

Annual General Meeting

The strange times we are all currently experiencing continued as we held our Annual General Meeting (AGM) virtually due to the current restrictions.

The meeting took place on 16th September via zoom and by telephone. We were delighted that so many members managed to join us.

At the meeting the Chairperson gave an overview of the work of the Association over the past year and the External Auditors – Azlets (formerly Scott Moncrieff) – gave a presentation on the audited accounts. The Auditor reported that the Association is in a healthy financial position and all legal requirements and regulations have been adhered to throughout the year. Azlets were re-appointed as the Association's auditor for this financial year.

Elizabeth McEwan was re-appointed as Chairperson and Christine Morris as Secretary. William Blunn and Pauline Docherty were appointed as new members to the Committee.

Unfortunately, we could not hold our usual public meeting after the AGM, but business usually conducted at this meeting will now be advised via the Newsletters.



The full Management Committee are:

Elizabeth McEwan (Chairperson), Christine Morris (Secretary), Linda Cameron, Tracy Coutts, Babs McCluskey, Cathie Reid, Clarice Spaine, Rodger Harley, Margaret Stewart, William Blunn and Pauline Doherty.



Annual Report

The 2019/20 Annual Report was sent to all tenants over the past few weeks via email or post. If you did not receive your copy, it can be downloaded from our website at: www.provanhallha.org.uk, or you can call the office and we can post a copy out to you.

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

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www.provanhallha.org.uk ■ Registered Scottish Charity Number SC037762



MOŻEMY PRZETŁUMACZYĆ
HEUREUX DE TRADUIRE



2020 Garden Competition

This year's garden competition was judged by our new Technical Services Manager Mark Quigley.

Mark was looking forward to the competition as he had heard the residents of Provanhall have been busy in their gardens and making use of their outdoor spaces during the spring and summer lockdown months.

The winner this year is Mr Baillie of Balfluig Street whose garden included a bistro area, copper tree and a variety of coloured plants with a rounded hedge. Runners up are Mrs & Mr Kirkcaldy on Balfluig Street and Mrs McIntyre of Auchinlea Road. Both gardens boasted water features climbing plants, ornaments and seated areas.

Commendations given to Mrs McEwan on Conisborough Road, Miss Hill at Duffus Street and Mr Cameron of Whitslade Place whose gardens included sun flowers, hanging baskets, ornaments and well pruned shrubs.



Complaints

The Association welcomes and values complaints. We record all complaints received and use these for training purposes, to improve its service provisions and to make changes to policy or procedures as appropriate.

One complaint we received in the last few months resulted in us changing contact procedures for our out of hours repairs contractor.

If you are unhappy with any part of the service you receive from the Association, or anyone working on its behalf, please do not hesitate to let us know.

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

Foodbank Vouchers

Are you struggling to feed you or your family? Anyone can find themselves at crisis point for many different reasons.

That is why we work in partnership with Glasgow North East Foodbank. If you are struggling to put food on the table and you or your family is at risk of going hungry, please contact your Housing Services Officer who can help.

Currently the nearest foodbank in Blairtummock remains closed. But there are various other locations open throughout the East of the city. For location details visit: www.glasgowne.foodbank.org.uk



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, the Income Advisor, can help and 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 and appealing against decisions affecting your benefits.

Please phone us on **0141 771 4941** for an appointment.

All appointments are currently being held over the phone or by Zoom.

Elaine will be available:
Monday 1.30-3.30pm,
Tuesday all day
and Thursday
9am-1pm.

Job Club & Universal Credit Help during Covid-19

Provanhall residents can still get remote help and support:

- CV Writing
- Job searching
- Training/ Volunteering
- Using a Computer
- Using email
- Meet Claimant Commitments
- Form Filling
- Using DWP 'Find a Job'
- Universal Credit Help



Please phone **Katie** on: **07415 003517**
or **Leeanne** on: **07377 963676**
or e-mail info@connect-ct.org.uk

Adaptations – Making life easier in your home

In May 2020 Provanhall Housing Association submitted a funding application to Glasgow City Council for medical alterations to tenants' homes. The Association is delighted to announce our application was successful and we have been awarded £15,000 towards adaptations.

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.

At present larger 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.



It's been a year with a difference for all of us, but the work of Connect Community Trust and our running of The Connie has continued and adapted with the needs in the community. Here we give you a run down of the work we've delivered over the year and our plans for the future (when we can get back to a new normal).

Youth Services

The youth clubs over the year have firstly provided a huge amount of fun for young people in the area. 1095 attendances at a range of activities and have learnt bushcraft skills, enjoyed nature walks, support with homework, sports, computers, creative and arts skills and lots more!

Clubs operate on a Mon, Tues, Thurs and Fridays at The Connie.

Due to the current situation our clubs are slowly getting back to normal as we understand the importance of young people getting together and being active. Following guidance young people have enjoyed clubs outdoors.



Summer Programme 2020

With all activities having to be outside it's been a mixed weather situation but there were loads of smiles throughout.

Working with the Science Centre, youth staff took full advantage of the local Provanhall woods with weekly walks and adventures. In addition, we managed to get the best day for a trip to Ayr beach.



Lunch Club and Community Café

The Connie is a place for all ages and weekly on a Tues and Thurs you'll find Eleanor making a 2-course meal for just £3! The best in the area, we think 😊 The rest of the week you'll find delicious and affordable breakfasts, toasties, soup and much more!

A friendly and welcoming place to meet your friends and find out more about services and activities in the area or to tell us what you would like to see happening.

Volunteer Opportunities

A core part of our work is to provide training and work placement opportunities and it is also key to running services within The Connie. Over the year we have provided opportunities to all ages within youth work, admin, café and sports.

As we continue to develop services, we are always looking for people to join in the support and running of services.



Job clubs and Digital Support

Every Wednesday we operate a job club that provides help and support to people recently made unemployed and needing help to apply for benefits, help to look for work, create and update CVs, access training and general job and benefit advice. 164 people have been supported over the year.

Support also provided for people to get online. Over the year we've helped people get email addresses and order items online to get better deals, help with printing information for holidays and buying insurance. If you just have general support requirement, we can support you.

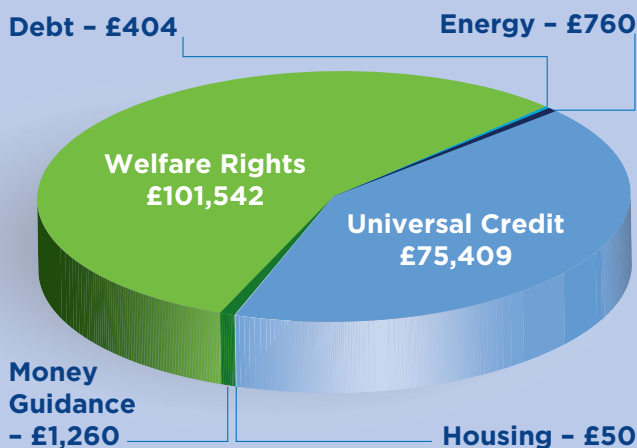
Income Advice Service

During 2019, Marshall Gemmell was our Income Advisor providing help and support to Provanhall Housing tenants relating to income and money issues. Over the year Marshall was able to support local people as shown in the pie chart.



This year, Elaine McIntyre joins us as Income Advisor and although starting during Covid-19, she has already made a huge impact and provided support to 32 individuals within Provanhall.

Provanhall Housing - Financial Gains Quarter 1, 2 & 3 (19-20)



Bingo

We love a game of Bingo and this continues at the Connie on a Monday night. Hosted by Eleanor there are lots of laughs and prizes to be won.



Covid-19 support

It has been tough times over the past 6 months but we hope that we've helped a make it a little easier.



Firstly we want to say a huge thanks to Lizzie Shields and Sharon Smith for all their work over this time. Working so hard to distribute the support to households. Also to Katie Gould and LeeAnne Douglas and Eddie Andrews for supporting the other energy, furniture and pick ups. Thank You!

- 128 individual tenants supported with energy/fuel top-ups; 251 Individual payments
- 24 tenants provided with emergency furniture - 44 white goods provided
- 225 individual households supported with food/care packs distributed
- 122 individual young people provided with an activity pack
- 155 Cash for Kids vouchers distributed

Social Events and Community Lunch, Brunch and Dinner

It's important to us that the community has lots of times throughout the year to get together and have fun. The gala day unfortunately hasn't gone ahead but throughout the year we had our Halloween party, Christmas fete and have hosted various birthday parties.

We also organised community lunch, brunch and dinners earlier this year which will become regular events and allowed us to gather lots of new ideas for activities going forward. All while enjoying a free munch.



Future Plans

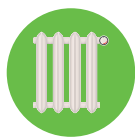
It is of course strange times at the moment due to Covid-19 but we are looking ahead and have started to look at booking in the following:

- | | |
|----------------------------------|--------------------------------|
| • Parent and Toddler Group | • Chair Aerobics |
| • Family Group and Cookery Club | • Computer Classes |
| • Arts Class | • Drama Group for Young People |
| • Adult Exercise and Dance Class | • Mens Group |
| | • Gardening Project |

We are looking forward to working alongside Provanhall Housing and residents on future plans!

Technical Services News

Repairs



Over the last 5 months the Technical Services team has been working extremely hard to deliver a repairs and maintenance service to our tenants. The emergency repairs service has continued since March and in July the Association resumed urgent repairs and began to consider external repairs on a case by case basis.

To support our tenants during the pandemic, heating and hot water repairs are being attended on a 4 hour emergency timescale. In previous years heating faults would have been considered a 3 day urgent repair.

A review of the past few months has shown total repairs reduced by almost 30% as routine and urgent repairs were placed on hold. Staff have not been quiet though as emergency repairs dramatically increased, this is due to essential heating repairs and a greater number of repairs associated with tenants being home more often (overflowing taps, accidental damage, etc.)

April - August Repairs Statistics			
Repair Type	2015-2019 Average	2020 Repairs	% Change
Emergency	104	268	157% increase
Urgent	179	118	34% decrease
Routine	406	101	75% decrease
Total	689	487	29% decrease

In addition to emergency and urgent repairs the Technical Services team has assisted our Housing colleagues with re-let repairs and restarted two planned works contracts;

- External painter works started 29 June.
- Internal painter works commenced 20 July.
- SHQS fire detection upgrades restarted 19 August.

Our contractors have been working hard to adapt to the challenges of COVID-19 and have put in place measures to ensure the safety of their staff and our tenants.

Subject to Government guidance and restrictions remaining as they are, on Monday 28 September the Association plans to resume a full external and limited internal repairs service. This would see:

- All external routine repairs instructed, as outside working is deemed a low COVID-19 risk.
- Internal routine repairs instructed where we are confident works can be undertaken by a single contractor and in a single working day. The single contractor may consist of two workmen who have formed a cluster (similar to extended households).

This will be constantly reviewed as we work through the coming months and may be stopped or paused should the risk of COVID-19 change.

If you call to report a repair you can expect the following to happen:

Association staff or the contractors will ask:

- About the households' health status and query if anyone has symptoms of COVID-19.
- Ask you to maintain a distance of at least 2m when discussing the works with the Contractor.
- Minimise movement within busy areas for example, stairs and corridors.
- Ask you to keep the area requiring works clear of belonging and small items as this will help works progress quickly.
- Ask you to leave windows open in the area work is to be undertaken.
- Ask you to wait in another room whilst the repair is undertaken.

During lockdown we were unable to carry out non-emergency repairs which has resulted in a backlog of repairs. We ask you to be patient as we work our way through this list and we are grateful to everyone for your patience and understanding during this challenging period.

Planned Works



External and Close Painting

JS McColl Ltd are currently undertaking external and close painting across Provanhall. Works have finished in Duffus Street painting and they have moved onto the next phase on Conisborough Road. The estimate programme for the works is as follows:

Address / Block	Estimate Date	Works
1-3 Conisborough Road 44-54 Conisborough Road 16 Auchinlea Road	August / September	External Painting
27-37 Balfluig Street 53-61 Conisborough Road 2-4 Whitslade Street	September / October	External Painting
70-80 Auchinlea Road 81-85 Conisborough Road 18-42 Auchinlea Road	Autumn / Winter TBC	External & Close Painting
23-25 Balfluig Street 63-73 Conisborough Road 14-18 Balcurvie Road	Autumn / Winter TBC	External Painting

Bathroom Replacements

Planned investment works continue to be challenged by the Coronavirus pandemic. In the Spring newsletter we noted bathroom renewal works are scheduled at 6 closes in Conisborough Road and 2 closes in Balfluig Street. The Association still intends to undertake these works before March 2021 and we are working with the contractor to establish how this can be done safely.

Controlled Entry Systems

The Association still intends to undertake these works before March 2021 and we are working with the contractor to establish how this can be done safely. These works are scheduled to occur at 6 closes in Conisborough Road, 2 closes on Balfluig Street and 8 closes in Whitslade Street.

Fire Detection (Smoke & Heat Detectors)

In the aftermath of the Grenfell Tower tragedy, the Scottish Government issued new regulations which requires all social landlords to improve fire detection by February 2021. All homes must be upgraded to have:

- 1 smoke alarm in the hallway (2 if up and down stairs),
- 1 smoke alarm in the Living Room,
- 1 heat alarm in the kitchen,
- 1 carbon monoxide alarm at the boiler,

All the alarms have to be linked together so that if 1 is activated, all 4 go off to alert you that there is a potential safety issue in your home.

The Association appointed Magnus Electrical to undertake the majority of this work and Magnus restarted works in August.

Good progress has been made on this project and the Association has just 45 properties left to upgrade.

Magnus will be in touch with the remaining tenants to arrange access. Please note this work is a legal requirement and must be done, the Association may opt to force entry to the remaining properties if access cannot be arranged by November 2020.

Phase 13 New Build

In January and February the Association took possession of 8 new homes with Brunstane Road and Drochil Street welcoming new families again after the area was cleared in the mid 1990s. A further 8 homes were recently handed over in August and September with most located on Conisborough Road.

Due to the Coronavirus pandemic the remaining 10 properties have been delayed but ENGIE are onsite and progressing well. The entire new build development of 106 homes at the corner of Auchinlea Road and Westerhouse Road will continue throughout 2020-21. Tenants awaiting new homes on the site will be given more information as soon as it is available.



Glasgow East's NEW community car club

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MEMBERSHIP
+£40 DRIVING
CREDIT

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£4.75
an hour

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(If you don't have internet or need help with registering, contact one of our local partners overleaf)

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A cleaner, greener & cheaper way to drive in Glasgow East...



Join



Book



Drive

Sign up using code 'connectct'
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At a street near you with co-wheels' local partners...

Connect Community Trust 39 Wellhouse Crescent, Easterhouse G33 4HG

FARE 31 Drumlanrig Avenue, Easterhouse G34 0JF

Provanhall Housing Association 34 Conisborough Road, Easterhouse G34 9QG

Blairtumock Housing Association 45 Boyndie Street, Easterhouse G34 9JL

FUSE 1567-1573 Shettleston Rd, Shettleston G32 9AS

