

Provanhall Post



Provanhall
Housing Association

The newsletter for Provanhall Tenants

Issue 82 • Spring 2024

Welcome...

Though it may not seem it, we are into spring already!

In this edition of your newsletter; there are updates on the planned investment works, our latest engagement plan with the Scottish Housing Regulator and lots of useful information and signposting. The Caravan Holiday Project was really successful last year and we are pleased to be able to support this again this year. You may see our new Asset Officer, Brian Praties out and about in the estate. He is here temporarily, looking at the condition of the properties to ensure we are budgeting for repairs and replacement.

A big thank you to Clarice Spaine who, after many years of service to her community, has retired from our Committee and we thank her and wish her well in her retirement.

We recently completed a recruitment drive for new Management Committee members and would like to give a warm welcome to Calum O'Donnell, Claire Mckay, Daniel Hughes and Moira Bayne.

Our new Business Plan is out for consultation with tenants in the coming weeks so please keep an eye out on our website for more information.

Wishing you all the best for spring from the Staff and Committee!

Best wishes, **Alan Hume** Director



Calum O'Donnell



Claire Mckay



Daniel Hughes



Moira Bayne

New look logo

We have refreshed the Provanhall logo to make it simpler for communicating on computer generated letters for example.

To ensure we don't waste money, we will still be using the old version until stationary has been used up but we hope you like the new one!

Office Closures

Please remember our office will be closed for the following holidays:

- Closed from 4.30pm on Friday 3 May 2024 and reopen at 9am on Tuesday 7 May 2024
- Closed from 4.30pm on Thursday 23 May 2024 and reopen at 9am on Tuesday 28 May 2024
- Closed from 4.30pm on Thursday 11 July 2024 and reopen at 9am on Tuesday 16 July 2024

The office will continue to close in the afternoon on the last Wednesday of each month for staff training.

You can always reach someone in the case of an emergency. For emergency repairs at any time, please call 0141 771 4941 and your call will be put through to our Out of Hours Services.

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



HAPPY TO TRANSLATE

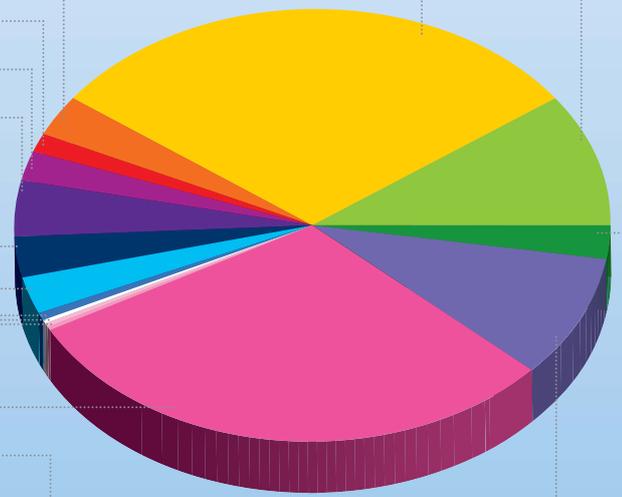
Over £800,000 Benefit Gain for Provanhall Tenants

In the year to end of March 2024 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 which has resulted in financial gains amounting to over £800,000. A breakdown of the type of benefits can be seen in the graphs below.

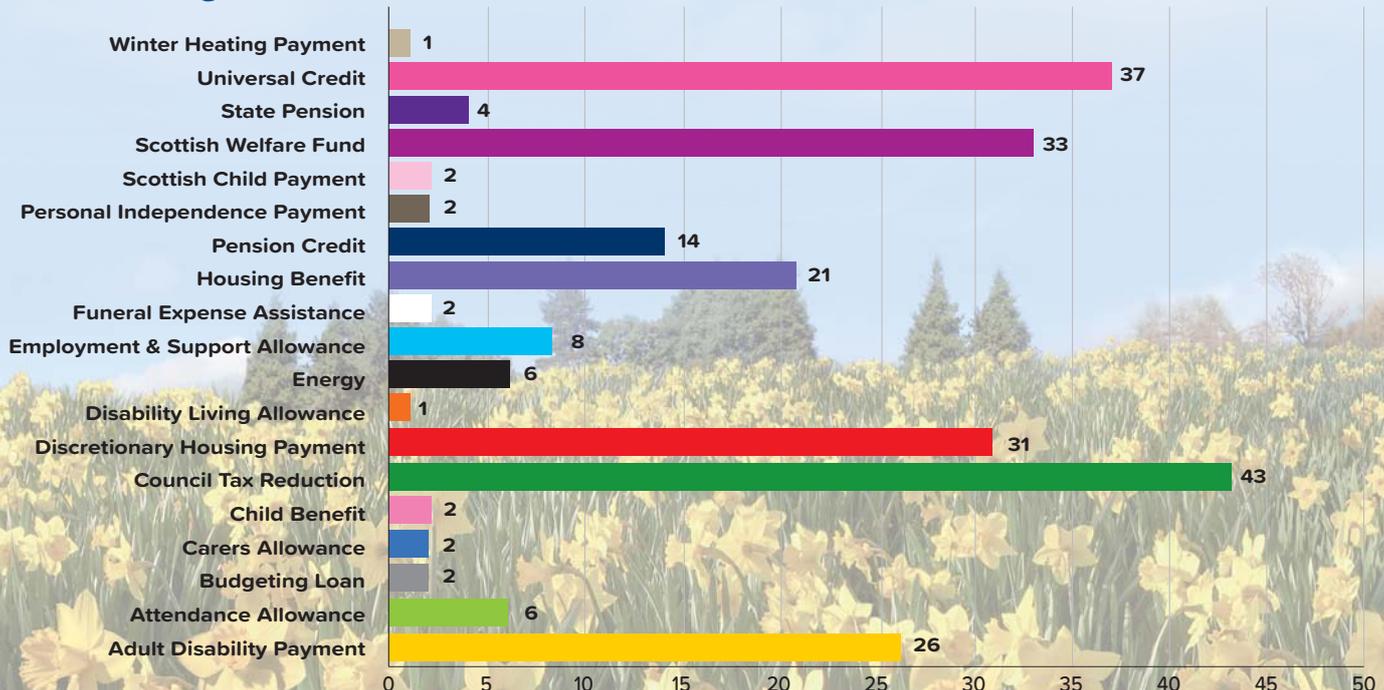
We would urge all our tenants to get a benefit check to ensure they are receiving their full entitlements.

■ Council Tax Reduction	3.1% • £25,978.10
■ Attendance Allowance	9.9% • £82,637.35
■ Adult Disability Payment	29.8% • £250,119.50
■ Disability Living Allowance	2.7% • £22,690.25
■ Discretionary Housing Payment	1.4% • £11,339.66
■ Scottish Welfare Fund	2.4% • £19,793.95
■ State Pension	4.0% • £33,572.11
■ Pension Credit	3.2% • £26,947.43
■ Employment Support Allowance	2.5% • £21,165.76
■ Carers Allowance	0.5% • £4,605.00
□ Funeral Expense Assistance	0.3% • £2,779.00
■ Child Benefit	0.2% • £1,728.00
■ Scottish Child Payment	0.2% • £1,600.00
■ Universal Credit	30.3% • £254,317.46
■ Housing Benefit	9.2% • £77,526.90
■ Energy	0.1% • £740.00
■ Budgeting Loan	0.1% • £686.10

■ Best Start Grant	0.1% • £554.00
■ Winter Heating Payment	0.0% • £55.00



Welfare Rights Issues • New Cases • Total 243



Benefit Changes:

Carers Allowance in Scotland is changing to Carers Support Payment

Carer Support Payment is money to help you if you're a carer. You can get paid £81 a week if you're eligible.

Read more about who can apply for Carer Support Payment at <https://www.mygov.scot/carers-support-payment/who-can-apply>

Where you live

You can apply for Carer Support Payment now if you live in:

- Dundee City
- Perth and Kinross
- the Western Isles

To find out if applications are open in your area, go to the Carer Support Payment postcode checker at <https://www.postcodecheck.socialsecurity.gov.scot/>

If you live anywhere else, you can apply for Carer Support Payment when applications open in your area. Or you can apply now for Carer's Allowance from the Department for Work and Pensions (DWP). Find out more about Carer's Allowance at <https://www.gov.uk/carers-allowance>

You cannot get Carer Support Payment and Carer's Allowance at the same time.

Carer Support Payment will be available in more areas from spring 2024 and across Scotland by autumn 2024.

If you get Carer's Allowance and live in Scotland, you do not need to apply for Carer Support Payment. Your benefit will move to Carer Support Payment. This is planned to happen between February 2024 and spring 2025

How you're paid

Carer Support Payment is normally paid every 4 weeks, at the end of the 4 weeks.

If you move from Carer's Allowance to Carer Support Payment, you can get paid weekly.

It can be paid into a UK bank account. This can be your own account or someone else's. If you do not have a UK bank account, Social Security Scotland will contact you about payment options after you apply.

What else can you get

Other benefits if you get Carer Support Payment

If you get Carer Support Payment, you may get these extra payments:

- Carer's Allowance Supplement, twice a year – <https://www.mygov.scot/carers-allowance-supplement>
- Christmas Bonus – learn more at <https://www.gov.uk/christmas-bonus>

And you'll get National Insurance credits – learn more at <https://www.gov.uk/national-insurance-credits>

You do not need to apply for any of these.

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://provanhallha.org.uk/complaints-form/>

January to March 2024	Stage 1	Stage 2
Received in Quarter	5	2
Carried forward from previous Quarter	0	0
Within Timescale	2	2
Outwith Timescale	3	0
Extension Agreed	0	0
Average time taken to respond	5.6 days	18.5 days

Garden Competition

Whether it's a garden, flowerbed, trough, hanging basket or pots on the patio, we want to recognise our customers who take pride in their outdoor areas, which have such a positive impact in our communities. Each year the Association celebrates and awards tenants who have taken the time and dedication to improving and maintaining the outdoor area of their home.

The garden competition will take place during the summer months, however we want to give you a heads up that this year we will also be looking at the most improved garden area.

Whatever size or style of your garden, whether it be a balcony window box, patio, vegetable patch, or flowerbeds, everyone can take part.



Mutual Exchange: Did you know?

Tenants can exchange their home with another Provanhall tenant or with a tenant of another housing association or local authority. We keep a list of people in the local area who would like to exchange their home with someone else.

If you are interested in having your home included in this list please contact your Housing Officer to let them know. You can complete a mutual exchange form (available from the office) and we will let you know if there is anyone suitable for you to potentially swap with. If you express an interest in another property we will write out to the tenants asking if they would be interested in your home.

Alternatively you can also access HomeSwapper (www.homeswapper) which is a national register to help ease mutual exchanges, however there is a fee for this service.

Provanhall Engagement Plan

The Scottish Housing Regulator (Regulator) are engaging with Provanhall Housing Association Ltd (Provanhall) about our financial management. Based on our 5-year Financial Plan submitted in 2023, Provanhall is forecasting a significant cash outflow over the next five years resulting in a low cash balance.

We have prepared the details



Scottish Housing Regulator

requested from the Regulator and submitted these for consideration. You can visit the Regulators website at this address <https://www.housingregulator.gov.scot/>.

We will provide an update in our next edition of your newsletter.

The Caravan Project



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.

Quarterly Tenant Prize Draw Winner

In each Newsletter edition we select a random tenant to win £300 cash prize.

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
- ✓ no anti-social behaviour recorded against your tenancy.

Many congratulations to the lucky winner, Alice Pellerito.



As your Landlord we are responsible for the upkeep of the building and fabric of your home.

The contents of your home (including carpets, decoration and personal belongings for example) are your responsibility to insure against loss from fire, flooding or theft.

For a small fortnightly or monthly fee, you can give yourself piece of mind in the event of something happening at home which is not covered by the Housing Association. For example, if you lose your keys, accidentally suffer a flood or fire or theft from your home, you could get contents insurance cover to help with unexpected losses.

We are part of the Scottish Federation of Housing Associations who have an agreement with Thistle Insurance just for Tenants.

For an application form, call in at our office or call Thistle direct on **0345 450 7286** or email them at tenantscontents@thistleinsurance.co.uk

Full details of the policy cover and exclusions are available on request before you apply for cover.

Further information available at: www.thistletenants-scotland.co.uk



THISTLE
TENANT RISKS

Thistle Tenant Risks – making life a little easier!

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 the tenancy.

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

www.glasgow.gov.uk/dogfouling

 **YOUR DOG
YOUR MESS?**

LITTER & DOG WASTE

PEOPLE MAKE GLASGOW CLEANER

**BAG IT!
BIN IT!**

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

www.glasgow.gov.uk/dogfouling

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**.

£30,000 of Funding Awarded for Fuel Vouchers

The Association was successful in applying for funding from the Scottish Federation of Housing Associations. £30,000 was awarded and the money was used to provide households with fuel vouchers to help with the cost of living.

In total, 502 families were provided with vouchers which accounts for around 97% of Provanhall tenants.



Have you changed your phone number? 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 or 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 to check an officer's identity

If Police Scotland contact you, they will do so in person, by phone or by email.

Contact in person

Our officers will always have their Police Scotland Warrant card with them, which you can ask to see.

Contact by phone

Our phone number should show as 'Private', not 'Withheld'. If you are unsure, hang up.

Email

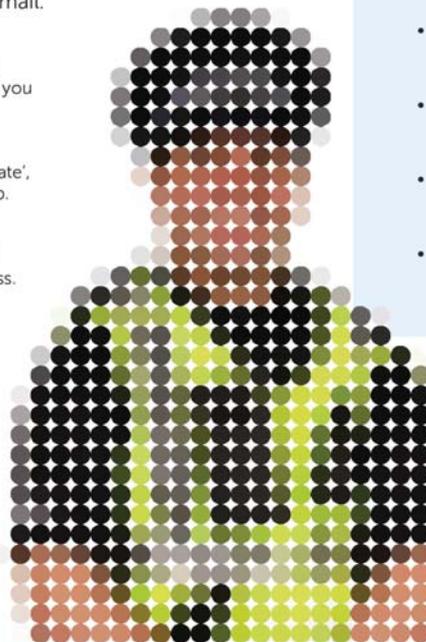
Our email ends in '@scotland.police.uk'. Ensure you fully check the sender address.

In every instance

An officer is formally identified by their shoulder number and is required to provide it when asked for it. If in doubt, call **101** with their shoulder number to verify their identity.

If they have called you via a landline, try to use a different phone to call **101**.

Do not let them into your home or continue the conversation until you are satisfied with their identity.



An officer of Police Scotland will never:

- Ask for your PIN number for your bank card
- Ask you to transfer money from your account
- Ask you to withdraw cash or buy foreign currency
- Ask you to hand cash or bank cards to a courier or anyone else
- Ask you to pay a fine or fee to them or a third party over the phone or online
- Ask for remote access to your phone, computer or any other device
- Ask you for online banking login details including passwords
- Ask you to enter your personal details into an attachment they send you or a website they direct you to
- Ask you to 'assist' in an investigation by doing any of the above
- Ask you to keep their contact with you a secret and not tell anyone
- Ask you to memorise lines to say if bank staff ask you any questions
- Be threatening or abusive towards you

There are scams being reported where criminals are impersonating police officers in an attempt to get money. Often this takes the form of a phonenumber.

If you receive a phonenumber and are being asked to do any of the above, stop, hang up the phone and dial 101. You are at risk of losing your money.



@PoliceScotland

PoliceScotland

scotland.police.uk

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

XL Bully Dog Breed

From 1 February 2024 it is an offence to:

- have an XL Bully in public without a lead and muzzle
- breed or breed from an XL Bully dog
- sell an XL Bully dog
- abandon an XL Bully dog or let it stray
- give away an XL Bully dog

From 31 July 2024 it is also a criminal offence to be in possession of an XL Bully breed type without a valid Certificate of Exemption. XL Bully breed types without a Certificate of Exemption, or those who breach the conditions of their Certificate of Exemption, can be seized under the Dangerous Dogs Act.

If you break the law or don't follow these rules the penalties are:

- up to 6 months imprisonment
- and/or a fine up to £5,000

If you currently own a XL Bully or know someone else in the area who owns one, please contact your Housing Officer to let them know.



Technical Services

Planned Programme: Windows

It is going to be a busy 12 months for the technical services team with the first year of a window renewal programme due to start. Investment works are scheduled to include the following addresses 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 tenants will be notified prior to any work starting to arrange access.

The Association undertook a tenant engagement survey in winter 2023 to establish the preferred style - with 93% of the votes we can confirm the new windows will be white uPVC.

During our design investigations, we can also confirm it would be our intention to replace the timber French doors with windows and toughened glass screens (all glazed). These timber French doors are typically found on Balfluig Street and Conisborough Road.

Window Renewals	Homes
Phase 1 (Refurbished in 1994)	47
27, 31, 33, 35, 37 Balfluig Street	18
53, 55, 57, 59, 61 Conisborough Road	26
2, 4 Whitslade Street	3
Phase 8 (Stock Transfer)	71
16 - 42 Auchinlea Road	71

Electrical Safety Service

Congratulations to the tenant at 81 Conisborough Road who won £50 cash following the first round of electrical safety checks.

The Association are working with Magnus Electrical to undertake periodic inspections. Checking the condition of electric's wiring and equipment is deemed an essential Health & Safety matter and could result in forced entry if access is not permitted.

Another £50 cash will be awarded after the next phase of checks.





Stock Condition Survey



Every few years the Association undertakes a stock condition survey to help us assess the condition of our homes and plan when components are renewed. Historically we have appointed surveyors or consultancy firms to undertake this work.



We have recently appointed an Asset Officer who will carry out the surveys of our properties. We are pleased to welcome Brian Praties who joined us in April. Brian has qualifications in architecture and over 30 years' experience in Scottish Social Housing, tenants will soon see him out and about.



Brian Praties



The surveys are both internal and external as we are keen to establish the condition of the whole building. The internal survey should last for no more than an hour and involves a visual survey of windows, doors, kitchens, bathrooms, utilities and finishes. The surveyor may need to take photos of the components (eg the boiler or entrance door) but they will ask your permission before doing so.

Brian will carry photographic ID along with a letter of authority issued by the Association which will be on our headed paper. You should ask to see these if you have any concerns about anyone you see in your neighbourhood.

The survey data collected will be used to determine the association's future investment needs and assess compliance with the Scottish Housing Quality Standard. If you have any concerns or queries about the stock condition survey, please contact the Association and ask to speak with Technical Services.



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.



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

34 Conisborough Road ■ Glasgow G34 9QG ■ www.provanhallha.org.uk

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: SCO37762, Registered Office: 34 Conisborough Road, Easterhouse, Glasgow, G34 9QG.

It is registered as a Property Factor Id: PF000389. Registered Housing Association No. HHC 242. Scottish Charity No SC037762. Financial Conduct Authority No 2401RS.

© Provanhall Housing Association Ltd 2024.