

Covid 19 Lockdown

While the lockdown continues, staff are still working for you. All Staff are working remotely from home and are in regular contact with each other and the Management Committee.

We are also in regular contact with Connect Community Trust who is doing great work in the area providing food parcels, activity packs for children and help to people in many other ways.

#Stay Safe!



You can contact Staff by any of the following methods:

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 advice or information on any subject.

To help people who are struggling financially due to the current Covid 19 situation, Cash4Kids has made monies available for families via grants.

The Cash for Kids Appeal Fund Grants are to enable School teachers, health professionals, social workers and small charitable groups to be able to apply for funds on behalf of the families they support. The funds are to provide grants to families with children, helping them with the basic essentials such as food and heating.

The Association submitted an application for funding and received £5425 which will help 85 families (155 children) in Provanhall. Staff will be in touch with these families to distribute the grants as soon as the vouchers for distribution are available.



cashforkids

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

Don't pay fee-charging debt management companies



As tenants continue to face financial difficulties, unfortunately many fee-paying debt management companies have sprung up offering to help people out of their situation.

However, many charge huge fees to 'help' tenants manage their debts. Their fees, not paid up front but included as a charge in the overall debt management plan, can range from £3,000 to £5,000! Their fees and costs are deducted from any payments you make.

One tenant our staff dealt with last month was shockingly charged total fees of £4,928. These fee-charging debt management companies often recommend debt options you may not need or be best for you, like a trust deed, which have far more serious and long-term financial impacts on you, but for which they get paid a much higher fee!

Please note a trust deed, just like much cheaper and even free other debt options, do exist and can be provided by companies recommended by money advice charities.

Please speak to a free debt advice charity below before you take out any debt option like a trust deed:

Online web chat:

www.moneyadvicescotland.org.uk or phone: 0141 572 0237 or email: info@moneyadvicescotland.org.uk

Easterhouse Citizens Advice Bureau: |

The Lochs Shopping Centre, 46 Shandwick Square. Phone: 0141 771 2328 or email: adminuser@easterhousecab.casonline.org.uk

Greater Easterhouse Money Advice Project:

www.gemap.co.uk or phone 0141 773 5850 or email: info@gemap.co.uk

Glasgow City Council also provide:

Glasgow's Advice & Information Network – Free, confidential & impartial debt advice:

Online web chat: www.gain4u.org.uk or freephone: 0808 801 1011

Rent and Arrears Advice



The Scottish and UK Governments have both made it clear recently that it is important you continue to pay your rent during the coronavirus outbreak.

These governments and the Association do not want you to build up rent arrears. For this reasons both the Scottish and UK Governments have announced a whole range of financial support measures to protect peoples incomes. So the good news during these times is a lot of help and support is available to you.

We would strongly urge you, before you take any action or apply for certain benefits or help, to contact your Housing Services Officer Julie or Tracy. They can advise you of the best course of action and help you apply for certain benefits or other available help for you based on your particular circumstances. This is because some actions or types of benefits or help may be better for you.

Please email julie@provanhallha.org.uk or tracy@provanhallha.org.uk or phone 0141 771 4941.

Public holidays

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

Friday 8th May; Friday 22nd and Monday 25th May 2020.

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

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

Yes. You should continue to pay your rent as normal. You have a legal and contractual obligation to do so. Otherwise you may build up, or increase further, your rent arrears.

How do I pay my rent?

You can pay 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

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 have a wide range of support available. 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. We can, along with our partner agencies and others, support all our tenants according to their individual circumstances.

Need help with food and fuel?

If you are struggling and need help with food or fuel top-ups or bills, we can help.

We are in regular contact with Connect Community Trust who

we and others are funding to do great work in the area.

This includes providing food parcels, money to help with fuel and activity packs for children. Please contact us.



Youth Grants. Under 25?

Provanhall HA will be launching a bursary scheme for its residents as soon as lockdown is over.

YOMO and Connect CT are involved with this.

Why not have a think about things you would like to do post lockdown, or need support to continue doing, that we might be able to help with through the bursary scheme.

Examples of things available are:

study abroad

sports lessons

gym membership

charity work abroad

sports equipment

travel costs or books for uni/college

interview clothes to help kick start a new career

Or maybe you want to do some online courses during lockdown?



Want to have a chat about ideas?

Contact **Connect CT** on **0141 781 9918**, email info@connect-ct.org.uk or **YOMO** on **0844 414 8296**, email enquiries@yomo-online.co.uk, or call **Provanhall Housing Association** on **0141 771 4941**, email info@provanhallha.org.uk



Technical Services News

Tenant Alterations

Tenants considering making alterations to their home must first get the Associations written permission prior to any alterations taking place. The Association will not refuse permission unreasonably but may grant permission with conditions regarding the standard of the works.

What are tenant alterations?

Tenant alterations are fixtures and fittings that you as the tenant change within the property. An example of alterations would include fitting:

Minor Alterations	Major Alterations
Laminated or tiled flooring	Bathroom suite
Doors of your own choice	Shower
Lights of your own choice	Kitchen
Satellite television	Artificial grass

These are only some examples of possible alterations but basically anything you want to change, which came as standard with the property, will require our permission.

Can I have satellite television installed?

Yes - in most cases, with written permission from our Technical Services department. Before you proceed or enter into a contract with a satellite television supplier speak with the Association's technical staff.

You do not need planning permission to install them, but they must be fitted to a high standard and located in one of two locations:

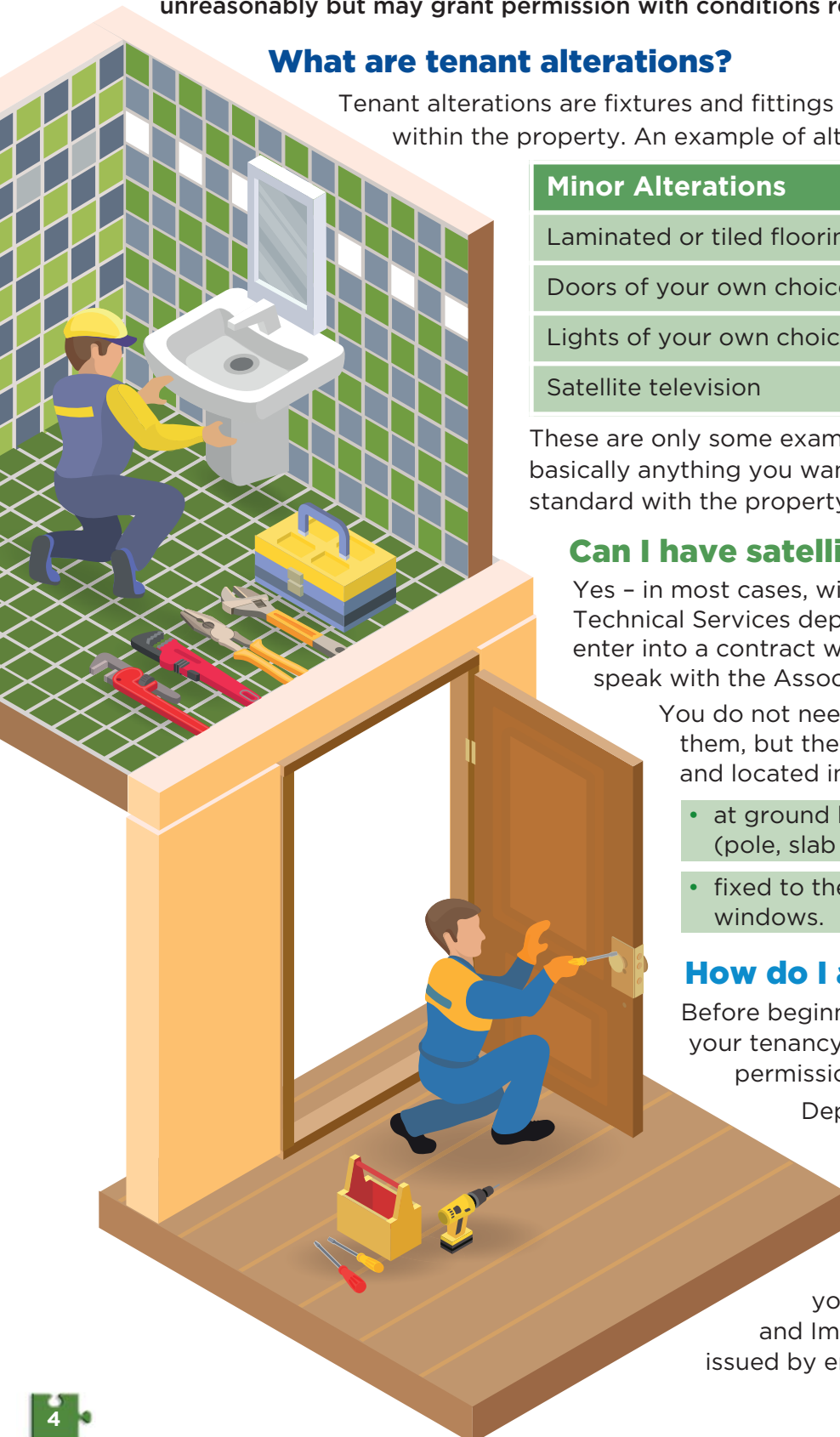
- at ground level on a suitable mount (pole, slab or both)
- fixed to the metal rails at balcony doors and windows.

How do I apply?

Before beginning any work you are required by your tenancy agreement to seek our written permission.

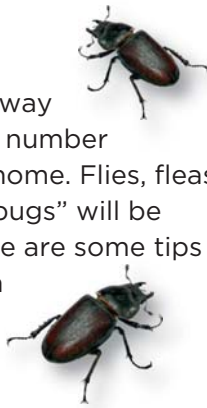
Depending also on the type of alteration, you may also need a Building Warrant and Planning Permission from the Local Authority.

To obtain our written permission, you need to complete an Alterations and Improvements form which can be issued by email and discussed over the phone.



Bugs & Creepy Crawlies

With the warmer weather on the way it brings with it an increase in the number of insects to the garden and the home. Flies, fleas, ants, beetles, spiders and other “bugs” will be arriving searching for food so here are some tips on how to control the most common crawlies if you get some in your house.



Beetles

They are most likely to be found in the kitchen, as this is close to available food, but they can be found elsewhere in the house, such as soft furnishings, where children may spill food crumbs, in a sofa for example.

Treatment:

If you are unfortunate enough to find that you have an infestation of beetles your first course of action will be to clean the house thoroughly, paying particular attention to vacuuming the wall/floor junction, pull out the cooker and clear any food spillages/debris which you may find.

Ants

The good news is that garden ants are not ‘Public Health’ pests. The bad news is that they are a real nuisance and very difficult to get rid of.

Treatment:

You can carry out treatment against ants yourself but you have to be thorough. Apply a residual insecticide for crawling insects which you will be able to buy at many DIY stores, supermarkets and garden centres.

Apply it to wherever ants can enter your home. Inside your house you should apply the insecticide behind the sink unit, skirting boards, around doors and window frames.

Please read the label and carefully follow the instructions on any pesticide you choose.

Please note that Provanhall Housing Association and Glasgow City Council Pest Control do not carry out any work relating to insects as they are not caused by the property and do not cause any major health issues.

Most infestations are due to weather and environmental issues and can be easily brought under control with an increased hygiene action and use of insecticides available from most good DIY stores and supermarkets and garden centres.

Repairs

Emergency repairs

Please call us on **0141 771 4941** if you have an emergency repair in your home. An emergency repair is:

- **No heating and/or hot water - Total loss of both heating and hot water with either no electric shower, or a vulnerable tenant.**
- **Uncontainable leak.**
- **Dangerous electrical fault.**
- **Essential adaptations failures.**
- **Property insecure.**

When you contact us about your emergency 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 an emergency repair 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 repairs

If you have a repair but it is not an emergency, then we are ask you to report this repair at a later date when normal services resume. At the moment, we don't know when this will be. Association staff monitor Government advice closely and will seek to resume normal service as quickly as possible when it is safe to do so.

If we have not listed the repair in the above ‘emergency repairs’ then we would not currently class it as an emergency. Please remember we are trying to support social distancing and protect the health of tenants and our staff during these unprecedented times.

