

Money & Benefits Advice – Re-opening & New Advisor!

The flyer with this newsletter tells you all about the re-opening of our new Money & Benefits Advice service. We also welcome our new Income Advisor Elaine McIntyre.

Elaine will be available:

Monday PM, all day Tuesday & Thursday AM to help you:

- manage your money better
- reduce/prevent debt
- increase your benefits and income
- deal with DWP benefits including Universal Credit

- reduce your electricity and gas bills
- opening a free bank account
- saving & getting cheaper loans & credit



Please note until the office re-opens Elaine will be providing phone or zoom appointments only. Please contact the office on 0141 771 4941 or info@provanhallha.org.uk, to book an appointment.

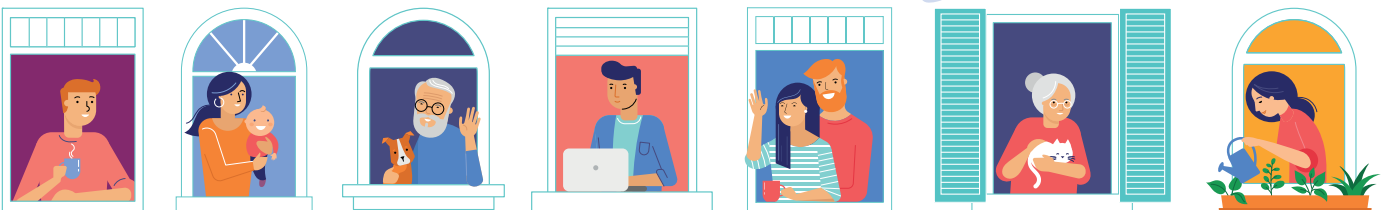
Public holidays

Please note that Staff will be unavailable on the following dates due to the public holidays:

Friday 17th July 2020 and Monday 20th July 2020.

The Emergency Repairs services will still be operating during this time. Call **0141 771 4941** for assistance.

Stay safe,
protect others,
save lives.



Translation services available. Please ask at reception.

Services de traduction disponibles. S'il vous plaît demandez à la réception.

Dostępne usługi tłumaczeniowe. Proszę pytać w recepcji.

Provanhall Housing Association Limited

34 Conisborough Road ■ Glasgow G34 9QG ■ telephone 0141 771 4941
fax 0141 771 5959 ■ email info@provanhallha.org.uk ■ text 07860 035 864
www.provanhallha.org.uk ■ Registered Scottish Charity Number SC037762



MOŽEMY PRZETŁUMACZYĆ
HEUREUX DE TRADUIRE

Mental Health Support

Covid-19 and lockdown affects everyone differently. In addition to taking care of your physical health, it is equally important to look after your mental health.

If you, or anyone you know, is struggling with feeling low, anxious, stressed or depressed, the good news is so many organisations exist purely to help and support you and others. Please call:



NHS LIVING LIFE	0800 328 9655	Free telephone-based service for people feeling low, anxious or stressed (16+). Self help coaches and therapists, offering appointment based telephone support. Mon - Friday 1pm -9pm
BREATHING SPACE	0800 838 587	Free telephone-based service for people feeling low, anxious or stressed (16+). Mon - Thurs 6pm - 2am Friday 6pm - Monday 6am
ANXIETY UK	03444 775774 Also specific advice and support available around corona pandemic here: https://www.anxietyuk.org.uk/coronanxiety-support-resources	During the coronavirus pandemic, Anxiety UK will be extending their helpline hours to provide additional support in the evenings until 10pm and over the weekend between 10am - 8pm so that they can offer support to as many people as possible who need our help.
SAMARITANS	116 123	Anyone any age can contact. Free and confidential support. 24 hours.

Garden Competition 2020

We are delighted to announce judging for our 2020 garden competition will take place week beginning 17th August.

Cash prizes include £100 for the winner, £75 for 2nd place and runner up prizes of £50.



On behalf of the whole community we want to thank you in advance for all your hard work and effort which has a hugely positive benefit to the whole Provanhall environment.

Domestic Abuse – help is available!

During the current coronavirus situation, you are not alone.

- Don't delay in seeking help during the current coronavirus situation.
- Call the 24-hour Domestic Abuse Helpline in confidence on **0800 027 1234** or visit **safer.scot**.
- Domestic abuse is a crime. Call **101** to report it or **999** in an emergency.

Messages for friends, family and neighbours:

- If you know someone who is experiencing domestic abuse, help is available.
- If someone reaches out to you about domestic abuse don't delay in seeking help.
- Call the 24-hour Domestic Abuse Helpline in confidence on **0800 027 1234** or visit **safer.scot**.

Stay safe

Below are some suggestions from SafeLives, a UK Wide Charity, to help those experiencing domestic abuse think about what they might do over the coming weeks to stay safe.

Support from family, friends and neighbours – Can you FaceTime or call someone you trust? Can you talk to them about what you are experiencing and what your concerns are?

Could you set up with someone you trust a check in call so you know that

someone will contact you at certain times of the week.

Have a code word/sign to

signal you are in danger – set this up for family and friends

to let them know by text/FaceTime/Skype. The code will need to alert them to contact the police if you are in danger. Teach the code to children who are old enough to understand what you are asking of them and why.

Planning suggestions

If you had to leave in an emergency do you know where you would go?

Remember many shops/restaurants/pubs will be shut.

If someone you trust is doing your shopping for you, could you write a message on the shopping list asking for help?

Have a bag packed ready and if you can, leave this at a trusted friend/family/ neighbour's home. This should contain medical essentials, important documents including passports/driving license. Use the fact that there are very few online shopping slots available to go to the shop and speak to someone.



Rent Consultation Survey Winner

Mrs Wilson from Balflugh Street was the winner of the prize draw and won a £50 Morrison's shopping voucher! We want to thank everyone who got involved by returning their questionnaire. We received 62 responses. Your responses helped the Management Committee make their final decision.

Your view and what you think about any changes we propose are important as they directly affect you and your neighbours.

Housing Services Policy reviews – what do you think?

Over the summer we will be reviewing the following policies:

- **Voids Policy** – how we deal with our empty properties
- **Factoring Policy** – how we manage factoring services provided to owner occupiers
- **Estate Management Policy** – how we look after the local environment including common areas

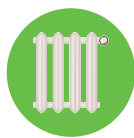
Some of these policies directly affect you. The Management Committee therefore want to know your views. As such, we will be looking at how we can get your views remotely over the next few weeks. Please look out for emails about this.

If you have any comments in the meantime, please contact Sean Douglas, Housing Services Manager on 0141 771 494 or info@provanhallha.org.uk or via the contact us page on our website:

<https://provanhallha.org.uk/contact-us/>

Technical Services News

Repairs



Emergency & Urgent Repairs

At the moment, we are still asking tenants to only report emergency and urgent repairs. Please call us on 0141 771 4941 if you have any of the following issues:

Emergency	Urgent
No heating and/or hot water - Total loss of both heating and hot water with either no electric shower, or a vulnerable tenant.	Partial loss of heating or hot water. Intermittent boiler faults that occur every few days.
Uncontainable leak.	Slow and containable leaks.
Dangerous electrical fault.	Multiple sockets not working.
Essential adaptations failures	Faulty toilet flush.
Property insecure.	Windows not closing fully.

When you contact us about your repair we will ask you some questions about your current situation and whether you are self-isolating or have an underlying health issue so that we can understand how best to protect you and your family, as well as staff or contractors that may attend your home.

It is advisable that you must follow sensible precautions to keep yourself safe when people visit your property. During a repairs or gas service appointment, we strongly advise you take additional measures such as remaining in separate rooms during any visits and following Government advice on hygiene and cleanliness before, during and after visits.

Non-emergency routine repairs

If you have a routine repair but it is not urgent, we ask that you report this repair at a later date when normal services resume. A return to a routine service is reviewed regularly in line with the latest Government guidance as well as the availability of building materials.

Heating Repairs

From May to September the Association would typically attend summer heating repairs under 3 day urgent timescales. To ensure our tenants have access to heating / hot water during the Coronavirus pandemic the Association has offered a 4 hour emergency response in May and June.

We can confirm that the Association and our contractors will continue to attend urgent heating and hot water repairs within 4 hours for the remainder of the summer.

Gas Safety Service

We would now expect full access to conduct annual gas safety checks to ensure the safety of your home unless you are shielding, self-isolating or diagnosed with Coronavirus.

The Association and our contractors will get in touch via telephone or email so please ensure your contact details are up to date if you haven't heard from the Association in a while.



Planned Maintenance

Planned investment works continue to be challenged by the Coronavirus pandemic with non essential internal works on hold.

Two contracts remain paused but will continue to be evaluated as we move along with Scottish Government Route Map.

Bathroom Replacements	Controlled Entry Systems
6 closes in Conisborough Road	6 closes in Conisborough Road
2 closes in Balfluig Street	2 closes in Balfluig Street
	8 closes in Whitslade Street

External and Close Painting

External and Close Painting was due to start in March 2020 but was placed on hold. With restriction easing in a phased manner we have been able to recommence some works and external painting started Monday 29/06/2020.

This is a large contract covering 60 properties and painting is expected to be continue through to February 2021 although please note works are Coronavirus and weather dependent.

The contractor is currently working in Duffus Street painting the windows, door, railings and roof timbers. Health & Safety procedures and guidelines have been agreed and as we progress along the Scottish Government Route Map we hope to start internal close painting.

The estimate programme for the works is as follows;

Address / Block	Estimated Date	Works
Duffus Street - All	July/August	External & Close Painting
1 Conisborough Road	August/September	External Painting
16 Auchinlea Road	August/September	External Painting
3 Conisborough Road	August/ September	External Painting
44 - 54 Conisborough Rd	August/September	External Painting
27 - 37 Balfluig Street	September/October	External Painting
53 - 61 Conisborough Rd	September/October	External Painting
2 - 4 Whitslade Street	September/October	External Painting
70 - 85 Auchinlea Road	Autumn/Winter TBC	External & Close Painting
23 & 25 Balfluig Street	Autumn/Winter TBC	External Painting
63 -73 Conisborough Rd	Autumn/Winter TBC	External Painting
14, 16 & 18 Balcurvie Rd	Autumn/Winter TBC	External Painting
18 - 42 Auchinlea Road	Autumn/Winter TBC	External & Close Painting

Alzheimer Scotland support

Alzheimer Scotland's 24-hour Freephone Dementia Helpline (0808 808 3000) provides information and emotional support to people living with dementia, their carers and families. Available 24-hours a day, every day, 365 days a year, the helpline is there for anyone who needs to talk to about dementia during these worrying times.



As well as continuing to provide information and emotional support, Alzheimer Scotland's helpline has increased call handlers, who are there for anyone who is experiencing feelings of loneliness and upset during this ongoing situation. Despite the limitations put in place on all our daily routines, Alzheimer Scotland's local support services and dementia advisers continue to operate and support people living with dementia, albeit in different ways.

If you have any questions about dementia, or about the support available in your area, call Alzheimer Scotland's 24-hour Freephone Helpline on 0808 808 3000 or visit alzscot.org. The helpline is the only 24-hour dementia helpline in operation in the UK and is supported by team of committed volunteers.

Different Formats

The Association is able to provide all of its literature, and make all contact with you, available in any language or format as may be required.

If you would to make use of this service, can you please contact the office to let us know your specific requirements.



CONNECT
COMMUNITY TRUST
Moving forward, together.

hello summer 2020

Starts
13th July -
7th August

Provanhall
at The Connie
39 Conisborough Rd

Tuesday - Friday

**** 11.45am-1.15pm - new Primary 1**

**** 1.30pm -6pm - All ages (P2+)**

Monday ** 1.30pm -6pm - S1+

FREE!!!!!! PLUS SNACK AND MEAL PROVIDED

Please note: all outdoors so please dress for weather

****Trip at end of summer TBC (for regular attendees)**

To ensure we adhere to guidelines you need to book a place.

Please call 07765436729

Twitter: @TrustConnect

Facebook: @connectcommunityrust & @connectyouthclubs

Thank you for funding support
from:

