

Office remains closed

Staff are continuing to work remotely at the moment in line with Scottish Government guidelines.

We hope that this has not caused too much inconvenience for you. We are in Phase 3 of the route map recently produced by the Scottish Government. As you may be aware, there are no specific dates in place as to when we may be able to return to normal service. Until then, we are still only able to attend emergency repairs.

Remember that you can contact us in the following ways:

Call: **0141 771 4941**

Email: **info@provanhallha.org.uk**

Website: **<https://provanhallha.org.uk/>**

By Post: **Address letters to PHA**
34 Conisborough Rd, Easterhouse,
Glasgow. G34 9QG.
(Please allow extra time for delivery)

Please do not hesitate to get in touch if you need any advice or information.



#Stay Safe!
Follow social distancing guidelines!

Connect Community Trust - Food, Fuel & Activity Packs



If you are struggling and need help with food or fuel top-ups or bills, we can help. We remain in regular contact with Connect Community Trust who we and others are funding to continue doing such great work in the area.

Since lockdown began they have provided hundreds of food parcels, money to help with fuel and activity packs for children. Please contact us.



CONNECT
COMMUNITY TRUST
Moving forward, together.



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



MOŻEMY PRZETŁUMACZYĆ
HEUREUX DE TRADUIRE

Do I need to pay my rent during Covid-19?

Yes. You should continue to pay your rent as normal. The Scottish and UK Governments have both made clear it is important you continue to pay your rent during the coronavirus outbreak. You have a legal and contractual obligation to do so. Otherwise you may build up, or increase further, your rent arrears.



What if I am having difficulty paying my rent due to Covid-19?

For information, help and support, please contact your Housing Services Officer: email julie@provanhallha.org.uk or tracy@provanhallha.org.uk or phone **0141 771 4941**.

We urge you to get in touch as soon as possible. We will do all that we can to help you through any financial difficulties caused by this situation, including helping you to claim any relevant benefits.

How do I pay my rent?

You can pay in many ways without the need to leave your home:

Direct Debit: pay weekly, fortnightly, or monthly

Phone: 0844 557 8321 • 24 hours a day, 7 days a week

Online: www.allpayments.net • 24 hours a day, 7 days a week

Text: www.allpayments.net/textpay
24 hours a day, 7 days a week

Smartphone APP - Apple or Android APP: Download your free 'allpay' App to pay 24 hours a day, 7 days a week

In Person: PayPoint Outlets/Post Office - Provanhall Licensed Grocers (Jaspers), Conisborough Road or within 1 mile at Shandwick Shopping Centre & Glasgow Fort

Complaints

The Association records all complaints it receives in the office and uses these for training purposes, to improve its service provisions and to make changes to policy or procedures as appropriate.

If you are unhappy with any part of the service you receive from the Association, or anyone working on it's behalf, please let us know.

You can make complaints in writing, by text, email, via our app or website (www.provanhallha.org.uk); phone or by speaking to a member of Staff. More information on the complaints system is available on our website.

Between April 2019 and March 2020, we received 25 formal complaints. We upheld 5 of these. The complaints we received led us to change: our void procedures; use of databases and factoring charges.

We will be reviewing our complaints procedures very soon. If you have any comments or suggestions that you would like us to take in to account during this review, please get in touch. After the review, we will inform everyone of any changes to the procedures.



Heating not working?

If you are a Provanhall Housing Association tenant and your heating isn't working, please try these basic steps before reporting a fault:

- 1 Run a hot water tap for 1 minute.
- 2 Turn up the radiator TRV in two rooms.
- 3 Is the room thermostat working?
If **On** - Try setting the heating 2°C higher.
If **Off** - Can the batteries be replaced?
Why not try AA or AAA batteries from a remote?
- 4 Is the boiler light red? Press and hold the reset button for 3 seconds. Leave the boiler for 2 minutes to restart.
- 5 Test whether your gas cooker hob is working correctly.
- 6 If you have a prepayment meter, check that you've got enough credit.

If the above does not work, please call **0141 771 4941** to report the repair.



34 Conisborough Road,
Glasgow G34 9QG
Registered Scottish Charity No. SCO37762

www.provanhallha.org.uk

Smell gas?

Call the Gas
Emergency Services
on **0800 111 999**

FREE White Goods, Furniture & Electrical Items

Reconnect, part of Connect Community Trust, has successfully secured funding to help tenants in an emergency situation and who are struggling financially during coronavirus.

Reconnect can provide FREE items such as white goods (cooker, fridge, fridge freezer, washing machine) furniture (sofa, double or single beds) kettles and toasters. If you need help please contact your Housing Services Officer: email julie@provanhallha.org.uk or tracy@provanhallha.org.uk or phone **0141 771 4941**.



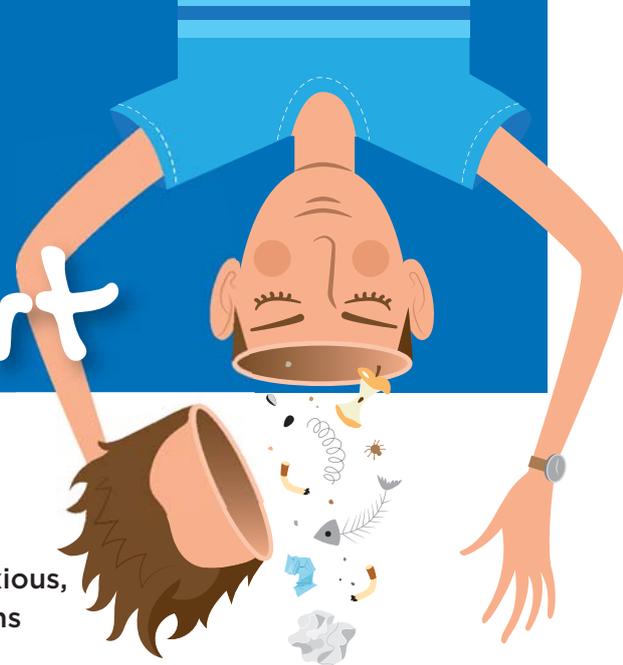
Help with funeral costs

A recent tweet from Social Security Scotland advised that:

'Applications for Funeral Support Payment can be made up to six months after the funeral has taken place. If you are not able to apply within the six months due to COVID-19, we'll still consider applications'

For more information and to apply online visit <https://t.co/2uGb4ims7f>
<https://t.co/BCW1owwrdH>

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.

Best Start Grant School Age Payment re-opens

School Age Payment re-opens on Monday 1 June. This payment is part of Best Start Grant and is a £250 payment made around the time a child normally starts Primary 1 to help with the costs of a child starting school. This money can be used for anything that families may need at this key stage in a child's life.

You do not need to take up a place in school to get this. When to apply for School Age Payment depends on when your child was born. Applications will open on 1 June 2020 until 28 February 2021 for children who were born between 1 March 2015 and 29 February 2016.



Income Advisor Recruitment

We are working closely with Connect Community Trust to recruit our new Income Advisor. Over 40 applications were received and interviews are taking place this week. This post is funded in partnership by Provanhall HA, Blairtummock HA and Gardeen HA. Hopefully our new Advisor will be in post soon to help you with benefits, money and debt advice.

Adaptations - making life easier in your home

The Association receives money from Glasgow City Council each year for medical adaptations to Tenants homes. Adaptations are permanent changes we can make to the property which can help if you develop an illness or disability.

Examples of works that can be done are:

- grab rails or handrails.
- lever taps to washbasins, sinks and baths.
- a level-access shower to replace a bath.
- an over bath shower.

The starting point is to arrange an assessment with an Occupational Therapist (OT). You may already have a designated OT but if not, your doctor should be able to assist with a referral.

An OT will arrange a visit to your property and discuss the possible alterations that can be carried out to make life easier in your home. A referral for a Medical Adaptation will then be submitted to the Association for consideration.

Sometimes it is not practical for us to carry out adaptations to your home because of its size,

construction, location or the amount of alterations required. Should this occur the Association would seek to discuss the works with the OT and establish a solution. In these situations, we could help you move to a property that is more suited to your needs or one that can be more easily adapted.

Unfortunately, we do not always have enough funds to undertake all referrals and there may be a waiting list which is ranked based on the OT's priority rating. In May 2020 Provanhall Housing Association submitted a new funding application to Glasgow City Council and we hope to find out in June if we have been successful.

At present Medical Adaptations are paused until COVID-19 restrictions are eased and works can safely be undertaken within our properties. If you would like any more information or an informal chat regarding Medical Adaptations please contact your Housing Services Officer.



HOME ENERGY SCOTLAND - HERE TO HELP



WHO WE ARE

We're Home Energy Scotland, an energy advice service funded by the Scottish Government. We provide free, impartial advice to help people to stay warm, make the best use of energy and save money on their bills. Many people will see their energy bills rise because of the current lockdown, and we're keen to speak to anyone who's worried about this.

HOW WE CAN HELP DURING COVID-19

Our local advisors are all working from home and ready to take calls. We can help with:

- Clear advice on ways to save energy and reduce fuel bills while staying warm at home
- Practical help for people who find themselves without heating or hot water
- Support for households with prepayment meters who are worried about topping up during the lockdown
- The latest information about emergency measures from energy suppliers to make sure vulnerable people do not get cut off

HOW TO GET IN TOUCH

If you are, or someone you know is worried about energy bills, phone 0808 808 2282 to chat to a friendly advisor. Calls are free and we're available Monday to Friday 8am to 8pm and Saturday from 9am to 5pm.

Alternatively, email adviceteam@sc.homeenergy.scotland.org or request a call back on our website.

HOMEENERGYSCOTLAND.ORG
0808 808 2282
FUNDED BY THE SCOTTISH GOVERNMENT





Designed for tenants in social housing

**Your Landlord does not insure
your furniture and belongings
and personal possessions.**

However we are able to offer all our tenants the chance to insure their home contents and belongings.

Did you know?

Under the terms of your tenancy agreement you may under certain circumstances be liable for the repairs to your home.

How could such situations arise?

- If the neighbour upstairs left the bath running or if they had a burst pipe and the water caused damage to your decorations it would be your responsibility to redecorate your home.
- If you had your keys stolen you may have to pay for the cost of replacing the locks.
- If a window was accidentally broken you may be liable for the replacement cost of the window.

Don't worry, help is at hand!

We have teamed up with Thistle Tenant Risks to offer tenants the Thistle Home Contents Insurance Scheme which can cover all of these risks.

Not only can the policy cover your home contents against such perils as Fire, Theft, Water and Storm damage but it can also protect you against those events that as a tenant you may be affected by and financially responsible for.

Optional extensions are available for an additional premium, you can include, extended accidental damage, personal possessions (cover away from the home), wheelchairs and mobility scooters and hearing aids.

Also, up to £200 for loss or damage to Contents caused by theft or attempted theft from garages owned/rented away from the Home but within the British Isles.

You can pay cash fortnightly or monthly using a swipecard, you can set up a monthly direct debit, or pay annually (fortnightly and monthly premiums include a transaction charge). There are many more benefits including no excess (you don't pay the first part of a claim).

CONTACT US AT



WWW.THISTLETENANTS-SCOTLAND.CO.UK



0345 450 7286