

Provanhall Post



Provanhall
Housing Association

The newsletter for Provanhall Tenants

Issue 87 • Summer 2025

Hello everyone,

I hope you are all enjoying the fine summer weather we have been getting (for once) and long may it continue.

Management Committee

I would like to take the chance to welcome two new Co-opted Management Committee members. Tom Irving and David Carse joined us at the end of March and are very much committed to ensuring the Association continues to be fit for the future and providing the best service we can for our tenants.

Tom Irving



David Carse



Tenant Satisfaction Survey

Our latest tenant survey is now complete. A massive thank you to all of the tenants who were approached and participated. Getting your views on how we are performing is critical to how we shape the business for the future. We will bring you more information on the survey results along with comparisons to the Scottish Average in our next newsletter.

I hope you find this edition of the newsletter helpful and informative.

Wishing you all the best for the remainder of the summer!

Warm regards, **Alan Hume** Director

Office Closures

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

- September Weekend - Closed from 4.30pm on Thursday 25 September 2025 and reopen at 9am on Tuesday 30 September 2025

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

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 winner, James Ballie.



Welcome Geraldine and Dovydas!

We're pleased to welcome **Geraldine Cullen** as our Temporary Housing Officer and **Dovydas Kuliešas** as our Temporary Receptionist.

Geraldine brings a wealth of housing knowledge and experience and is looking forward to meeting tenants over the coming weeks.

Dovydas is new to the world of housing, but is settling in well and excited to get to know the residents and staff at Provanhall – please say hello if you see him at the office!

Farewell to Tracy and Julie

Housing Officers Julie Smith and Tracy Campbell who have worked for the Association for a number of years have both left for pastures new. We would like to thank them for their contributions and wish them all the very best.

Annual General Meeting (AGM)

Each year we need to hold an Annual General Meeting (AGM). This one will be in the Connie at 7pm on Wednesday 17 September.

To be eligible to vote and attend you need to be a member of the Association prior to this date. We will write / email all members and ask you to vote for members who have come forward to become members of the Management Committee (the Governing Body for the Association).

If you are not a member yet, it is easy to join for only a £1! Email getinvolved@provanhallha.org.uk or call the team on **0141 771 4941**. Without our members and Management Committee we could not continue to be a Community Based Housing Association!

Members need to return their vote sheet to the Association at least one week before the AGM.

Members who return their vote and/or attend the AGM are eligible for a £10 gift voucher. Look out for the AGM pack in the coming weeks.



Planned Programme Update: New uPVC Windows

As mentioned in our Spring newsletter, we've been working on renewing windows in various homes.

We're happy to share that **Sidey's installation teams have now completed work in 193 properties** – a great achievement!

We're really grateful for your patience while these improvements are carried out. If you've received a letter about a survey or installation, please get in touch with us as soon as possible to arrange access. There are still some homes that need to be surveyed.

One happy tenant said:

"Sidey's windows are great!"

Another happy tenant said:

"I am really seeing the benefit of my new windows."

Thank you for your continued support!

We are now attending the final remaining properties scheduled for installation under Year 1 of the programme. The purpose of these visits is to support our tenants throughout the process and ensure a smooth and efficient installation, contributing to the continued improvement and enhancement of our homes.



Window Renewals (Year 1)

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

Window Renewals (Year 2)

The second year of window renewal works, planned for 2025/26 are underway.

Window Renewals	Homes
Phase 2 (Refurbished in 1995)	42
23, 25 Balfluig Street	8
63, 65, 67, 69, 71, 73 Conisborough Road	34
Phase 9 (Stock Transfer)	16
14, 16, 18 Balcurvie Road	16
Phase 12 (Stock Transfer)	26
9, 11, 15, 17, 18, 19, 20, 21, 22, 24, 25, 26, 28, 30, 31, 33, 35, 37, 39 Whitslade Street	26

Reactive Repairs – New Contractor Announcement

We announced in our Spring newsletter that Glasgow City All Trades had been awarded our Reactive Repairs Contract for 2025-2026.



Our newly appointed contractor has been progressing well through our reactive repairs, helping to improve our response times across all priority categories and further enhancing our already high levels of tenant satisfaction. While this has been a positive and rewarding development, we remain committed to continuous improvement. To further enhance the service and ensure robust scrutiny, we carried out a significant number of follow-up calls with tenants. The feedback gathered has been shared directly with Glasgow City All Trades to support ongoing service refinement.

You said...

In future the contractor could be a bit more transparent with time, he arrived late on this occasion.

We did...

We've shared this feedback with Glasgow City All Trades and reminded them of the importance of clear communication and punctuality. Going forward, we're working with the contractor to ensure tenants are informed of any delays and kept up to date with expected arrival times.

You said...

Contractor said they needed access to the fuse box and had to come back, did not report this to PHA, tenant had to call PHA again so we could chase them up.

We did...

We've reminded our contractor, Glasgow City All Trades, that all follow-up visits and access issues must be reported directly to PHA. This ensures we can keep tenants informed and avoid unnecessary delays. We're also reviewing how we track incomplete jobs to make the process more efficient and tenant-friendly.

We're confident this new partnership will help us deliver a high-quality, reliable repairs service for all tenants.

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, call our team on **0141 771 4941** or go to <https://provanhallha.org.uk/complaints-form/>

April to June 2025

	Stage 1	Stage 2
Received in Quarter	2	1
Carried forward from previous Quarter	0	0
Within Timescale	1	1
Carried forward to next Quarter	1	0
Outwith Timescale	0	0
Extension Agreed	0	0
Average time taken to respond	2 days	6 days

Is your boiler really in need of repair?

Before picking up the phone to report a boiler repair, it's worth checking a few simple things that could save you time and hassle.

Here are some quick checks you can carry out yourself:

1 Is the boiler spur switched on?

Check the wall switch or fused spur (usually located near the boiler). It should be in the "on" position. If it's off, the boiler won't work at all.

2 Is there credit in your meter?

If you're on a prepayment meter, make sure there's enough money on both your gas and electric meters. Low or no credit will stop your boiler from working.

3 Check for faults on your meter

Sometimes a meter can trip or show a fault code. If the screen is blank, showing an error, or not supplying power or gas, contact your energy supplier first.

4 Have you tried resetting the boiler?

Some boilers may need a simple reset to get going again, especially after a power cut. Check your boiler manual for guidance on safely resetting.

5 Is the pressure too low?

A boiler won't operate if the pressure has dropped too low (usually below 1 bar). You can top it up using the filling loop – but only if you're confident doing so. If unsure, give us a call.

Still not working?

If you've gone through the checks above and your boiler is still not working, report it as a repair straight away. We're here to help, but these simple checks can often solve the issue and get your heating and hot water operational faster.

What you need to do

If you need to report a gas heating repair or book your annual gas safety check, call our office on **0141 771 4947** and press option 1.

Avoiding unnecessary call-out charges

You may be charged if a contractor is called out for something that isn't a real fault. Examples include:

- No heating due to no gas/electric credit
- Thermostat turned down
- Faulty light bulbs or appliances

Before calling us, please check:

- Is there credit in your meters?
- Is the thermostat set correctly?
- Have you tried a new bulb or different appliance?

Provanhall Housing Association Donates £1,600 to Support Easterhouse Sports Centre



Provanhall Housing Association, in partnership with its contractors, has donated £1,600 to assist Easterhouse Sports Centre. This funding will help the centre continue providing valuable sports and wellbeing opportunities for the local community.

Special thanks go to **Sidey Ltd** and **Clyde Valley Landscapes** for their generous donations and continued support. Their contributions highlight the positive impact that collaborative working can have on our communities.

"Sidey is proud to support Easterhouse Sports Centre with a donation of £500 as part of our ongoing commitment to social value. We believe strong communities are built through shared effort and Easterhouse Sports Centre plays a vital role in providing a welcome space for local young people. We're grateful to Provanhall Housing Association for bringing the centre to our attention, honored to contribute to their mission and look forward to seeing its continued positive impact in future."



"On behalf of Easterhouse Henosis, I would like to extend our heartfelt gratitude for your generous support. We are incredibly honored to be selected as one of the successful charity organisations to receive your donation.

Your contribution will play a vital role in providing a wide range of opportunities for young people in Easterhouse and the surrounding community. With your support, we will be able to upgrade our much-needed sports and youth work equipment for over 110 regular participants on Friday evenings for our Youth Services.

Thank you once again for your generosity and commitment to community empowerment. We look forward to sharing the impact of your support as we move forward with our initiatives."

Kind Regards

Kevin Martin, CEO, Easterhouse Henosis



Glasgow Bin Hub Pilot – Provanhall HA Update

As part of Glasgow City Council’s ongoing Bin Hub Pilot, it is anticipated that bin hubs will be installed across Provanhall Housing Association’s stock from October 2025. Approximately 20 bin hubs are expected to be introduced across our property portfolio as part of this initiative.

These hubs will be highly visible within our developments and will serve as the primary collection points for household waste. Collections will take place on a 4-day cycle for general waste and an 8-day cycle for recyclable materials, including paper, card, plastics, and food waste.

The introduction of the bin hubs will enable the complete removal of waste containers from our back courts, allowing these areas to be fully recreational spaces for tenants. However, as the bin hubs are positioned prominently on our streets, it is imperative that tenants use them responsibly.

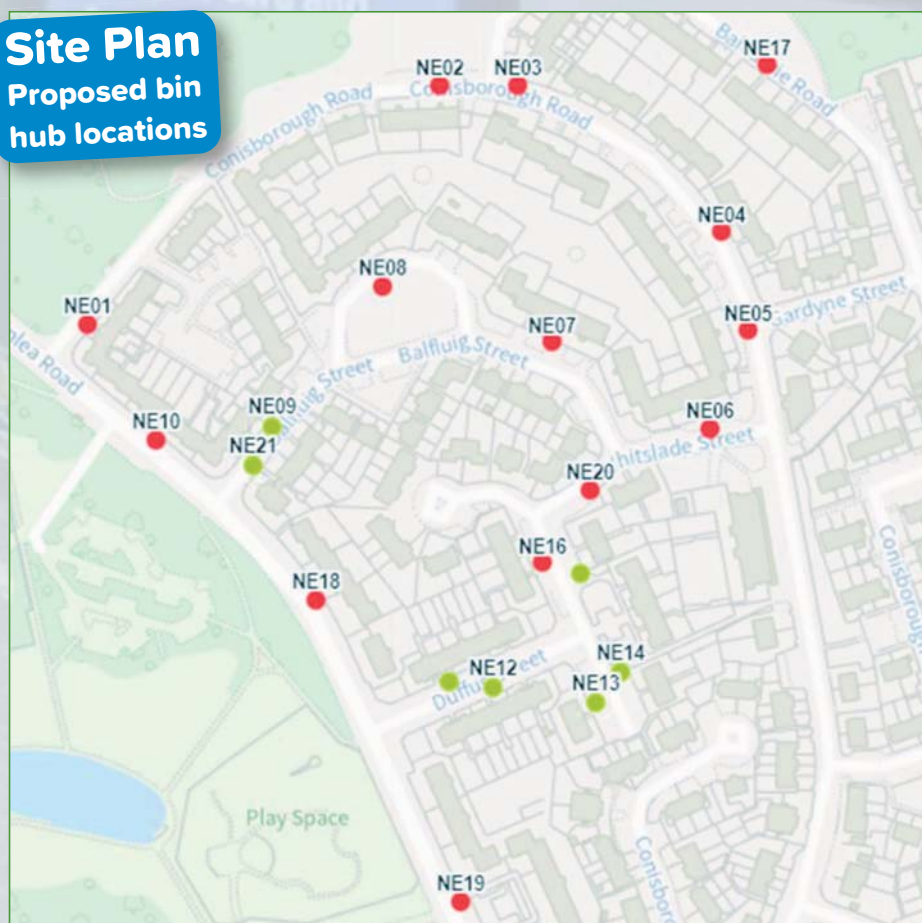
Proper disposal of waste, prevention of litter build-up, and care to avoid graffiti or vandalism will be essential in maintaining the appearance of our neighbourhood.

We ask all tenants to treat the new hubs with respect and ensure that waste is disposed of correctly.

Unlike back courts, any issues with misuse or fly-tipping will be immediately visible within our community. By using these facilities appropriately, tenants play a vital role in ensuring our community remains clean and tidy.

If you have any question please feel free to contact us.

Site Plan Proposed bin hub locations



Bin Collections

There have been some important changes to the bin collections recently including a change to the days they are emptied by Glasgow City Council (GCC) for some property types.

Main Doors / Properties that don't have access to a bin store

- **Change** - It is now the resident's responsibility to pull their bins out and in from the pavement side in order that GCC can empty them.
- **The same** – your bins are still emptied on a Monday
- **Change** - Residents who are unable to pull their bins out and in from the pavement will need to contact GCC directly to ask for assistance.

Tenement flats / Properties with access to a bin store

- **Change** – GCC now pull the bins out and in from the pavement instead of Clyde Valley.
- **Change** – GCC now empty the bins on a rolling 8 day programme. This started from Sunday 6 July 2025. To help get you started we have put the schedule for August, September and October.

AUGUST						
SUN	MON	TUE	WED	THU	FRI	SAT
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						
SEPTEMBER						
SUN	MON	TUE	WED	THU	FRI	SAT
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				
OCTOBER						
SUN	MON	TUE	WED	THU	FRI	SAT
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

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

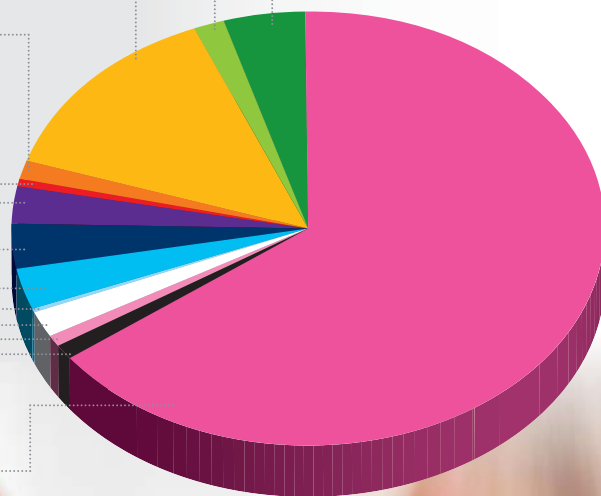
Thistle Tenant Risks – making life a little easier!

Over £461,000 Benefit Gain for Provanhall Tenants

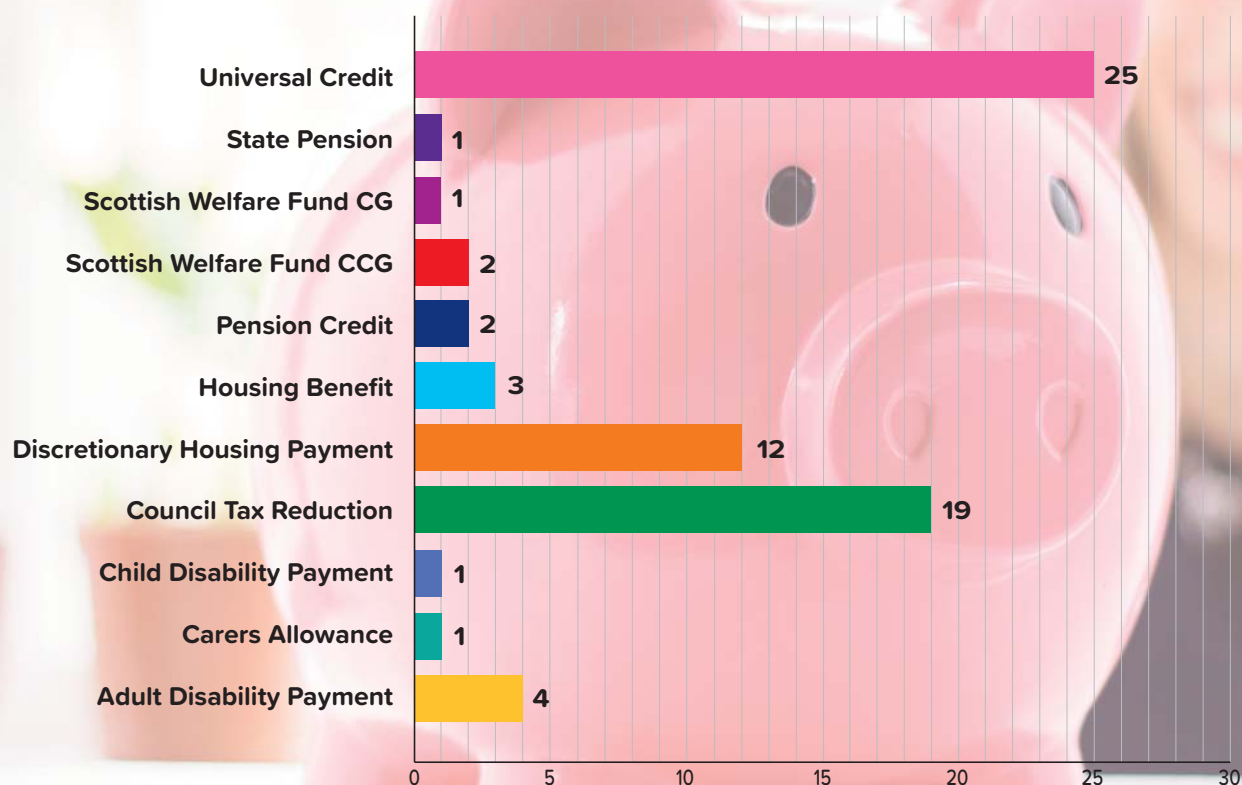
In the first Quarter of 2025/26 our Welfare Rights Officer, Elaine McIntyre, has been continuing to support our tenants throughout the cost of living crisis by assisting them to claim a range of benefits which has resulted in financial gains amounting to over £461,000. A breakdown of the type of benefits 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	4.5% • £20,854.90
Attendance Allowance	1.6% • £17,507.20
Adult Disability Payment	13.8% • £63,715.80
Discretionary Housing Payment	1.2% • £5,743.53
Scottish Welfare Fund (CCG)	0.7% • £3,114.97
State Pension	2.7% • £12,203.25
Pension Credit	3.4% • £15,471.34
Housing Benefit	3.0% • £13,770.23
Child Benefit	0.3% • £1,536.95
Employment Support Allowance	1.9% • £8,995.20
Funeral Expenses Assistance	0.8% • £3,700.00
Severe Disability Premium	1.0% • £4,808.50
Universal Credit	65.0% • £299,858.72
Scottish Welfare Fund (CG)	0.024% • £113.16



Welfare Rights Issues • Total New Cases • Total 71





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.



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 call our office on 0141 771 4941 to make an appointment.

Elaine is available on a Monday and Wednesday and is based at the Connie Centre (39 Conisborough Road) which is just across the road from our office. Alternatively, she can visit you at your home if you there are mitigating circumstances that mean you are unable to attend the Connie Centre.

Elaine is here to help, so please don't hesitate to get in touch if there is any money or benefits advice she can assist you with.



There are lots of events happening at Platform over the next three months and, best of all, they are local (The Bridge, 1000 Westerhouse Road, Easterhouse, Glasgow, G34 9JW).

Make use of your local arts centre and catch a show, gig, visit an exhibition or join them for a class or workshop.

Visit them at

www.platform-online.co.uk

for more information and to book tickets.



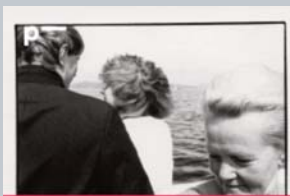
Full House Fridays: Bingo!

Fri 29 Aug → Fri 19 Dec | 12noon
18+ yrs
£4.50



Autumn Big Band Tea Dances

Tue 16 & Wed 17 Sep | 1pm
All ages
£9.50 (standard) | £6 (concession) | £5



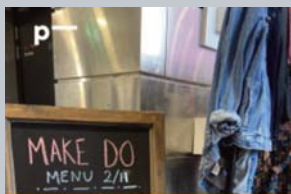
Daytripping

Sat 20 Sep → Sat 17 Jan | 10am - 5pm
(8pm on Tue & Thu)
All ages
Free



Glasgow East Comicon

Sat 25 Oct | 11am - 5pm
All ages
£5 (standard) / £3 (concession / Local Links)



MAKE DO

Sat 30 Aug, Sat 13 Sep, Sat 8 Oct & Sat 29 Nov | 12noon - 2pm
All ages
Free



Hercules the Bear

Sat 11 Oct | 2pm
6+ yrs
£9.50 (standard) | £6 (concession) | £5

It's Summer, which only means one thing - it's Garden Competition time!

Over the past few weeks the sun has been shining and it has been an ideal opportunity to get out in the garden and get them looking fantastic and colourful. As you know, the Association provides garden services to all tenants which includes grass cutting and spraying of weeds; however it would be great if you could also maintain your gardens, paths and driveways by clearing all litter and removing weeds as necessary.

I'm sure you'll all agree that the area looks lovely when people take the time to look after their gardens and keep all gardens/paths/driveways free of litter and weeds. We want to see all those tenants who have a garden take part in our ANNUAL GARDENING COMPETITION. Around the end of August, we will ask an independent guest to come along and judge the best gardens. So get those green fingers in motion! Winners will be awarded cash prizes (£100 for the winner, £75 for 2nd place and runner up prize of £50) for their hard work and effort. We would like to thank our Estates Contractor Clyde Valley Landscapes for sponsoring this competition.



Fly-Tipping

What is fly-tipping?

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

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 offense and that there are fines that can be issued to anyone caught.

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.

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:** Use the Glasgow City Council website or app.
- **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 **0300 343 7027**.

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.

What's going on at Provan Hall Heritage Museum?

They are running Ghost tours which are starting from the 7th of August and will happen every Thursday evening until the end of October. These are ticketed events and can be booked online via Eventbrite.

They also have a range of free workshops, talks and tours happening over Doors Open Days (18-21 September), including access to parts of the building which are not normally open.

There's more information about all of our events on our website: <https://www.provanhall.org/what-s-on>

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



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