

Provanhall Post

The newsletter for Provanhall Tenants



Issue 88 • Autumn 2025

Welcome...

...to this edition of your newsletter which I hope you find packed with lots of interesting and useful information.

Over the past 9 months, we've been busy making changes to improve how we work for you. We've upgraded our IT systems, brought in new contractors, and **reshaped our staff team to cut unnecessary costs**. These steps are helping us work more efficiently – and importantly, they're part of our commitment to **keeping rents down while still delivering the services you rely on**.

In the next couple of months, we'll be launching our **Rent Consultation** and we'd love to hear your views. We're committed to keeping rents as affordable as possible, while still making sure we can deliver the services that matter most to you and your community. **Your voice really does make a difference – so please get involved**.

Tenant Satisfaction Survey

A huge thank you to everyone who took part in our **three-yearly Tenant Satisfaction Survey**. Your feedback is invaluable and helps shape the way we deliver our services. We really appreciate the time you took to share your views. For more details on the results and what we're doing in response, please see the enclosed **Annual Review** and turn to **page 3 of this newsletter**.

Support When You Need It

We know times can feel tough. If you need a hand, our Housing team – Diane and Danielle (see page 2) can connect you with local support services, and our Money Advisor is here to offer practical advice to help you manage financial challenges. Please don't hesitate to reach out.

Annual Review 2024-2025

Your copy of this year's Annual Review is included with this newsletter. Inside, you'll find updates, achievements, and insights into how we're working to improve your experience as a tenant.

If there is anything you would like to see in future editions – please reach out and let us know!

Best wishes, **Alan Hume** Director



Holiday Breaks & Training Afternoons

We'll be finishing up at **4:30pm on Tuesday 23 December 2025 for the Christmas and New Year holidays**. The team will be back from **9:00am on Tuesday 6 January 2026**.

To keep our skills sharp, we'll also be closing **early on the last Wednesday of each month** for staff training.

Need urgent help?

Don't worry – someone's always on hand. For emergency repairs at any time, just call **0141 771 4941** and you'll be put through to our **Out of Hours Services**.

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

Meet the Team!

Provanhall Housing Association Team Structure



Alan Hume
Director



Mark Tedford
Operations
Manager



**Finance
Manager
(TBC)**

Diane Miles
Housing
Officer



Peter Boyle
Repairs &
Asset Officer



Heather Elder
Corporate &
Governance
Officer



**Danielle
Keenan**
Housing
Assistant



**Rachel
Fitzsimons**
Repairs &
Asset Officer



**Pamela
Davren**
Finance
Administrator



AGM Update

Our 34th Annual General Meeting was held on 17 September 2025. We had a great turn out with 47 residents and members attending. We welcomed Tom Irving and David Carse to being members of the Management Committee. We also thanked Moira Bayne, Christine Morris and Tracy Coutts for their service.

Everyone who attended was given a raffle ticket on arrival. The winners drawn on the night were:

£50 won by Jean Logan from Whitlade Place

£30 won by Helen Campbell from Whitlade Place

£10 won by Ashley Bedi from Balcurvie Road

At a challenging time for our Association 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 2024/25



Provanhall
Housing Association

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

Homes and rents

At 31 March 2025 we owned 520 homes. The total rent due for the year was **£2,272,210**. We increased the weekly rent on average by **7%** from the previous year.

Average Weekly Rent

Size of home	Number owned	Your landlord	Scottish Average	Difference
1 apartment	0	-	£94.29	-
2 apartment	60	£73.69	£102.72	-28.2%
3 apartment	342	£80.36	£104.17	-22.8%
4 apartment	91	£97.05	£114.78	-15.4%
5 apartment	27	£109.69	£127.25	-13.7%

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

- **97.31%** of our homes met the **Scottish Housing Quality Standard** compared to the Scottish average of 91.89%. 
- The average time we took to complete **emergency repairs** was **1.86 hours**, compared to the Scottish average of 4.01 hours. 
- The average time we took to complete **non-emergency repairs** was **5.17 days**, compared to the Scottish average of 8.35 days. 

- We completed **90.76%** of **reactive repairs right first time** compared to the Scottish average of 87.11%. 

- We do not operate a **repairs appointment system**. 

- **93.06%** of tenants who had repairs or maintenance carried out were **satisfied with the service** they received, compared to the Scottish average of 87.11%. 

Neighbourhoods

- **100.0%** of these **cases were resolved** within targets agreed locally, compared to the Scottish figure of 96.92%. 

Value for money

- The amount of money collected for current and past rent was equal to **102.52%** of the **total rent** we were due in the year, compared to the Scottish average of 99.97%. 
- We did not collect **0.43%** of rent due because **homes were empty**, compared to the Scottish average of 0.91%. 
- We took an average of **17.27 days** to **re-let homes**, compared to the Scottish average of 40.39 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

Keeping our Common Closes clean and clear

At Provanhall Housing Association, we take great pride in maintaining safe, clean, and welcoming common areas for all our residents. Our common closes are shared spaces – the first thing visitors see and an important part of keeping our homes pleasant and safe.

Why it matters

Keeping closes clean and clutter-free helps to:

- **Reduce fire risks** – items left in closes can block escape routes or become fuel in a fire.
- **Prevent trips and falls** – ensuring stairs and walkways are clear keeps everyone safe.
- **Improve hygiene and appearance** – tidy closes create a more welcoming environment for everyone.
- **Build community pride** – well-kept spaces reflect the respect and care of those who live there.

How you can help

Please do your part by:

- Keeping personal items such as prams, bikes, and furniture out of **communal areas**.
- Using the **bins provided** and making sure rubbish is properly bagged.
- Reporting any issues, damage, or bulk items promptly to our office.

Regular inspections

Our Housing and Maintenance Teams carry out regular close inspections to make sure standards are being maintained and to identify any repairs or cleaning needs. If issues are found, we'll work with tenants to resolve them quickly – but persistent non-compliance may lead to tenancy action for safety reasons.

Together we can keep our closes safe, bright, and welcoming for everyone who lives here.



Rent in advance

What it means & why it helps

As part of our rent management approach, Provanhall requires all tenants to pay one month's rent in advance before the tenancy begins. If you are unable to pay the full amount immediately, we are committed to working with you to set up an arrangement to reach that amount.

We believe this approach benefits both tenants and Provanhall. Below are some of the positive effects we expect.

What you should know:

- This advance payment is not a "deposit" or penalty – it covers your first month's rent.
- It gives you a cushion: if you're financial situation changes you have a buffer to avoid falling into arrears.
- It strengthens your tenancy from the start and helps keep your account in good standing.
- Over time, paying in advance can reduce stress over missed payments or late charges.

How we help if you can't pay all at once:

- We can discuss a staggered repayment plan for part of it, if needed.
- We will connect you with our income advice team to maximize benefits, manage budgets, and plan ahead.
- We aim to be flexible, particularly where genuine hardship exists, so that tenants are not prevented from accessing a home they need.

If you have any questions, concerns, or wish to discuss your individual situation, please contact our Housing team on **0141 771 4941**.

Thank you for your cooperation and commitment to sustaining a secure tenancy with us.



Bin Hubs

Upcoming Bin Hub Installations – Important Resident Information

As part of Glasgow City Council's ongoing programme to improve local waste management and street cleanliness, new Bin Hubs are due to be fitted within your area over the coming months.

A site plan and layout showing the proposed bin hub locations is displayed below. This will help you see exactly where the new facilities are being placed.

Why these changes are positive

- **Cleaner environment:** Bin hubs help reduce overflowing bins, litter, and fly-tipping.
- **Easier waste collection:** Centralized hubs make collections safer and more efficient for refuse teams.
- **Improved access:** Designed to meet accessibility standards and reduce obstructions on pavements and lanes.

We value your feedback

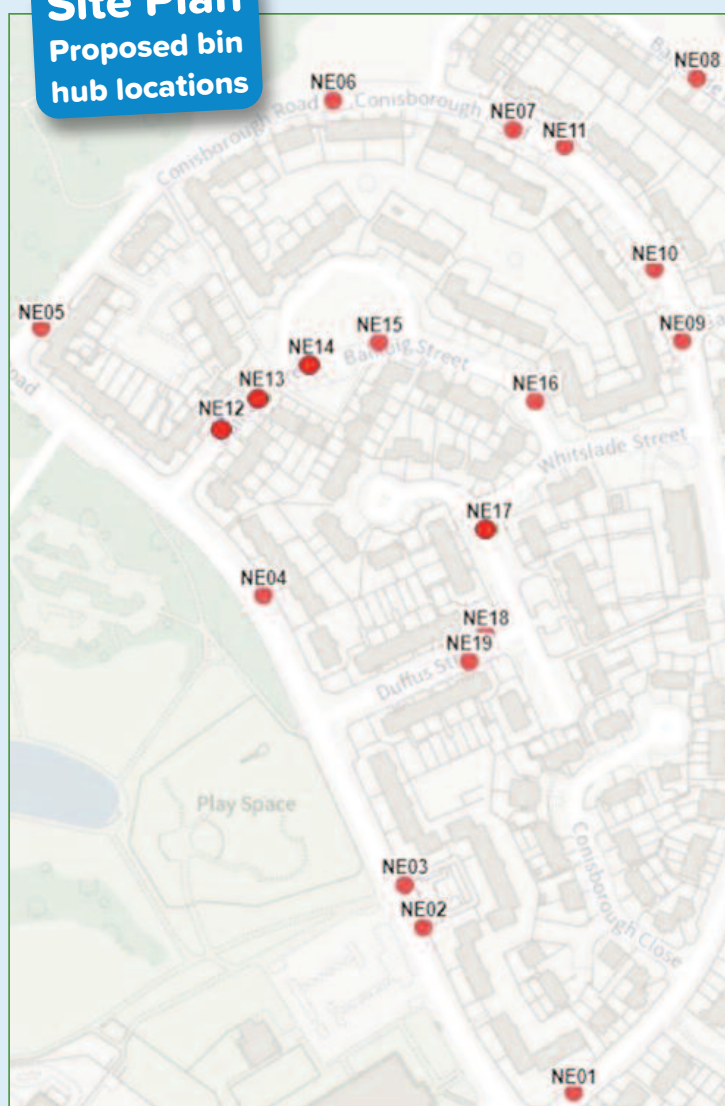
We understand some residents may have concerns about the location or appearance of the new hubs, and we want to ensure everyone has a chance to raise questions or suggestions.

If you have any concerns or wish to discuss alternative placement, please contact us as soon as possible on **0141 771 4941** to speak directly to a member of staff.

Your feedback will be shared with Glasgow City Council's Environmental Services team to help ensure the final layout works well for everyone in the community.

We thank you for your cooperation and support as we work together to create a cleaner, safer, and more sustainable environment for all residents.

Site Plan Proposed bin hub locations



Out of Hours Emergency Repairs – We're here when you need us most

We know that repairs don't always happen between 9 and 5. That's why Provanhall Housing Association provides an Out of Hours Emergency Repairs Service to make sure urgent issues are dealt with promptly and safely – even when our office is closed.

When to use the Out of Hours Service

This service is for genuine emergencies only – situations that present an immediate risk to your health, safety, or the structure of your home.

Examples include:

- Major leaks or burst pipes
- Total loss of power or heating
- Unsafe electrical faults
- Serious roof damage or flooding
- Fire or storm damage
- Unsecure doors or windows

If your repair can safely wait until the next working day, please report it during office hours so we can prioritise emergency calls appropriately.

How to contact us

If you experience an emergency when our office is closed, please call our Office number **0141 771 4941** and you will be directed to out of hours contractors.

Your call will be directed to our emergency contractor who will assess the situation and arrange attendance where necessary.

We appreciate your cooperation – together, we can make sure everyone gets the help they need, when they need it most.

Roofing, Soffit & Fascia Improvement Works

Provanhall Housing Association is pleased to update residents on the ongoing roofing, soffit, and fascia renewal works being carried out across our housing stock.

These essential improvements form part of our wider Planned Maintenance Programme, ensuring every home remains safe, weather-tight, and energy efficient for the years ahead.

The benefits to you

We're investing in these works to deliver lasting benefits for tenants and the wider community:

- **Better weather protection** – helping prevent leaks and dampness.
- **Improved energy efficiency** – reducing heat loss and keeping homes warmer.
- **Enhanced roofline ventilation** – supporting long-term building health.
- **A fresh, well-maintained appearance** – improving the overall look of our neighborhood.
- **Lower future repair costs** – by replacing ageing materials now before problems arise.

This includes:

- Roof maintenance and renewal where needed
- Replacement of soffits and fascias
- Checks and cleaning of gutters and downpipes
- Minor joinery and sealing works for long-term protection

What to Expect

- Scaffolding may be in place temporarily while works are completed.
- Contractors will work during normal site hours and aim to minimize disruption.
- All staff and operatives will carry identification and follow strict health and safety procedures.

Stay in Touch

If you have any questions or concerns about access, safety, or timescales, please contact our Repairs & Asset Team on **0141 771 4941**.

We encourage tenants to get in touch early if they have any queries – your feedback helps us ensure everything runs smoothly.

Thank You

We'd like to sincerely thank all residents for their patience, cooperation, and understanding while these important works are taking place.

Your support helps us continue investing in the long-term quality, safety, and comfort of your homes.

Annual Gas Safety Checks

Saltire, our approved gas contractor, carries out mandatory annual Gas Safety checks in all homes with gas appliances.



These checks are a legal requirement and must be completed every 12 months to ensure your home and family remain safe. The inspection is quick – usually taking no more than 30 minutes – and involves checking your boiler, gas meter, and any gas appliances to make sure they are working safely and efficiently.

What you can do

- Please allow access on the date and time given on your appointment card or letter.
- If the appointment time doesn't suit, call Saltire directly on **0141 771 4941** to rearrange.
- Make sure someone aged 18 or over is at home to provide access.

Your cooperation helps us keep everyone safe and ensures your heating system continues to work efficiently throughout the year.

Thank you for your understanding and support.

Working with Saltire Facilities Management to keep your home safe and warm.

Forced Access

If access is not provided after several attempts, we may have to arrange a forced access appointment to meet safety regulations.



Please note:

- If a joiner or locksmith attends for a forced access and **you allow access** at that point, you will still be recharged **£80** to cover the contractor's attendance costs.
- If entry is not gained and we must proceed with forced access, full costs will be recharged to your tenancy of **£120**.

To avoid unnecessary charges, please make sure you:

- Allow access on your first appointment date.
- Rearrange with Saltire promptly if you need to change your slot.
- Contact our office immediately if you have concerns about access.

Your cooperation helps keep you, your family, and your neighbors safe – and avoids unwanted costs.

Advice on dealing with damp

No one wants to live in a damp home. Damp can cause mould on walls and furniture and cause damage to your belongings, it's also unhealthy to live with.

Dealing with dampness and mould in your home

Dampness and mould can affect your health, especially young children, older people or vulnerable members of your household with chronic illness.

As your Landlord, we will always respond to any reports of dampness and mould in your home and take action.

Dampness and mould growth can be a sign of problems within your home, caused by excess condensation or water penetration.

This can include:

- leaks in the roof
- cracks or holes in walls
- rotting window or door frames
- lack of ventilation or poor ventilation in your home
- water coming into your home from the ground
- water coming in from gutters or vegetation growth

Our commitment to you

If you notice signs of dampness or mould, get in touch with Repairs and Maintenance by calling **0141 771 4941** or by email at info@provanhallha.org.uk.

We will arrange an inspection to find out the cause and deal with damp and mould in a reasonable amount of time. We aim to visit you, at home, within 3-working days. If you feel there are vulnerable people at home and need a quicker visit just let us know.

We will ensure:

- Every room has an adequate heating source.
- There is suitable ventilation in bathrooms and kitchens through mechanical extraction fans.
- Insulation is properly functioning to reduce heat loss through the building.

Following any treatments we will visit your home again to make sure the problem(s) have been resolved and you are satisfied.

What is condensation?

Condensation forms when warm moist air begins to cool. The moisture then settles on cold surfaces making them damp. This can happen quickly when warm moisture in the air touches cold surfaces.

For example when you see condensation form on a cold mirror when you have a shower making it feel wet to touch, this is condensation.

Condensation is drawn to cooler areas such as:

- Windows
- Cold walls
- Behind furniture where there is poor circulation of air
- Even on clothes

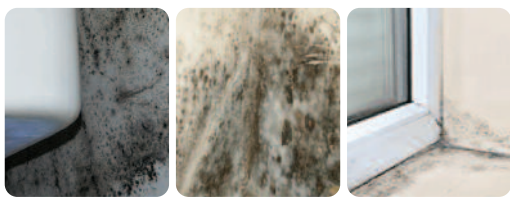
How to reduce condensation

To reduce condensation you need to create less moisture and help circulate air. Things that can cause warm moisture in the air:



Causes of excess condensation	How to minimise and deal with it
Cooking, kettles	Keep lids on pans, only boil the water you need.
Showering & bathing	Close doors and open windows. Use extractor fans. If the fan or timer is not working, report it for repair.
Washing and drying clothes	Use outside drying areas when you can. If drying inside, close doors in the room, open windows partly and use a clothes horse. Do not cover radiators.
More cold surfaces due to colder weather	Try to heat your home each day to 18°C. If you are vulnerable or have chronic health conditions seek advice on the right temperature for you.
Closed windows more often due to colder, wet weather	Keep window trickle vents open and wipe down windows and window cills regularly. Open windows on a daily basis to allow moist air to escape. Open blinds and curtains at times to circulate the air around them. Do not cover radiators.
Avoid damage to furniture	Do not have furniture right up against the wall, always allow air to circulate by leaving a gap.

and mould



Some damp is caused by condensation. This can lead to a growth in mould that appears as a cloud of little black dots. Check for signs of damp and mould.

These can be:

- a damp and musty smell
- mould or mildew on walls, floors or ceilings
- dark or discoloured patches on walls or plaster
- lifting or peeling wallpaper
- excessive condensation on windows

Potential remedies

Where there is a building defect, we will put this right. This may involve replacing defective windows, extract fans, improving ventilation, treating damaged surfaces to prevent mould re-growth. Where we are unable to do this in a reasonable timeframe we will look to provide you with alternative accommodation until the works are complete. We will consider this on a case by case basis and in consultation with the tenant.

We may ask you to help by following the guidance contained in this newsletter to reduce condensation in your home.

Where there are concerns we may install monitoring devices to gather data on humidity, temperature and air quality over a period to help us make better decisions in assisting you to deal with dampness issues.



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?

Compliments and Complaints

We all appreciate a thank you now and then - it's simple, sincere, and powerful. In the last three months, our team received one compliment. Each one is a reflection of the heart, effort, and excellence that goes into what we do every day. Whether it's from customers, colleagues, or partners, these moments of recognition remind us why our work matters.

July to September 2025

	Stage 1	Stage 2
Received in Quarter	4	0
Carried forward from previous Quarter	0	0
Within Timescale	4	0
Carried forward to next Quarter	0	0
Outwith Timescale	0	0
Extension Agreed	0	0
Average time taken to respond	3.75 days	-

You said:

"The standard of close cleaning is poor. The stairs and our common close aren't being cleaned properly."

We did:

Our close cleaner returned and spent several hours thoroughly cleaning the area to bring it up to the expected standard.

To make sure this standard is maintained, the cleaning supervisor will personally inspect all common closes and ensure all works are inspected on completion.

You said:

"My kitchen cupboard door and drawer repairs are taking much longer than expected to be completed."

We did:

We contacted our contractor and found out that the delay was due to specialist replacement parts being on back order from the supplier.

To keep tenants better informed, we've now asked all contractors to update us immediately when a part is required, so we can provide clear progress updates and expected completion dates.

The repair was completed as soon as the parts arrived, and we're reviewing similar cases to make sure future delays are communicated promptly and clearly to our tenants.

Glasgow Life Libraries – Stories & Play in your Library

Glasgow Life are running free, interactive sessions for families with young children, designed to support early literacy development and connect families with other support services.

The sessions are open to families with babies and children up to the age of 4 and are taking place in **Library at The Bridge** (1000 Westerhouse Road, Glasgow G34 9JW).

Sessions are filled with singing, storytelling, and crafts, and children all get to take home a free book gift bag.

For more information on session dates and times please visit their website:

<https://www.glasgowlife.org.uk/libraries/children-and-families/stories-and-play-in-your-library>.

(Sessions will be running until March next year.)

Glasgowlife



Stories and Play in your Library

Enjoy your library together!

Explore what your local library has to offer through one of our free sessions for babies and children up to 4 years old.

Discover more at
glasgowlife.org.uk

Mouse and Bear © Ross Collins, published by Nosy Crow.

Glasgow Life, registered as Culture and Sport Glasgow, is a Scottish Charity (No SC037844).



2025 Garden Competition

This year's garden competition was judged by new Committee Member, Tom Irving.

After deliberating, Tom decided the overall winner this year of the £100 cash prize was Mr McLaughlin from Conisborough Road.

Second place prize of £75 went to Mr & Mrs Kirkcaldy from Balfluig Street.

Third place prize of £50 went to Mr Baillie of Balfluig Street.

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



Ready for winter – Top tips

Provanhall Emergency Repairs Festive Service

Our Office will close at 12.30pm on Wednesday 24 December this year and re open at 9am Tuesday 6 January 2025.

If you have a fire, flood, electrical, security, heating or hot water emergency, please call us on **0141 771 4941**.

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.

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

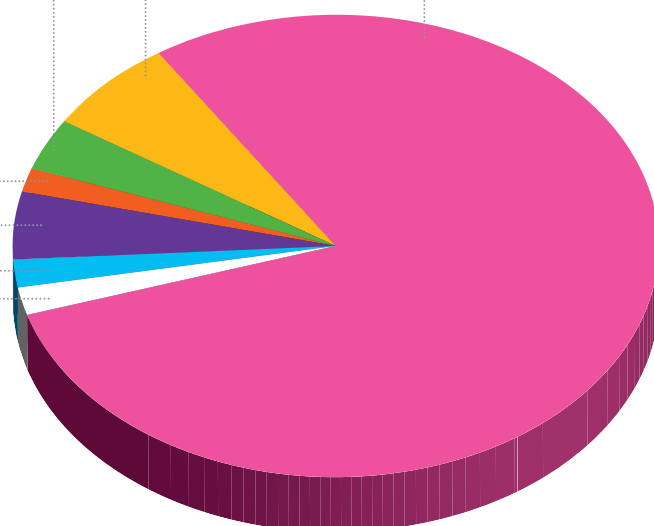
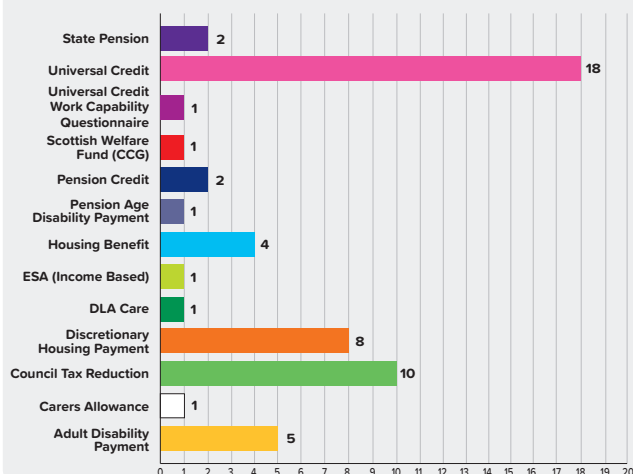
Over £266,600 Benefit Gain for Provanhall Tenants

In Quarter 2 of 2025 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 £266,600. 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.

Universal Credit	79.5% • £211,815.41
Adult Disability Payment	6.9% • £18,381.25
Council Tax Reduction	3.4% • £9,067.39
Carers Allowance	1.8% • £4,831.40
Housing Benefit	1.9% • £5,099.39
State Pension	4.6% • £12,325.60
Discretionary Housing Payment	1.8% • £4,676.07
Pension Credit	0.1% • £413.00

Welfare Rights Issues Total New Cases • Total 56



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, accidentally 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!

Portable Gas/ Paraffin Heaters

The use of heaters fired by paraffin or LPG will not be permitted within your home. Storage of paraffin, LPG containers or other explosive or inflammable substances will not be permitted in the house or in any of the other common parts, areas or facilities of your house.

This is because of the inherent danger in using Paraffin or bottled gas heaters which are recognised as being extremely dangerous in terms of causing carbon monoxide poisoning or fire. If you are struggling to heat your home – please reach out to your housing team on **0141 771 4941** for advice, help and support.

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, Ellen Reilly.



Have you changed your phone number or email? Please tell us...

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.

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?



CONNECT
COMMUNITY TRUST
EMPOWERING OUR COMMUNITY

Elaine McIntyre, our Income Maximisation Advisor, can help & 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 & appealing against decisions affecting your benefits.

Elaine is available on a Monday and Wednesday and is based at the Connie Centre (39 Conisborough Road) which is just across the road from our office. Alternatively, she can visit you at your home if you there are mitigating circumstances that mean you are unable to attend the Connie Centre.

Elaine is here to help, so please don't hesitate to get in touch if there is any money or benefits advice she can assist you with.

Please call our office on 0141 771 4941 to make an appointment.

EASTERHOUSE SPORTS CENTRE PRESENTS



CPW MINI BUS FUNDRAISER!

12TH DECEMBER FROM EASTERHOUSE SPORTS CENTRE
 AUCHINLEA ROAD, GLASGOW, G3 4 9PQ

VIP DOORS - 6PM - GENERAL DOORS - 6:30PM - FIRST BELL - 7PM
 ADULT £4 - CHILD £2 - FAMILY £10 | VIP FRONT ROW - £20 - SECOND ROW - £15

TICKETS - EVENTBRITE.CO.UK | PHONE - 07746227520 | EMAIL - COMMUNITYPROWRESTLING@GMAIL.COM

CPW  

St Andrew's Day
 COMMUNITY CELEBRATION



Join us for a Ceilidh at The Connie! In partnership with The Halliday Foundation, we're excited to host a FREE St Andrew's themed event featuring a live band, along with a complimentary meal and refreshments.

 **CONNECT**
 COMMUNITY TRUST
 EMPOWERING OUR COMMUNITY

27th November | 5:30 - 7:30pm
39 Conisborough Road, Glasgow G34 9QN



Join us at The Connie's Social Club!

Open to Adults Only

Experience a welcoming atmosphere where you'll connect with others and explore a variety of activities. Our social club offers something for everyone!

SOCIAL CLUB



What We Offer:

- A diverse range of activities that change weekly
- Opportunities to meet new people
- Engaging events to keep you entertained

Every Friday

Time: 13:30 AM - 12:30 PM

Location: 39 Conisborough Road, Glasgow G34 9QN

Interested in learning more about our upcoming activities or how to get involved? Please feel free to contact us. We would love to welcome you into our community!



CONTACT US

 0141 773 4461

 info@connect-ct.org.uk



Scan for more & Connect with us online

AUTUMN

AT THE CONNIE

What's On?

2025



WEEKLY TIMETABLE

Monday

7.30am - 9.00am - Breakfast Club Provanhall
9.30am - 4.30pm - Welfare Rights Appointments - Provanhall Housing Association
10.00am - 1.30pm - Cooking Class (Starts 18 August, runs for 8 weeks) - Provanhall
5.30pm - 8.30pm - Bingo - Provanhall

Tuesday

7.30am - 9.00am - Breakfast Club (term time only) - Provanhall
9.30am - 4.30pm - Welfare Rights Appointments - Gardeen Housing Association
10.00am - 2.00pm - Digital Skills Class - Provanhall
10.00am - 12.00pm - Sewing Class - Provanhall

Friday

7.30am - 9.00am - Breakfast Club (term time only) - Provanhall
10.30am - 12.30pm - Social Club - Provanhall

Wednesday

7.30am - 9.00am - Breakfast Club (term time only) - Provanhall
9.30am - 4.30pm - Welfare Rights Appointments - Provanhall Housing Association
10.00am - 2.00pm - Advice and Support Drop-in (Welfare, Digital, Employability) - Provanhall
10.00am - 12.00pm - Sewing Class - Provanhall
10.00am - 12.00pm - Walking Group - Wellhouse
12.00pm - 1.00pm - CCT Lunch Club (term time only) - Wellhouse Housing Association

Thursday

7.30am - 9.00am - Breakfast Club (term time only) - Provanhall
9.30am - 12.30 - Welfare Rights Drop-in - Barmulloch Housing Association
10am - 2pm - Employability Drop-in - Wellhouse Housing Association
11.30am - 12.30pm - Chair Yoga - Provanhall
1.30-4.30 - Welfare Rights Appointments - Blairtummock Housing Association
1.30pm - 3.30pm - Gardening Club - Meets at Provan Hall

Our Mission

Connect Community Trust is committed to fostering social inclusion, supporting personal development, and strengthening local networks. We provide accessible services, training, and opportunities that empower individuals and families, enhance well-being, and drive positive change in our community.



Our Vision

To create a thriving, resilient, inclusive, and empowered community where individuals have the resources, opportunities, and confidence to build a better future together.

SCAN FOR MORE



Contact Us:

Phone: 0141 773 4461
Email: info@connect-ct.org.uk
Website: www.connect-ct.org.uk

Address:

The Connie Centre
39 Conisborough Road
Provanhall
Glasgow, G34 9QN

Our Partners



Your Community Support Hub

Welfare Rights | Employability Support | Digital Inclusion

About Connect Community Trust

We are a trusted community organisation dedicated to empowering local residents. Our comprehensive support services are designed to tackle social and economic challenges, creating opportunities for people to thrive.

Our Services

Employability Support

Get the tools, training, and personalised assistance to achieve your career goals. Our team offers support with CVs, job applications, accessing funded courses, and securing apprenticeships or further education opportunities.

Digital Inclusion

Don't let the digital divide hold you back. We provide training and one-on-one support to improve your digital skills. Get help navigating online services and accessing essential resources in the modern world.



Welfare Rights

Our Welfare Rights Advisers provide free, confidential guidance to help you access the full range of benefits and entitlements. We'll work closely with you to maximise your income and ensure you receive the support you're entitled to.

Weekly Drop-In Sessions

Starting on 7th August

Join us every Wednesday
from 10 AM to 2 PM.

Location: 39 Conisborough Road,,
Glasgow, G34 9QN

CONTACT US

Info@connect-ct.org.uk
0141 773 4461
www.connect-ct.org.uk

Easy Ways to Pay your Rent



Direct Debit

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.



Smartphone or Tablet APP

Download the free 'AllPay' App - register and pay anytime using your debit or credit card. Pay 24 / 7.



Callpay

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



Online Banking

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.



In Person

PayPoint Shop – use your rent payment card to pay over the counter by cash, debit or credit card at one of over 29,000 PayPoint outlets where you see the logo. Your nearest is Provanhall Licensed Grocers on Conisborough Road or the Shandwick Shopping Centre or Glasgow Fort. For Paypoint locations visit www.paypoint.co.uk/paypointlocator



Payzone Shop – use your rent payment card to pay over the counter by cash, debit or credit card at over 24,000 Payzone outlets where you see the logo. For Payzone locations visit <https://storelocator.payzone.co.uk/>



Post Office – use your rent payment card to pay over the counter by cash, debit or credit card at over 12,000 Post Offices. Your nearest Post Office is the Shandwick Shopping Centre. For Post Office locations visit www.postoffice.co.uk/branch-finder



Provanhall Housing Association Limited

34 Conisborough Road • Glasgow G34 9QG • www.provanhallha.org.uk

telephone **0141 771 4941** • email info@provanhallha.org.uk • text **07723 402 317**

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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