Provanhall Post

The newsletter for Provanhall Tenants Issue 92 • Autumn 2026

Provanhall Housing Association

1991 2026 35 Years of Service



Alan Hume
Chief Executive

Welcome to the Autumn edition!

Welcome to the Autumn edition of your newsletter, with updates on what's been happening across Provanhall Housing Association. We have also included a copy of our Annual Report which is a bumper edition this year celebrating 35 years of Provanhall Housing Association. Our performance continues to be really strong, and I hope you enjoy a trip down memory lane! It certainly sparked a lot of memories for us.

At our Annual General Meeting (AGM) on 23 September, we thanked Linda Cameron for her service as Chairperson as she stepped down from the role. Linda has given 35 years of service to our community and has been a great asset to Provanhall. Thankfully, Linda will continue as a Board member, so it's not quite retirement just yet!

Our 35th Anniversary Gala Day was a huge success, welcoming around 1,200 residents to the Sports Centre. There was plenty going on for all ages, with shows, games, prizes and catering. You can read more about the day on page 4.

As part of our 35 Days of Volunteering, staff have been getting involved in activities such as litter picking and the Gala day, giving a total of twelve and a half days back to the community so far. We've still got more to come, so keep an eye out for updates on what we've been up to.

It's been great to celebrate 35 years of Provanhall and bring people of all ages together across our community.

Our rent consultation will get underway in November. We know that the rising cost of living continues to put pressure on household budgets, so it's important that we hear your views. Please look out for details on how you can get involved and have your say on our spending and services.



Our window replacement programme continues and we have installed 1155 new windows and new 206 doors so far. We also have our new capital investment programme of £3.1 million over the next three years to provide new kitchens and bathrooms. More information on page 6.

If there's anything you'd like to see in future editions of the newsletter, please let us know. You can get in touch at **info@provanhallha.org.uk**.

Best wishes,

Alan Hume *Chief Executive*



Current Board Members

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

35 Years of service within the Community

Our 35th Annual General Meeting (AGM) was a well-attended by 31 members and enjoyable evening, bringing together members, residents and partners to reflect on another successful year for the Association.

A special highlight of the evening was the recognition of **Linda Cameron**, who has now stepped down as Chairperson after four years.

Linda was presented with a Long Service Award and a bouquet of flowers in recognition of her 35-year unwavering commitment, dedication and contribution to both the Association and the wider community. Her leadership and support over the years have been greatly valued, and we extend our sincere thanks for everything she has done.

We welcomed Christopher Kelly and Jillian Fearnside to being members of the Board. We also thanked Daniel Hughes & Calum O'Donnell for their service.

The evening also provided an opportunity to celebrate the efforts of our residents, with prizes presented to the winners of our annual Garden Competition.

Raffle prize winners were also announced, adding to the celebratory atmosphere. The winners drawn on the night were:

- £50 won by William McClelland
- £30 won by Gabriel Agbola
- £10 won by James Baillie



We would like to thank everyone who attended and helped make this milestone AGM such a memorable occasion as we continue celebrating 35 years of service to the community.









Becoming a member

We need your involvement more than ever. You can become a member for £1. Just get in touch with us by emailing **getinvolved@provanhallha.org.uk** or telephone **0141 771 4941**.

Landlord Report 2025/26

Each year we report to the Scottish Housing Regulator our performance. Our record for the last financial year along with Scottish averages is shown in this page. For more information on our performance or any other area of our work please contact us on **0141 771 4941** or visit our website **www.provanhallha.org.uk**

Provanhall Housing Association

Homes and rents

At 31 March 2026 we owned 533 homes. The total rent due for the year was **£2,432,771**. We increased the weekly rent on average by **4.8%** from the previous year.

Average Weekly Rent

Size of home	Number owned	Your landlord	Scottish Average	Difference
1 apartment	0	-	-	-
2 apartment	60	£77.23	£98.61	-24.32%
3 apartment	354	£84.32	£101.42	-18.41%
4 apartment	92	£101.79	£110.33	-8.05%
5 apartment	27	£114.97	£121.71	-5.69%

Tenant satisfaction

Of the tenants who responded to our most recent tenant satisfaction survey:

- **92.8%** said they were satisfied with the **overall service** we provided, compared to the Scottish average of 88.10%.
- **98.9%** felt that we were good at **keeping them informed** about our services and outcomes compared to the Scottish average of 91.94%.
- **99.2%** of tenants were satisfied with the **opportunities to participate** in decision making, compared to the Scottish average of 88.47%.

Quality and maintenance of homes

- **97.37%** of our homes met the **Scottish Housing Quality Standard** compared to the Scottish average of 89.6%.
- The average time we took to complete **emergency repairs** was **2.25 hours**, compared to the Scottish average of 3.25 hours.
- The average time we took to complete **non-emergency repairs** was **4 days 5 hours**, compared to the Scottish average of 8 days 4 hours.
- We completed **93.35%** of **reactive repairs right first time** compared to the Scottish average of 95.29%.
- We do not operate a **repairs appointment system**.
- **94.8%** of tenants who had repairs or maintenance carried out were **satisfied with the service** they received, compared to the Scottish average of 87.6%.

Neighbourhoods

- **100.0%** of these **cases were resolved** within targets agreed locally, compared to the Scottish figure of 93.11%.

Value for money

- The amount of money collected for current and past rent was equal to **100.03%** of the **total rent** we were due in the year, compared to the Scottish average of 99.68%.
- We did not collect **0.43%** of rent due because **homes were empty**, compared to the Scottish average of 1.13%.
- We took an average of **25.87 days** to **re-let homes**, compared to the Scottish average of 51.70 days.

Want to know more?

If you want to find out more about your landlord's performance, you can contact us directly. You will also find information on our website at **www.provanhallha.org.uk**

You will also find information on the website of our regulator, The Scottish Housing Regulator.

Their website has lots of further information about us and our work. You can:

- compare our performance with other landlords;
- see all of the information about us, as reported on the Charter;
- find out more about some of the terms used in this report; and
- find out more about our role and how we work.

Visit the website at **www.scottishhousingregulator.gov.uk**

Provanhall celebrates 35 years with a fantastic family day

Provanhall Housing Association celebrated its 35th anniversary with a fantastic family Day at Easterhouse Sports Centre, welcoming around 1,200 residents, families and friends for an afternoon of entertainment, activities and plenty of fun.

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

There was something for everyone, with shows, games, prizes, food and refreshments keeping everyone entertained throughout the day. It was great to see so many people come along, enjoy themselves and catch up with friends and neighbours.

We also made sure there was an opportunity for everyone to join in, with an Additional Support Needs-friendly session at the start of the event.

A big thank you goes to our staff, Board members, volunteers, contractors, community partners and local organisations who helped make the day happen. We really appreciate the time and effort that went into making it such a success.





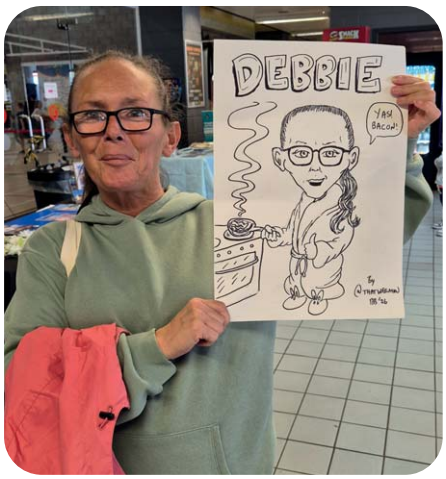














Most of all, thank you to everyone who came along and celebrated with us. Reaching 35 years is a big milestone for Provanhall, and it was brilliant to mark the occasion with so many people from our community.



Here's to the next 35 years!

Our special thanks go to Sidey who donated £500 which was used to purchase ten £50 B&M voucher prizes. Clyde Valley Landscapes who donated £300 which was put towards the caravan holiday prize and Cameron Audit who donated £150 which was used to purchase the Kings Theatre ticket prize.

2026 Garden Competition

This year's garden competition was judged by new Committee Member, Chris Kelly.

After deliberating, Chris decided the overall winner this year of the £100 cash prize was Ms Kelly from Duffus Street. Ms Kelly attended the AGM to collect her prize.

Second place prize of £75 went to Miss Hill from Duffus Street who's winnings are being donated to charity.

Third place prize of £50 went to Mr Duncan of Conisborough Road. Mr Duncan attended the AGM to collect his prize.

Congratulations and a big thanks to all residents who take the time and effort with their gardens.





Kitchen and Bathroom Replacement Programme

Provanhall Housing Association have successfully tendered and awarded a contract for Kitchen and Bathroom Replacement programme to Glasgow City All Trades.

This significant investment of 3.1 million over 3 years forms part of our ongoing commitment to providing safe, warm and modern homes for our tenants, ensuring our properties continue to meet the needs and expectations of our community.

The new three-year contract will see the replacement and installation of approximately:

190 new kitchens **190 new bathrooms**

This programme represents a substantial investment in our housing stock and will deliver improvements to homes across the Provanhall community over the next three years.



What Happens Next?

The Association will work closely with the contractor to develop a structured programme of works, ensuring installations are delivered efficiently and with minimal disruption to tenants.

Tenants whose properties are included within the programme will be contacted in advance to discuss the proposed works, arrangements for access and anticipated installation timescales.

Where appropriate, tenants will also have opportunities to provide feedback and be involved in choices relating to their new kitchens and bathrooms.

Properties will be assessed and prioritised using the asset management information held by the Association, including the recorded age, condition and anticipated replacement dates of existing kitchens and bathrooms.

This information will help us develop a planned and structured programme of works, ensuring investment is targeted appropriately and that properties most in need of improvement are considered.

Where required, further property inspections and condition surveys will be undertaken to confirm the suitability and timing of replacement works.



Rent Consultation Coming Soon

Your views matter. We will be reaching out to tenants in November regarding the annual rent increase which gives tenants the opportunity to have their say on future rent increases. Whilst we appreciate the continued effect of inflation on households we continue to have one of the lowest rent rates charged in Glasgow and second lowest in Greater Easterhouse.

Keep an eye out for the survey invitation coming out to you for your change to win £100 cash Prize Draw.

We want to hear from you!

Helping shape the future of Provanhall Housing Association

We are committed to ensuring that our community is at the heart of everything we do, and we want to create more opportunities for tenants to share their views, experiences and ideas.

Over the past year, we have asked tenants to provide feedback on our planned maintenance programmes and held tenant surgeries to discuss proposed improvements and any challenges or concerns they may have.

Now, we want to build on this by strengthening our Tenant Voice

Whether it's repairs and maintenance, investment in your homes, estate management or how we communicate with you, your opinions matter.

We want to hear from tenants who would be interested in getting more involved, sharing ideas or simply providing feedback on the issues that affect them.

You don't need any previous experience, and getting involved doesn't have to mean attending regular meetings. We want to make participation accessible, flexible and meaningful for everyone.

Interested in having your say?

Please contact our office or email **getinvolved@provanhallha.org.uk** to register your interest or find out more about how you can get involved.

Window Programme Update

Our window replacement programme is progressing well, with our appointed contractor, Sidey, continuing to carry out surveys and installations across our properties.

To date we have installed:

Windows - 1155 **Doors - 206**

Have you received a letter from Sidey?

If you have received correspondence from Sidey requesting access to your home, please contact them as soon as possible to arrange your window survey.

These surveys are an essential part of the programme, allowing accurate measurements to be taken and your new windows to be manufactured and scheduled for installation.

Your cooperation is greatly appreciated and will help us maintain progress and deliver warmer, more energy-efficient homes for our tenants.

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 Patricia Taylor who picked up her cash prize with her grandson earlier in the month.



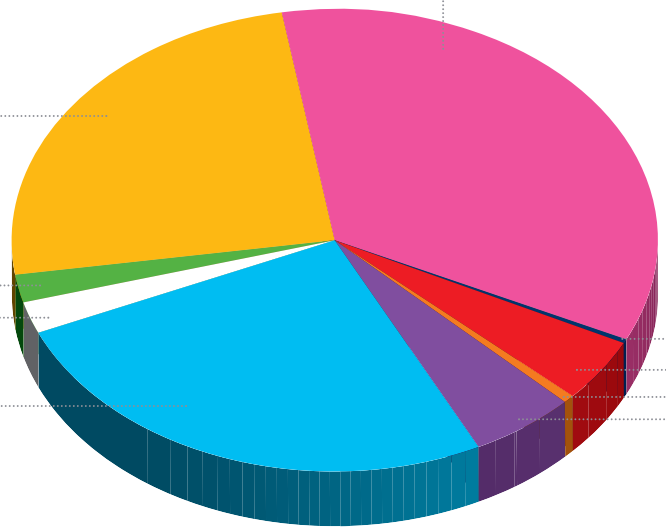
Over £143,800 Benefit Gain for Provanhall Tenants

CONNECT COMMUNITY TRUST
EMPOWERING OUR COMMUNITY

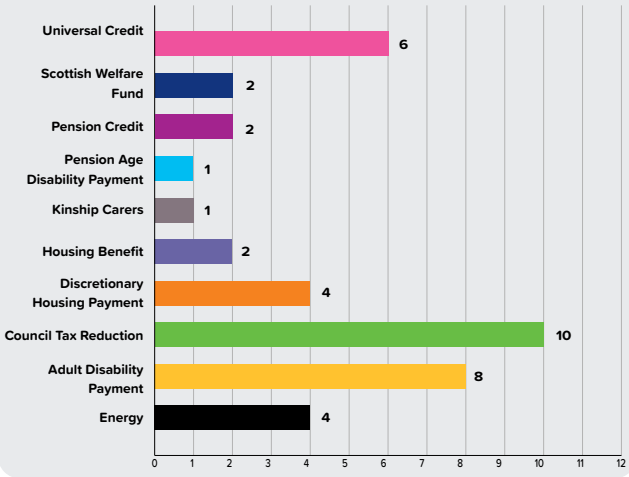
In Quarter 2 of 2026 our Welfare Rights Officer, Elaine McIntyre, has been continuing to support our tenants throughout the cost of living crisis by assisting them to claim a range of benefits which has resulted in financial gains amounting to over £143,800. A breakdown of the type of benefits can be seen in the graphs below.

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

Housing Benefit	5.2% • £7,502.49
Discretionary Housing Payment	0.5% • £741.00
ESA (Conts. based)	4.5% • £6,401.85
Scottish Welfare Fund	0.2% • £359.00
Pension Age Disability Payment	25.9% • £37,245.00
Carers Allowance	2.2% • £3,179.80
Council Tax Reduction	1.9% • £2,760.95
Adult Disability Payment	24.8% • £35,631.00
Universal Credit	34.8% • £50,039.33



Welfare Rights Issues
Total New Cases • Total 40



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, accidently 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!

Staff News

We are pleased to welcome Chris Kilcar to the team as our new Asset Management Officer. Chris will manage our planned maintenance contracts. We are aiming to deliver £4,486,500.00 worth of components such as new kitchens, bathrooms and windows over the next five years.

Chris is looking forward to meeting and working with all the Provanhall tenants and can't wait to get started.

Rachel Fitsimons (Repairs and Maintenance Assistant) departed Provanhall after 10 years of service. She will be missed and we wish her all the very best.

We have since recruited for this post and are delighted to welcome Claire Shields who has joined us the new Repairs and Maintenance Assistant.



Chris Kilar
Asset Management Officer



Claire Shields
Repairs and Maintenance Assistant



Jade Prentice
Customer Service Advisor

Claire knows there will be a lot to learn but can't wait to get started!

And we also welcome Jade Prentice who will join the team as Customer Service Advisor on 19 November.

Jade is really looking forward to joining the Provanhall team and meeting all the customers.

Changes to our Office Opening Hours

From **Monday 9 November 2026**, we are introducing some changes to our office opening arrangements as a **pilot exercise**.

Following a review of how customers use our office, and the opening arrangements of other local housing associations, our Board has agreed that the office will now remain **open throughout lunchtime from Monday to Thursday**.

This means you will have more flexibility to visit us during the working day, including between 1.00pm and 1.30pm when the office currently closes.

Our new opening arrangements

Monday to Thursday:
9.00am to 4.30pm – open throughout lunchtime

Friday:
Office closed to visitors

Our team will still be available by **telephone and email from 9.00am to 12.30pm on a Friday**.

Telephone: 0141 771 4941

Email: info@provanhallha.org.uk

Friday mornings will also give our staff dedicated time to deal with casework, administration and other work which supports the services we provide to tenants.

We will review the new arrangements during the pilot period and consider feedback from tenants before deciding whether they should become permanent.

Our priority remains providing an accessible, responsive and high-quality service. If you have any questions about the changes, please get in touch with the team.

Holiday Breaks & Training Afternoons

Our office will close at **4.30pm on Wednesday 23 December 2026** for the Christmas and New Year holidays.

We will reopen at **9.00am on Wednesday 6 January 2027**.

To allow our staff to undertake training and development, the office also closes at 1.00pm on the last Wednesday of each month.

Need urgent help?

Don't worry – our emergency repairs service remains available when the office is closed.

For an **emergency repair at any time**, call **0141 771 4941** and you will be connected to our Out-of-Hours Service.

Ready for winter – Top tips

Provanhall Emergency Repairs Festive Service

If you have a fire, flood, electrical, security, heating or hot water emergency, when our office is closed over the festive period, please still call the office on **0141 771 4941**. There are Out of Hours contractors that can help with emergency repairs. Non-emergency repairs should be reported to us when we re-open in the new year.

Keep your home warm

Try to keep your home warm day and night. If any area of your home does not have heating, for example rooms without radiators, leave doors open to allow heat to circulate.

Heating not working?

Before you call for a repair, please check:

1. You have credit in your gas/electric meter
2. The wall thermostat has not been set at too low a temperature for the heating to come on.
3. The thermostatic control valve (TRV – on the side of the gas central heating radiator) on the radiators has not been set at too low a number for the heating to come on.



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?



What to do if a pipe bursts

If the worst happens and a pipe bursts, please follow these simple dos and don'ts to reduce damage.

Do

- Turn off the water supply. The tap is usually under the sink or in the hall cupboard.
- Switch off the electricity at the mains.
- Switch off the boiler at the wall switch.
- Use a bucket or basin to catch any water leaking from the burst.
- Open all taps to the sink and bath. If possible collect the water in the bath for flushing the WC and washing.
- Call the association on **0141 771 4941** to report the repair.

Don't

Ignore it, a small leak may be okay overnight but if left for several days could cause major damage in your and your neighbour's home.

Useful Numbers

Police emergency	999
Police non-emergency	101
Gas Emergency (if you smell gas)	0800 111 999
Electricity Emergency (Scottish Power)	105
Blocked Sewers (Scottish Water)	0800 077 8778

No such thing as a bad pet...

Keep Provanhall clean – please pick up after your dog

Most dog owners in Provanhall are responsible and always clean up after their pets. Unfortunately, dog fouling remains a problem in some areas, and it only takes a few people not doing the right thing to affect the whole community.

Please help us keep our neighbourhood clean, safe and pleasant for everyone by picking up after your dog and disposing of waste properly.

Dog fouling can be reported to Glasgow City Council's Dog Fouling Enforcement Team. Fixed Penalty Notices of £80 have been issued, and where appropriate, the Association may also take action in line with tenancy conditions.

Please do the right thing – pick it up, bag it and bin it. It takes seconds, makes a difference to everyone and helps avoid the risk of a fine.





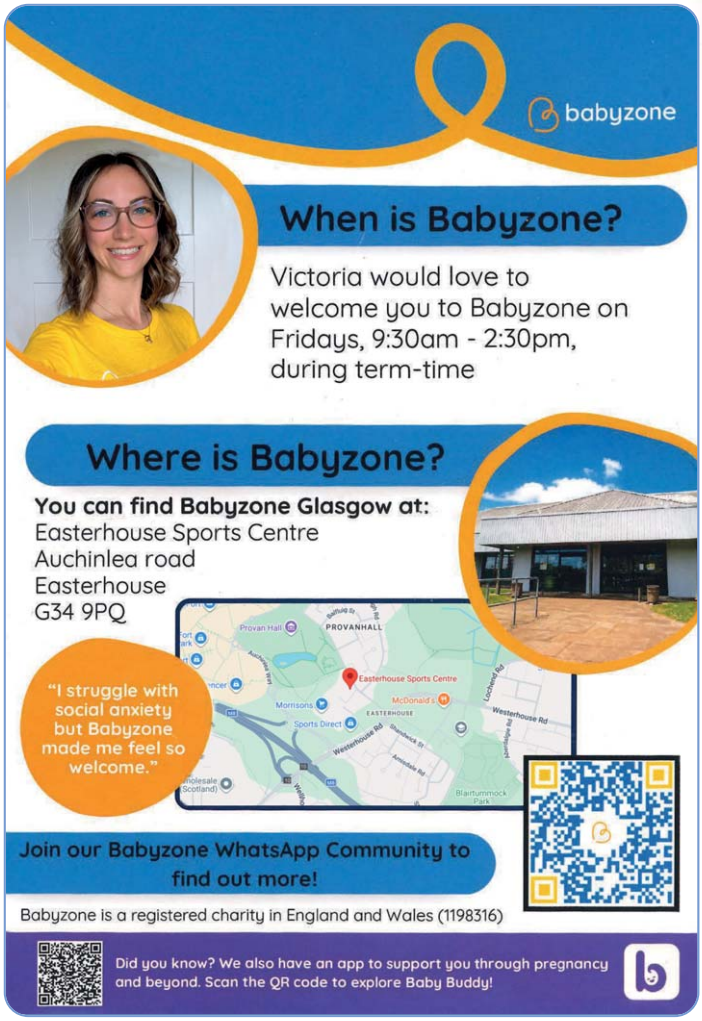
Take Charge: recycle batteries safely

Batteries, vapes and electrical items should never be placed in your household waste or recycling bin, as they can cause serious fires. Recent incidents in Glasgow have seen bin lorries catch fire due to batteries being disposed of incorrectly.

Help keep collection crews and communities safe by recycling batteries and electrical items at designated recycling points.

Find your nearest battery recycling point at:
www.glasgow.gov.uk/batteries





Tenant Participation

As part of our Tenant Participation Strategy, we are looking for your input.

Tenant Participation is about tenants taking part in decision making processes and influencing decisions. It is a two-way process, and effective participation gives tenants an opportunity to shape the way services are delivered.

We are currently reviewing the following policies:

- Anti-Social Behaviour
- Gas Safety Policy
- Dignity at Work

You can review these policies using the following link **https://provanhallha.org.uk/tenant-participation/** or scan the QR code above.

Please let us know your views. You can provide feedback by emailing **getinvolved@provanhallha.org.uk** or phoning **0141 771 4941**. You can also come into the office and speak to a member of staff face to face.

HELP US IMPROVE RECYCLING IN GLASGOW



Have your say on Waste and Recycling

We want to hear from you!

We are carrying out a short survey to better understand the challenges residents face when using their bins and recycling services. Whether you're confident about recycling or sometimes find it confusing, your feedback will help us:

- Improve information and guidance
- Reduce contamination in waste collections
- Make recycling easier for residents
- Help Glasgow recycle more and waste less

What is contaminated waste?
Contamination happens when the wrong items are placed in a recycling bin, for example:

- Non-recyclable materials mixed with recyclables
- Electrical items
- Nappies
- Clothes and textiles

Complete the Survey (will take approximately 5 minutes)

www.smartsurvey.co.uk/s/GlasgowResidentsRecycling

Your responses will help shape future improvements to waste and recycling services across Glasgow.

SCAN FOR SURVEY

Glasgow CITY COUNCIL



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.

Complaints: Our Performance Update

Every complaint matters to us. We know we don't always get things right, but when we do, we want to know about it. We're committed to being open and honest, taking your concerns seriously and learning from our mistakes wherever we can. Your feedback helps us understand where we need to do better and improve the services we provide.

We aim to respond to stage 1 complaints within five working days and for investigations under stage two, within 20 working days.

Here's an update on how we've handled complaints over the last quarter, from July to September 2026.

We'll continue to take complaints seriously, learn from feedback and look for ways to improve our services. Thank you to everyone who takes the time to let us know about their experiences with Provanhall.

You can let us know if you are unhappy with our service by getting in touch by telephone on **0141 771 4941** by email to **info@provanhallha.org.uk** or in person at our offices: Provanhall Housing Association, 34 Conisborough Road, Glasgow G34 9QG.

July to September 2026	Stage 1	Stage 2
Received in Quarter	2	2
Carried forward from previous Quarter	0	3
Within Timescale	2	3
Carried forward to next Quarter	0	0
Outwith Timescale	0	0
Extension Agreed	0	2
Average time taken to respond	3 days	19.2 days

WHAT'S ON AT CONNECT

SOCIAL & COMMUNITY

Bingo
Come along for some fun, friendly competition and a chance to socialise with others in the community.

Lunch Club
A welcoming place to come together, enjoy some company and connect with others in the community.

Social Club
A relaxed and welcoming space to meet people, have a chat, make connections and enjoy being part of the local community.

Walking Group
More than just a local walk – the group visits a variety of places and walking routes, giving people the chance to stay active, explore new surroundings, enjoy trips and connect with others along the way.

Ladies Group
A welcoming social space for women to meet, connect, chat and enjoy time together.

Wellhouse Community Gardens
Get stuck into growing, planting and looking after the garden while spending time with others from the local area. It's a hands-on way to get outdoors, learn as you go and be part of something positive in the community.

SUPPORT & ADVICE

Employability Support
employment, training and new opportunities, with guidance tailored to your next steps.

Welfare Rights
Friendly advice and practical support to help you understand your rights and get guidance with welfare-related matters.

Advice Hub Drop-In
Drop in and access a range of support in one place, including Employability, Welfare Rights, Digital Support and more.

Job Club
Friendly support for people looking for work, including help with CVs, job searches, applications and digital support.

ESOL
Support for people who want to develop their English language skills and build confidence with everyday communication.

CBT
Supportive sessions designed to help people work through thoughts, feelings and everyday challenges in a structured environment.

LEARN & CREATE

Cooking Class
Learn new cooking skills, try different recipes and enjoy preparing food in a friendly and relaxed environment.

Sewing Club
A relaxed and creative group where you can enjoy sewing, develop practical skills and spend time with others.

Free Barbershop
Access a free haircut in a welcoming and relaxed community setting.

Free Hip Hop Dance
A fun and energetic dance session for children aged 7– 12, helping them learn new moves, build confidence, stay active and enjoy being part of a group.

Chair Yoga
A gentle and accessible way to enjoy movement, stretching and exercise while seated.

Support that makes a difference.

Connect Community Trust is here to support local people with practical advice, opportunities and activities.

Whether you need help with your finances, finding work, getting online or getting involved in your community, our team is here to help.



CONNECT COMMUNITY TRUST
EMPOWERING OUR COMMUNITY

OUR CORE SERVICES

WELFARE RIGHTS

Free and confidential support to help you understand what you may be entitled to.

We can support you with benefits, applications, financial issues and accessing the right support for your circumstances.

EMPLOYABILITY

Looking for work or thinking about your next step?

Our Employability team can support you with job searching, CVs, applications, online vacancies and developing the skills and confidence to move towards employment.

DIGITAL INCLUSION

Need help getting online?

We provide friendly digital support to help people build confidence using computers, phones and online services.

Alongside our core services, we're continuing to develop new projects that create more opportunities and support for local people.

Wellhouse Community Garden

We have received National Lottery funding to support the development of our community garden in Wellhouse.

The funding will help us get the garden up and running, creating a welcoming outdoor space where local people can get involved, grow, learn and spend time together.

Befriending Pilot | 60+

We are developing a new telephone befriending pilot for people aged 60+, supported through the Glasgow Area Partnership.

The project will provide regular friendly telephone contact, helping to reduce loneliness and isolation and keep older people connected within their community.

Energy Advice

We are expanding the support available through Connect with a new Energy Adviser role.

Funding support has been secured through Glasgow City Council, the National Lottery and The Robertson Trust

Interviews for the new Energy Adviser will take place on 6 and 7 October, with the new role helping local people access energy advice and support.







CALENDAR

MONDAY

- **Cooking Classes**
  10:00am – 1:00pm
- **Bingo**
  6:30pm – 7:30pm

TUESDAY

- **Employability**
  Appointments only
- **Welfare Rights**
  9:30am – 4:30pm
- **Community Gardens**
  10-2:00pm
- **Barbershop (free)**
  2:00pm - 4:00pm
- **CBT**
  3:00pm – 5:00pm
- **Hip Hop Dance (Free)**
  5:15pm – 6:15pm

WEDNESDAY

- **Welfare Rights**
  9:30am – 4:30pm
- **Lunch Club**
  10:00am – 1:00pm
- **Walking Group**
  10:00am – 11:00am
- **Advice Hub Drop-In**
  Employability, Welfare Rights, Digital Support & more
  10:00am – 2:00pm
- **Sewing Club**
  10:00am – 2:00pm
- **Community Gardens**
  10:00am-2:00pm
- **CBT**
  3:00pm – 5:00pm

THURSDAY

- **Employability**
  Appointments only
- **Esol**
  9:30am - 11:30pm
- **Welfare Rights**
  9:30am – 4:30pm
- **Ladies Group**
  10:00am – 1:00pm
- **Community Gardens**
  10:00am-2:00pm
- **Chair Yoga**
  11:30am – 12:30pm
- **CBT**
  3:00pm – 5:00pm

FRIDAY

- **Job Club**
  10:00am – 12:00pm
- **Social Club**
  10:00am – 12:30pm

THE CONNIE | MAIN OFFICE
39 Conisborough Road, Glasgow, G34 9QN

WELLHOUSE HUB
39 Wellhouse Crescent, Glasgow, G33 4HG
Wellhouse activities: Walking Group Ladies Group • Community Garden

Easy Ways to Pay your Rent

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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.

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Callpay

Phone your Housing Services Officer during office hours on **0141 771 4941**. Pay using your debit or credit card.

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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.

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Provanhall Housing Association Limited

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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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