

Provanhall Post

Provanhall
Housing Association



The newsletter for Provanhall Tenants

Issue 90 • Spring 2026

Hello everyone...

As the days grow longer and spring begins to bloom, it's the perfect time to pause, refresh, and look ahead with renewed energy. This season brings new opportunities, fresh ideas, and plenty to celebrate.

In this edition, we're sharing updates, achievements, and upcoming events as we step into spring together.

This year, we're proud to celebrate **35 years** of serving our community. To mark this special milestone, we're hosting a **35th Anniversary Gala Day**. More information can be found on page 5. So put it in your diaries and join us for a fun filled afternoon as we come together to reflect on the past and celebrate the future.

I hope you find this edition of the newsletter helpful and informative. Wishing you all the best for the summer ahead!

Warm regards, **Alan Hume** *Chief Executive*



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 this quarter's lucky lucky winner, Charles McBride.



Holiday Breaks & Training Afternoons

We'll finish at **12:30pm on Friday 1 May 2026** for the **May Day weekend**. The team will be back from **9:00am on Tuesday 5 May 2026**.

We will also be finishing at **4.30pm on Thursday 21 May 2026** for the second **May holiday weekend**. The team will be back from **9:00am on Tuesday 26 May 2026**.

We will also finish at **4.30pm on Thursday 16 July 2026** for the **Glasgow Fair weekend**. The team will be back from **9:00am on Tuesday 21 July 2026**.

To keep our skills sharp, we close at **1pm on the last Wednesday of each month** for staff training.

📞 Need urgent help?

Don't worry – someone's always on hand. For emergency repairs at any time, just call **0141 771 4941** and you'll 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

Planned Kitchen & Bathroom Renewals



Provanhall Housing Association is pleased to share an important update on our investment plans for tenants' homes. We are preparing to launch a competitive tendering exercise for our next phase of planned maintenance, which will deliver 40 new kitchens and 40 new bathrooms across our stock.

This marks a significant step forward in our commitment to providing warm, modern, high quality homes. By going out to competitive tender, we will ensure:

- **Value for money** through open, transparent procurement
- **High workmanship** from experienced contractors
- **Well managed programme** that minimises disruption for tenants
- **Improvements** that support comfort, safety and energy efficiency

The tender process will begin shortly, with works expected to commence in the coming months. Tenants selected for renewal will be contacted directly with full information about timescales, choices and what to expect during installation.

This is positive investment for our community and reflects the Association's ongoing commitment to maintaining homes to a high standard and planning for future needs.

We look forward to sharing further updates as the programme progresses.

New Contract Award: Empty homes & day to day repairs

Provanhall Housing Association is pleased to announce that, following a full competitive tender process, Glasgow City All Trades has been awarded our Void & Reactive Maintenance Contract for the next three years, with the option of a further two year extension based on performance.

This contract covers day to day repairs and the preparation of empty homes for re let. The tender focused on quality, value for money, tenant satisfaction and the ability to deliver a reliable multi trade service for our community.



Glasgow City All Trades demonstrated strong capability, excellent customer satisfaction and a clear commitment to partnership working. We look forward to working together to continue improving the repairs service for our tenants.



Mark Tedford, Operations Manager, Provanhall Housing Association:

"We're delighted to award this contract to Glasgow City All Trades. Their approach to partnership working and communication aligns strongly with our priorities. Our focus remains delivering a reliable, responsive service for our tenants."

David Bell, Director, Glasgow City All Trades:

"We are proud to have been selected as Provanhall's void and reactive maintenance contractor. Our team is committed to providing a high quality, customer focused service and we look forward to strengthening our partnership in the years ahead."

Window Replacement Programme Phase 3 now underway

Provanhall Housing Association is pleased to share an update on the continued progress of our window replacement programme. Working in partnership with Sidey, we have now moved into Phase 3 of the contract.

This phase will deliver a further:

- 232 new window replacements
- 10 new balcony doors

These improvements will enhance energy efficiency, reduce heat loss and improve comfort and security for tenants.

Progress so far

Phases 1 and 2 have already delivered a substantial level of investment across our community. To date, Provanhall HA has successfully installed:

- 1,107 new windows
- 67 new balcony doors
- Across 193 properties



This represents a major step forward in modernising our homes and improving long term performance.

Tenants included in Phase 3 will be contacted directly with details about survey, appointments, access and what to expect during the works. Please respond to these survey

letters to allow the window replacement at your address to take place.

This is another positive milestone in our commitment to maintaining and improving our homes, and we look forward to sharing further updates as the programme continues.

Planned Maintenance: We want to hear from you

As part of our ongoing investment in tenants' homes, Provanhall Housing Association will soon begin a new phase of planned maintenance, including kitchen and bathroom renewals and other improvement works across our stock.

We want to hear from you!

To help us plan effectively and to make sure every household receives the right support at the right time. We will reach out to our tenants in advance to gather the information we need to best inform our decision making.

Why your participation matters

Your involvement plays an important role in helping us plan our planned maintenance programme effectively.

When tenants share information with us early, it allows us to:

- Understand access needs and household circumstances
- Identify any health, mobility or caring responsibilities we should consider
- Plan works in a way that minimises disruption
- Make informed decisions about scheduling and priorities
- Ensure every household receives the right support at the right time

How you can help shape our Planned Maintenance

If you believe your kitchen, bathroom or other components may be due for renewal. We encourage you to engage by returning our communications.

Your participation helps us gather the information we need to best inform our decision making and deliver a programme that works well for everyone.

Even a short conversation helps us prepare properly and ensures you feel informed, supported and involved in the process.

Working together for better homes

Your participation is an important part of delivering high-quality improvements. By planning ahead together, we can make sure the programme runs efficiently and that every tenant gets the best possible experience.

We look forward to hearing from you and to delivering another positive round of investment in our community.

If you are interested in helping shape our service delivery why not drop us an email at getinvolved@provanhallha.org.uk or telephone us on 0141 771 4941 and ask to speak to Rachel.



Repairs we can't carry out – and where to find approved contractors

There are some repairs and upgrades that we're not allowed to complete under your tenancy agreement. To help you stay safe and avoid rogue traders, we've also included information on how to find Trading standards approved contractors for any work you choose to arrange yourself.

If you are unsure if the work is something we can do for you, please call us on **0141 771 4941** and press option 1 to speak to the Repairs Team or email info@provanhallha.org.uk

Some examples of work that we do not cover...

Cosmetic Work

These issues don't affect safety or how your home works, so we can't raise repairs for them:

- Painting or decorating
- Minor cracks, marks or scuffs on walls or ceilings
- Cosmetic plastering

Repeat or Temporary Fixes

We won't continue repairing the same issue when:

- A full replacement or upgrade is already planned
- A repair would only provide a short term fix

Non Essential Replacements

We can't replace items early when they are still safe and working, or already included in a future planned programme.

Examples:

- Kitchens or bathrooms nearing renewal
- Windows scheduled for replacement
- Internal fittings that are still functional

Early Upgrades

We cannot replace:

- Kitchens, bathrooms or windows that remain usable
- Any items outside our planned upgrade cycles

Minor Household Items (Tenant Responsibility)

These are part of normal household upkeep:

- Curtain rails or poles
- Toilet seats or bath panels
- Small fixtures and fittings
- White goods such as washing machines and cookers

Damage or Misuse

Repairs required because of damage, neglect or misuse are not covered and may be rechargeable.

General Wear and Tear (Not Covered)

We don't attend to minor issues such as:

- Doors sticking
- Small adjustments that don't affect safety or use

If you need a Contractor for work we don't cover

To keep yourself safe and avoid rogue traders, we strongly recommend using trading standards approved **Trusted Trader Scheme**.

This is the official list of vetted, approved contractors in the Glasgow area. All traders are checked by Trading Standards and must follow a strict code of practice.

Find approved contractors here:

www.glasgow.gov.uk/trustedtrader (glasgow.gov.uk in Bing)

You can search by trade (plumbing, joinery, electrical, roofing, etc.) and by postcode.

Our Commitment to You

If it's a **safety issue**, we will fix it. If it's a **legal responsibility**, we will fix it. If it's **cosmetic, minor, or already planned for renewal**, we won't raise a repair

Why this matters

By reducing unnecessary day to day repairs, we can invest more in:

- High quality planned upgrades
- Better long term improvements
- Reduced disruption
- Better value for money for all tenants

This approach helps us focus our resources where they make the biggest difference to your home.

Celebrating 35 Years Together – join us for a Special Gala Day!

Provanhall
Housing Association



This year marks a very special milestone as Provanhall Housing Association celebrates **35 years** of serving our community. Over the decades, we've grown, evolved, and achieved so much together – and this anniversary gives us the perfect opportunity to reflect on our journey while looking ahead to the future.

Since our beginnings, the heart of our success has always been the people we serve and the communities we support. From early milestones to recent achievements, the last 35 years have been shaped by dedication, partnership, and a shared commitment to creating welcoming, vibrant places to live.

To mark this proud occasion, we are delighted to announce that we will be hosting a **35th Anniversary Gala Day** – a celebration for everyone to enjoy. The event will bring together tenants, families, colleagues, partners, and local residents for a day filled with fun, connection, and celebration.

 **Date: Saturday 19 September 2026**

 **Time: 12pm – 4pm**

 **Location: Easterhouse Sports Centre**

The gala day will feature a range of activities suitable for all ages, including entertainment, family friendly attractions, food and refreshments. It will also be a chance to recognise the people – past and present – who have played an important role in shaping our organisation and community.

Whether you've been with us since the early days or have joined us more recently, this celebration is about shared pride, shared memories, and shared futures. We hope it will be a memorable day that reflects the spirit of togetherness that has defined the past 35 years.

Full details, including details of the stalls and events, will be shared in the Summer newsletter. We very much look forward to celebrating this milestone with you – so please save the date and join us for what promises to be a fantastic gala day!

Staff News

Provanhall Housing Association is committed to demonstrating our commitment to social responsibility and make a positive impact on the community. By taking on local volunteers, we are strengthening our community ties. Volunteering and school work experience are valuable opportunities for people to gain practical skills, build networks, and contribute to their communities.

Work experience is an essential stepping stone on the journey into work or career progression. It can help people to explore their interests, gain confidence, grow their skills, and gain experience to put on their CV.

During March we had Cara MacLean with us one day a week for work experience. Cara said, "The staff welcomed and supported me. I learned a lot about housing, and it was a good experience."

In March, Paul Waddell also started with us one day a week for the next three months. Paul is particularly interested in the Repairs and Maintenance section but has been spending time with various departments. Paul said *"I've really enjoyed my time volunteering at PHA over the past couple of months, learning different skills via the repairs & housing departments. PHA have also up skilled me with their e-learning program, also a massive thanks to all the staff who've made me feel welcome & willing to help me with any questions I've had."*



Paul Waddell

The Two Child Limit has been scrapped

If you're claiming Universal Credit with more than two children you will be able to claim an extra amount for your third or subsequent children. This change is set to come into effect in April 2026.

This means if you are currently claiming Universal Credit or make a new claim and are responsible for more than two children, you could be newly entitled to an additional amount under the 'child element' of Universal Credit.

What is the Two Child Limit?

Under the current system of Universal Credit, you can only get additional amounts for your first two children.

If you have more than two children you can only get an additional amount of £292.81 for your additional children if they were born before 6 April 2017.

You cannot claim any additional payments for a third or further children born on or after 6 April 2017 unless you have a special circumstances exception.

In other words, right now if your third child is 8 years or under, you normally can't claim an additional payment for them. This is also called the "Two-child limit" and sometimes unofficially called the "Two-Child Benefit Cap" – and this is set to be removed in April 2026.

The Two Child Limit applies in Scotland, England, Wales, Northern Ireland

All four nations currently have similar policies of a two-child limit. The change has been announced as part of the UK budget and will come into effect for England, Scotland and Wales. Since welfare is devolved the Northern Ireland Executive will need to accept its removal.

Scotland had previously announced a separate Two Child Limit payment worth £292.81 to families with more than two children claiming Universal Credit. This will not go ahead.

What is the child element of Universal Credit?

The 'child element' is an additional amount of Universal Credit you can claim if you have children who live with you.

You can currently get £339 for your first child if they were born before 6 April 2017, or £292.81 for your first child if they were born after 6 April 2017.

You can claim a further £292.81 for your second child.

You can continue to get these extra amounts as long as the children live with you and until their 16th birthday - or their 19th birthday if they are in non-advanced education or training.

I currently claim Universal Credit and have more than two children born after 06 April 2017, when can I get this additional amount?

The change is set to come into effect in April 2026. Since Universal Credit is paid in arrears, it is likely to expect this additional payment for your third (or further children) in your first Universal Credit payment after this date.

Do I have to notify my work coach of the number of children who live with me?

If you already claim Universal Credit your work coach should already be aware of how many children live with you – but you should check that your details are up to date. If you are making a new claim, you will be asked how many children you have and whether they live with you.

Does the benefit cap apply to this extra amount?

Yes. The benefit cap is the maximum amount your household can get in benefits. This means that if you already get the maximum amount your payment will not increase.

How this changes for children with disabilities

Right now, if you are responsible for a child who has a disability you will get an additional amount for them no matter how many children other you have or when they were born. This amount is called the 'Disabled Child Element'.

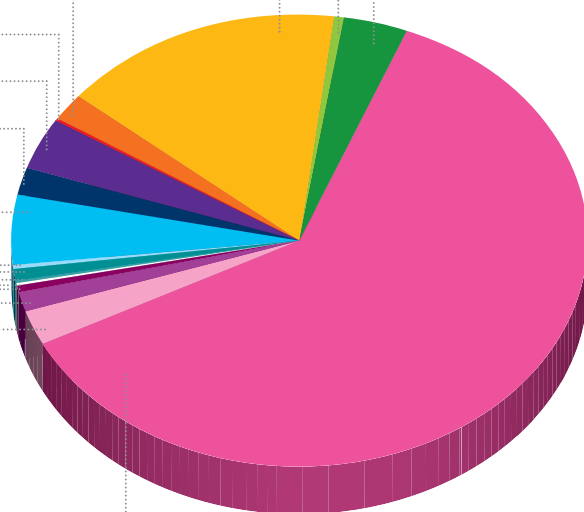
You can currently only claim the standard 'child element' for your first two children, unless they were all born before 6 April 2017. This means if your third or subsequent child has a disability, you can claim this 'Disabled Child Element' but not the standard child element. This will change in April 2026.

Over £1,288,000 Benefit Gain for Provanhall Tenants

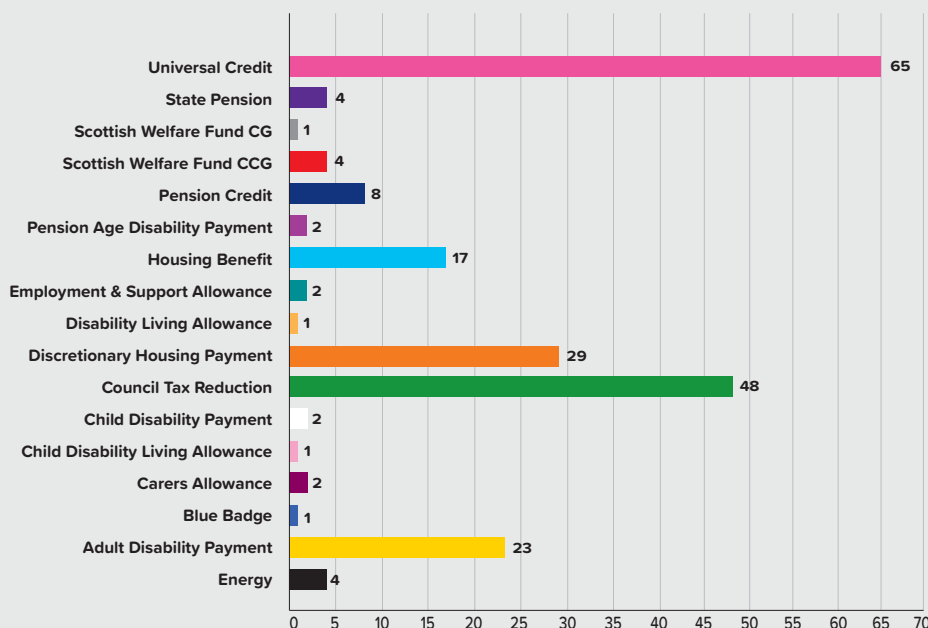
In the year to end of March 2026 our Welfare Rights Officer, Elaine McIntyre, has been continuing to support our tenants throughout the cost of living crisis by assisting them to claim a range of benefits which has resulted in financial gains amounting to over £1,288,000. A breakdown of the type of benefits 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	3.73% • £48,168.65
■ Attendance Allowance	0.58% • £7,507.20
■ Adult Disability Payment	15.83% • £204,122.60
■ Discretionary Housing Payment	1.78% • £22,938.01
■ Scottish Welfare Fund (CCG)	0.24% • £3,114.97
■ State Pension	3.65% • £47,027.25
■ Pension Credit	2.09% • £26,932.86
■ Housing Benefit	4.98% • £64,187.86
■ Severe Disability Premium	0.37% • £4,808.50
■ Employment & Support Allowance	0.70% • £8,995.20
■ Funeral Expense Payment	0.29% • £3,700.00
□ Child Benefit	0.12% • £1,536.95
■ Carers Allowance	0.37% • £4,831.40
■ Pension Age Disability Payment	1.40% • £17,995.20
■ Child Disability Living Allowance	2.56% • £32,991.20
■ Universal Credit	61.25% • £789,429.04
■ Energy	0.03% • £450.00
■ Scottish Welfare Fund (CG)	0.009% • £113.16



Welfare Rights Issues Total New Cases • Total 214





Successful Candidate Hustings Event – thank you to all involved

The recent **Easterhouse Housing and Regeneration Alliance (EHRA) candidate hustings** was extremely well attended and proved to be a very positive and engaging event for everyone involved.

The evening featured a wide range of thoughtful and well considered questions from the audience, prompting constructive discussion on issues that matter most to the Greater Easterhouse community, including housing, cost of living, local services, and regeneration. The quality of the questions and the respectful tone of the debate contributed to a lively yet balanced discussion throughout the session.



We would like to extend a sincere thank you to all of the candidates who attended and took part. Their willingness to engage openly with local issues and community concerns was greatly appreciated and played a key role in the success of the event.

A special thank you is also due to our two Chairs, **Linda Cameron** and **David Bookbinder**, whose professionalism, fairness, and effective facilitation ensured the event ran smoothly and in line with its non partisan principles.

EHRA is grateful to everyone who contributed to making the event informative, respectful, and worthwhile, supporting informed democratic engagement within the community.

Glasgow residents are being urged to recycle batteries and vapes safely following a series of fires in council refuse vehicles

Take Charge Glasgow, a new campaign backed by Glasgow City Council and the Scottish Fire and Rescue Service, warns that batteries and vapes should never be placed in household or street bins. Instead, they should be recycled at dedicated collection points in shops selling batteries or electrical items, or at council household waste and recycling centres.

Batteries and small electrical devices are believed to be responsible for around 1,200 waste-related fires

across the UK, with lithium-ion batteries posing a particular risk when crushed in refuse vehicles or processing equipment. Glasgow has experienced several such incidents, including fires that forced burning waste to be dumped on roads and one that led to the closure of the M80.

Councillor Laura Doherty said the campaign aims to protect refuse workers, vehicles and depots, warning that “one careless action” can have serious consequences. “*The message is very simple,*” she said. “*Never bin your batteries or vapes – always recycle them at a dedicated point.*”

Area Commander Andrew Kenna of the Scottish Fire and Rescue Service said incorrect disposal of batteries can lead to fires in bins, vehicles and waste facilities. He added that safe recycling is a simple step to prevent fires before they start and urged the public to follow manufacturer guidance on charging and storage.

More information on the campaign and where to recycle batteries and vapes is available at www.glasgow.gov.uk/batteries

Compliments and Complaints

We value all feedback as we believe they help us find ways to improve our service delivery. Sometimes things just don't go to plan and where this happens, we would encourage you to complain.

You can contact us by:

Write or in person at our office: Provanhall Housing Association, 34 Conisborough Road, Glasgow, G34 9QG

Website: www.provanhallha.org.uk/complaints-form/

E-mail:

info@provanhallha.org.uk

Telephone the office:

0141 771 4941

	January to March 2026		April 2025 to March 2026	
	Stage 1	Stage 2	Stage 1	Stage 2
Received in Quarter	4	2	12	4
Carried forward from previous Quarter	0	0	0	0
Within Timescale	3	1	11	3
Carried forward to next Quarter	0	1	0	1
Outwith Timescale	1	0	1	0
Extension Agreed	0	0	0	0
Average time taken to respond	3.5 days	19 days	2.8 days	10 days

Last 12 months – You said, we did...

You said... Contractor not completing all instructed works.

We did... Contractor recalled to two jobs in order to complete all instructed works.

You said... Not told quickly enough about the impact on rent account following a change in benefits.

We did... Housing staff will monitor and notify promptly of changes to benefits.

You said... Unaware of why contractor unable to complete works.

We did... Steps put in place to ensure contractors communicate reasons for works not being completed to tenants.



Have you changed your phone number or email?

If you've recently changed your mobile number, landline, or email address, please let us know!

Keeping your contact details up to date means:

- ✓ We can reach you quickly about **funding opportunities** mentioned in this newsletter
- ✓ You won't miss out on **time-sensitive support**
- ✓ We can contact you in case of an **emergency**

Even a small change can make a big difference – just give us a quick call or drop us an email to update your details.



Babyzone Glasgow

Babyzone Glasgow is launching on **5th June at Easterhouse Sports Centre**, creating a welcoming space for local families with children aged 0-5.

Babyzone brings together a range of engaging and developmental classes under one roof, including *Little Kickers*, *Toddler Sense*, *Baby Sensory*, and *Mini Professors*.

Kickers, Toddler Sense, Baby Sensory, and Mini Professors.

Our aim is to provide families with accessible, high-quality activities that support early development while also building a strong sense of community.

As a valued part of the local network supporting families, we would greatly appreciate your help in spreading the word about Babyzone Glasgow to those you work with.

We believe this could be a fantastic resource for many of the families in Easterhouse.

We've also created a dedicated WhatsApp group where parents and carers can find up-to-date information, schedules, and announcements.

Just scan the QR code below to join.



Fly Tipping

We have noticed an increase in fly tipping around the area.

Whilst we have been reporting them, it is important that residents understand that fly tipping is a criminal offence and that there are fines that can be issued to anyone caught.

Fly-tipping is the illegal dumping of waste, including household items, garden waste, and other rubbish, on public or private land.

Glasgow City Council takes fly-tipping seriously and actively works to prevent and address it. They have enforcement officers who patrol areas and issue fines for fly-tipping and littering, and they also encourage residents to report incidents and provide information that can help identify those responsible.

Glasgow City Council's Approach:

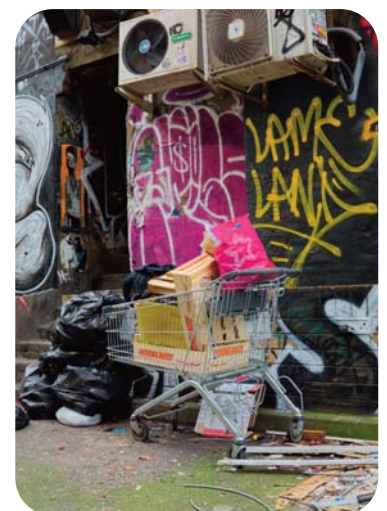
- **Enforcement:** The council has enforcement officers who patrol areas and issue fixed penalty notices for fly-tipping and littering.
- **Reporting:** Residents can report incidents of fly-tipping online, through the MyGlasgow app, or by contacting the council directly. Details below.
- **Landowner Responsibility:** Glasgow City Council reminds landowners that they are responsible for removing waste dumped on their land and disposing of it responsibly.
- **Community Engagement:** The council works with communities and encourages residents to provide information that can help identify those responsible for fly-tipping.
- **Commercial Waste:** Officers also check that businesses have appropriate waste disposal contracts in place.
- **Weeks of Action:** The council conducts targeted campaigns, like the "Weeks of Action" to address environmental issues, including fly-tipping, graffiti, and littering.
- **Fines and Penalties:** Fixed penalty notices for fly-tipping are £500.

How to report fly-tipping:

- **Online:** <https://portal.itouchvision.com/icustomer/>
- **MyGlasgow App:** The MyGlasgow app allows you to report issues, including fly-tipping, and attach photos and location details.
- **Phone:** Contact Glasgow City Council directly on **0141 287 1058**

What to do if you witness fly-tipping:

- **Note details:** If safe to do so, note the vehicle registration number, description of those dumping waste, and any other identifying information.
- **Report it:** Report the incident to the council as soon as possible.



Bulk Waste



Provanhall
Housing Association

From 2021 Glasgow City Council introduced a charge for the collection of bulky household items. Provanhall Housing Association offer a bulk uplift service as part of your rent charge.

Note: We reserve the right to withdraw this service from households who do not comply with the following requirements or where we consider the use excessive.

Items we will collect for you ✓	Items we do not collect ✗	
White Goods including fridge freezers, cookers (All food waste within fridges and freezers should be removed prior to placing the equipment out for bulk collection).	Soil / tree trunks / clippings or garden waste	Baths and sanitary wear, for example toilet pan, sinks or tiles
Furniture; for example: chairs, tables, wardrobes and sofas.	Pallets	Kitchen units, worktops, tiles
Large Electrical Appliances for example TV, cooker & washing machine.	Cardboard – please use blue bins provided	Greenhouses / Sheds / Huts / Slabs
Mattress and Bedframes (dry and cleaned).	Radiators	Doors of any kind
Carpets (cut into strips that would fit a large bin bag)	Cast iron items such as washing poles	Bricks / Rubble / Concrete or storage heaters
Wooden / Laminate Flooring – must be secured by tape into smaller bundles.	Asbestos	Tyres
	Gyprock and Plasterboard	Fireplaces / Hearths
	Glass items should be recycled in local recycling points	Equipment we believe you use as part of a business or commercial waste
	Regular bin bags or small electrical items such as lamps etc.	

Car batteries, Gas cylinders, Oil (all types) and Paint can be recycled at the Council's Household Waste Recycling Centre.

Flatted Homes

We will collect bulk items from the bin area at your flat each Monday and taken to the front of your building for uplift the next day (Tuesday).

Please do NOT put out large items until Sunday night.

Main Doors

Please get in touch by phone on **0141 771 4941** or email to **info@provanhallha.org.uk** to request up to 5 items and their location. You need to get in touch by Friday for an uplift the following Tuesday.

Please do NOT place out on the pavement, please keep them in your own front garden.

You can also contact the council for uplifts. Glasgow City Council provide an uplift service for £5 per item log on here:

<https://www.glasgow.gov.uk/article/1519/Collection-of-Bulky-Waste-Items>

Any items that can be reused please contact a charity to come and collect it for free – don't send it to landfill!

British Heart Foundation

<https://www.bhf.org.uk/shop/donating-goods/book-furniture-collection-near-me>

Cancer Research

<https://www.cancerresearchuk.org/get-involved/ways-to-shop/arrangeafurniturecollection>

Shelter Scotland

https://scotland.shelter.org.uk/shops/glasgow_stockwell_furniture_shop

Moving Home

Bulk service is **not** for complete house removals and you should arrange to take everything with you or take to the local recycling centre – alternatively, book a collection from GCC and give us a note of the reference number. You will be recharged if items are left either in your house, garden or street.

If you are unsure, please contact your housing officer on 0141 771 4941 or by email to info@provanhallha.org.uk

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 – making life a little easier!

Our Annual Garden Competition is Blooming again!

That wonderful time of year is nearly here – when our neighbourhoods come alive with colour, creativity, and care. Whether you maintain a flourishing garden, decorate your doorway with hanging baskets, cultivate patio pots, or nurture a small window box or balcony, we'd love to celebrate your efforts.

Each summer, the Association proudly recognises tenants who invest time, imagination, and pride into their outdoor spaces – no matter the size. These thoughtful touches do more than look beautiful; they help create brighter, more welcoming communities for everyone.

From growing vegetables and planting pollinator friendly blooms to experimenting with vibrant displays or simply getting started with a few pots, everyone is encouraged to join in.

Full details will be shared closer to the judging dates – so dust off your gardening gloves and let your outdoor space shine!



THE BARBER SHOP

FREE



HAIRCUTS BY ALFONS

Haircuts for Men (Age 18+)
Join us for complimentary haircuts!

TUESDAYS 3 PM - 5 PM

Join us for complimentary haircuts at our local event! Men aged 18 and over can enjoy a fresh look while socialising with others in a friendly environment.

Experience the chance to connect with fellow community members and leave looking your best. Don't miss out on this great opportunity for a free haircut and some enjoyable conversation!

39 Conisborough Road,
Provanhall
Glasgow, G34 9QN



ESOL

FREE ESOL CLASSES

Do you live in **G31, G32, G33, G34, or G40?**
Join our English for Speakers of Other Languages (ESOL) class!

THURSDAYS

Lunch Provided

29TH JANUARY

Places are limited, to book your place:

9:30 AM - 12:30 PM

Christoff Guiot

Improve your speaking, reading, and writing skills in a friendly environment!

07586 218495
c.guiot@connect-ct.org.uk

39 CONISBOROUGH ROAD
PROVANHALL
GLASGOW, G34 9QN



Stay connected!



Scan the QR code to discover more and receive updates on our upcoming events, or visit www.connect-ct.org.uk/events

<p>SOCIAL CONFIDENCE SUPPORT GROUP FREE</p> <p>A bi-weekly psycho-educational group, using Cognitive Behavioural Therapy techniques to boost confidence and improve self-esteem.</p> <p>Starting Thursday the 30th of April, Provision 1.18h - 3.30pm</p>	<p>Your Community Support Hub FREE</p> <p>Confidence and Self Esteem Support Group</p> <p>WEDNESDAYS 10 AM - 12 PM</p>	<p>Menopause Workshop with Menothrive</p> <p>A supportive session designed to help you better understand your symptoms, strengthen your relationships, and regain a sense of balance.</p> <p>Friday 24th April 1pm-3pm</p>	<p>SOUND BATH FREE</p> <p>Join us for a relaxing experience with soothing sound vibrations. Enjoy the calming effects that soothe your peace and reduce stress.</p> <p>WEDNESDAYS 3 PM - 4 PM</p>	<p>DEBBIE'S COOKING CLASS FREE</p> <p>Enjoy fresh and delicious meals that are easy to make.</p> <p>MONDAYS 10 AM - 12 PM</p>	<p>ESOL FREE ESOL CLASSES</p> <p>Do you live in G31, G32, G33, G34, or G40? Join our English for Speakers of Other Languages (ESOL) class!</p> <p>THURSDAYS 9:30 AM - 12:30 PM</p> <p>Lunch Provided</p>
<p>LIFE DRAWING BY JOANNA TWAITES</p> <p>Explore your creativity and develop drawing skills in a relaxed, supportive session suitable for all ages.</p> <p>FRIDAYS 2:30 PM - 3:30 PM</p>	<p>WALKING GROUP</p> <p>The walking group meets every Wednesday at Provanhall. Members take a look at the area with interest and enjoy the fresh air.</p> <p>Wednesdays from 10 AM - 12 PM</p>	<p>GUIDED MEDITATION FREE</p> <p>Take a moment for yourself and transform your mindset in just one session. Our guided meditation class offers a wonderful space to help you manage your health, boost confidence and improve your relationships.</p> <p>MONDAYS FROM 1 PM - 2 PM</p>	<p>CHAIR YOGA FREE</p> <p>Using the support of a chair, participants receive gentle stretching, relaxation, and breathers to help improve their posture and flexibility.</p> <p>THURSDAYS FROM 11:30 AM - 12:30 PM</p>	<p>HIP HOP DANCE FREE</p> <p>Learn to be the next dance diva with a highly experienced hip hop instructor. The class includes basic and advanced moves, freestyle and other opportunities for performance.</p> <p>MONDAYS 5:30 PM - 6:30 PM</p>	<p>DROP-IN SCHOOL BREAKFAST CLUB FREE</p> <p>Free for all schools. Open to all ages. Primary and secondary school students are welcome to sit in or collect takeaway.</p> <p>MONDAY TO FRIDAY 7:30 AM - 8:45 AM</p>
<p>MASSAGE THERAPY FREE</p> <p>Take a moment for yourself and experience a complimentary session of relaxation. Enjoy the soothing benefit provided by our expert massage therapist, designed to help you relax and improve your body and mind.</p> <p>MONDAYS FROM 10 AM - 12 PM</p>	<p>BEGINNERS CLASSICAL GUITAR CLASSES</p> <p>Learn the 'TRUMPY' FINGER STYLE TECHNIQUE FOR QUICK PROGRESS!</p> <p>MONDAYS 6 PM - 7 PM</p>	<p>THE BARBER SHOP FREE</p> <p>Haircuts for Men (Age 18+) Join us for complimentary haircuts!</p> <p>TUESDAYS 3 PM - 5 PM</p>	<p>WALKING GROUP</p> <p>The walking group meets every Wednesday at Provanhall. Members take a look at the area with interest and enjoy the fresh air.</p> <p>Wednesdays from 10 AM - 12 PM</p>	<p>WALKING GROUP</p> <p>The walking group meets every Wednesday at Provanhall. Members take a look at the area with interest and enjoy the fresh air.</p> <p>Wednesdays from 10 AM - 12 PM</p>	<p>WALKING GROUP</p> <p>The walking group meets every Wednesday at Provanhall. Members take a look at the area with interest and enjoy the fresh air.</p> <p>Wednesdays from 10 AM - 12 PM</p>

SPRING SUMMER 2026

FREE ACTIVITIES FOR ALL

APRIL - JUNE



Come along to a dynamic selection of **free activities** designed to unite our community and promote well-being. Whether you're interested in staying active, forming new connections, acquiring new skills, or simply enjoying a friendly atmosphere, you'll find something to suit you.

Take advantage of free support and guidance. Improve your skills and boost your confidence. Connect with others and experience community spirit. Join activities that prioritise your well-being.

Receive assistance when you call for it.

Hip Hop Dance (Ages 7-12)

Fun, high-energy dance sessions where young people can learn new moves, build confidence, and express themselves through music.

Chair Yoga

Gentle seated exercises to improve flexibility, balance, and relaxation—perfect for all abilities.

Guided Meditation

Take time to relax, clear your mind, and reduce stress in a calm and supportive environment.

Advice Hub (Drop-In Support)

Get support with employability, welfare rights, and IT in one place. Friendly staff are available to guide you—no appointment needed.

Life Drawing

Explore your creativity and develop drawing skills in a relaxed, supportive session suitable for all levels.

Guitar Lessons (Beginners)

Learn the basics of playing guitar in a friendly group setting—no prior experience needed.

Sewing Club

Get creative, learn new skills, and work on your own sewing projects with guidance and support.

Social Confidence Support Group

Build confidence, connect with others, and share experiences in a safe and supportive environment.

ESOL (English Classes)

Improve your English speaking, reading, and writing skills in a supportive and friendly class environment.

Walking Group

Enjoy light exercise, fresh air, and good company while exploring your local area.

Sound Bath

Experience deep relaxation through soothing sounds and vibrations that help you unwind and restore balance.

Lunch Club

Join us for a casual meal where community members come together to share good food and conversation.

Ladies Group

A space for women to connect, share stories, and support each other in a welcoming environment.

Barbershop

A welcoming space to get a fresh trim while connecting, chatting, and building community.

Contact Us:

Phone: 0141 773 4461

Email: info@connect-ct.org.uk

Website: www.connect-ct.org.uk

Address: 39 Conisborough Road
Provanhall, Glasgow, G34 9QN

SCAN FOR MORE




OUR PARTNERS



SPRING - SUMMER AT CONNECT APRIL - JUNE 2026



CONNECT
COMMUNITY TRUST
EMPOWERING OUR COMMUNITY

MON	TUE	WED	THU	FRI
7:30 AM - 8:45 AM SCHOOL BREAKFAST CLUB	7:30 AM - 8:45 AM SCHOOL BREAKFAST CLUB	7:30 AM - 8:45 AM SCHOOL BREAKFAST CLUB	7:30 AM - 8:45 AM SCHOOL BREAKFAST CLUB	7:30 AM - 8:45 AM SCHOOL BREAKFAST CLUB
10 AM - 1:00 PM COOKING CLASS	10 AM - 1:00 PM SEWING CLUB	10 - 1 PM WALKING GROUP	9 AM - 3 PM LADIES GROUP	10:30 AM - 12:30 PM SOCIAL CLUB
10:30 AM - 12:30 PM MASSAGE	3 PM - 5:00 PM BARBERSHOP	LOCATION 39 Wellhouse Crescent Glasgow G33 4HG.	LOCATION 39 Wellhouse Crescent Glasgow G33 4HG.	2:30 PM - 3:30 PM LIFE DRAWING
1 PM - 2:00 PM GUIDED MEDITATION	1 PM - 5 PM SEASONAL EVENTS	10 AM - 2:00 PM SEWING CLUB	9:30 AM - 12:30 PM ESOL	4 PM - 5 PM SEASONAL EVENTS
3 PM - 6:30 PM HIP HOP DANCE (AGE 7-12)	The space is open for community use and events. Please contact us for enquiries, and updates about events will be shared through email, social media, and our website.	10 AM - 2:00 PM ADVICE HUB (DROP IN SUPPORT)	9:30 AM - 12:30 PM WELFARE RIGHTS APPOINTMENTS	The space is open for community use and events. Please contact us for enquiries, and updates about events will be shared through email, social media, and our website.
6:30 PM - 7:30 PM GUITAR BEGINNERS LESSONS		12 PM - 1 PM LUNCH CLUB LOCATION 39 Wellhouse Crescent Glasgow G33 4HG.	11:30 AM - 12:30 PM CHAIR YOGA	CONNECT COMMUNITY TRUST EMPOWERING OUR COMMUNITY
6:30 PM - 8:30 PM BINGO		3 - 4:00 PM SOUND BATH	2 PM - 3:30 PM SOCIAL CONFIDENCE SUPPORT GROUP	
2 PM - 5 PM SEASONAL EVENTS		4 PM - 5 PM SEASONAL EVENTS	1 PM - 2:30 PM HOPE TO RECOVERY GROUPWORK	
The space is open for community use and events. Please contact us for enquiries, and updates about events will be shared through email, social media, and our website.		The space is open for community use and events. Please contact us for enquiries, and updates about events will be shared through email, social media, and our website.	3 PM - 5 PM SEASONAL EVENTS	
			The space is open for community use and events. Please contact us for enquiries, and updates about events will be shared through email, social media, and our website.	

ROOM ASSIGNMENTS

DOWNSTAIRS	UPSTAIRS HALL	UPSTAIRS ROOM
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SCAN FOR MORE



Join Our Community Activities!

We are excited to present our calendar of free events designed for all ages, featuring a variety of activities that encourage our community to connect, stay active, and discover new interests.

Additional one-off events will be added throughout this term on our website and social media, so be sure to stay tuned for updates.

We hope you have fun and always feel welcome to join us!

We look forward to seeing you there!

Contact Us:

Phone: 0141 773 4461

Email: info@connect-ct.org.uk

Website: www.connect-ct.org.uk

Address: 39 Conisborough Road
Provanhall, Glasgow, G34 9QN

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

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Provanhall Housing Association Limited is a Scottish Charity Number: SCO37762, Registered Office: 34 Conisborough Road, Easterhouse, Glasgow, G34 9QG. It is registered as a Property Factor Id: PF000389. We are registered with the Scottish Housing Regulator, Registration Number 242. We are registered with the Financial Conduct Authority as an Industrial and Provident Society No 2401RS.

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