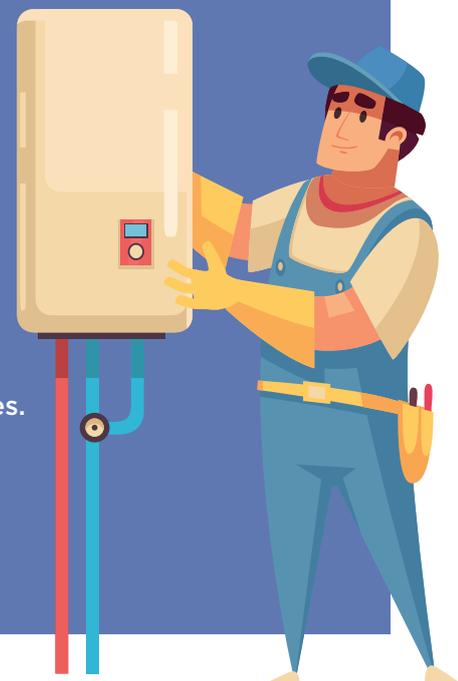
## Heating Repairs

In the Winter newsletter we announced that heating repairs are now considered an emergency all year round. This means all heating and hot water faults should be attended within 4 hours.

We ask tenants to undertake some checks before reporting a heating fault:

1. Please run a hot water tap for 1 minute.
2. Turn up the radiator TRV in two rooms.
3. Check the room thermostat working? Turn the temperature up 2 degrees.
4. Is the boiler light red? Press and hold the reset button for 3 seconds. Leave the boiler for 2 minutes to restart.
5. If you have a prepayment meter, check that you've got enough credit.

Following the above steps will help to avoid a rechargeable repair.



# 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.



# EMPLOYMENT & TRAINING SUPPORT

MANAGED BY



CONNECT COMMUNITY TRUST

## APPLICATION FORMS



DIGITAL SKILLS VACANCY BOARD



CV/COVER LETTER WRITING



## JOB SEARCHING

UC CLAIM SUPPORT

ACCESS TRAINING

FORM FILLING

**MOCK INTERVIEWS**

FRIDAYS (DROP-IN) 10AM - 3PM

THE CONNIE CENTRE, 39 CONISBOROUGH ROAD, G34 9NQ

TEL: (RYAN) 0141 773 4461 EMAIL: [RLEES@CONNECT-CT.ORG.UK](mailto:RLEES@CONNECT-CT.ORG.UK)

IN PARTNERSHIP WITH...

