

Tenant Satisfaction Survey 2019

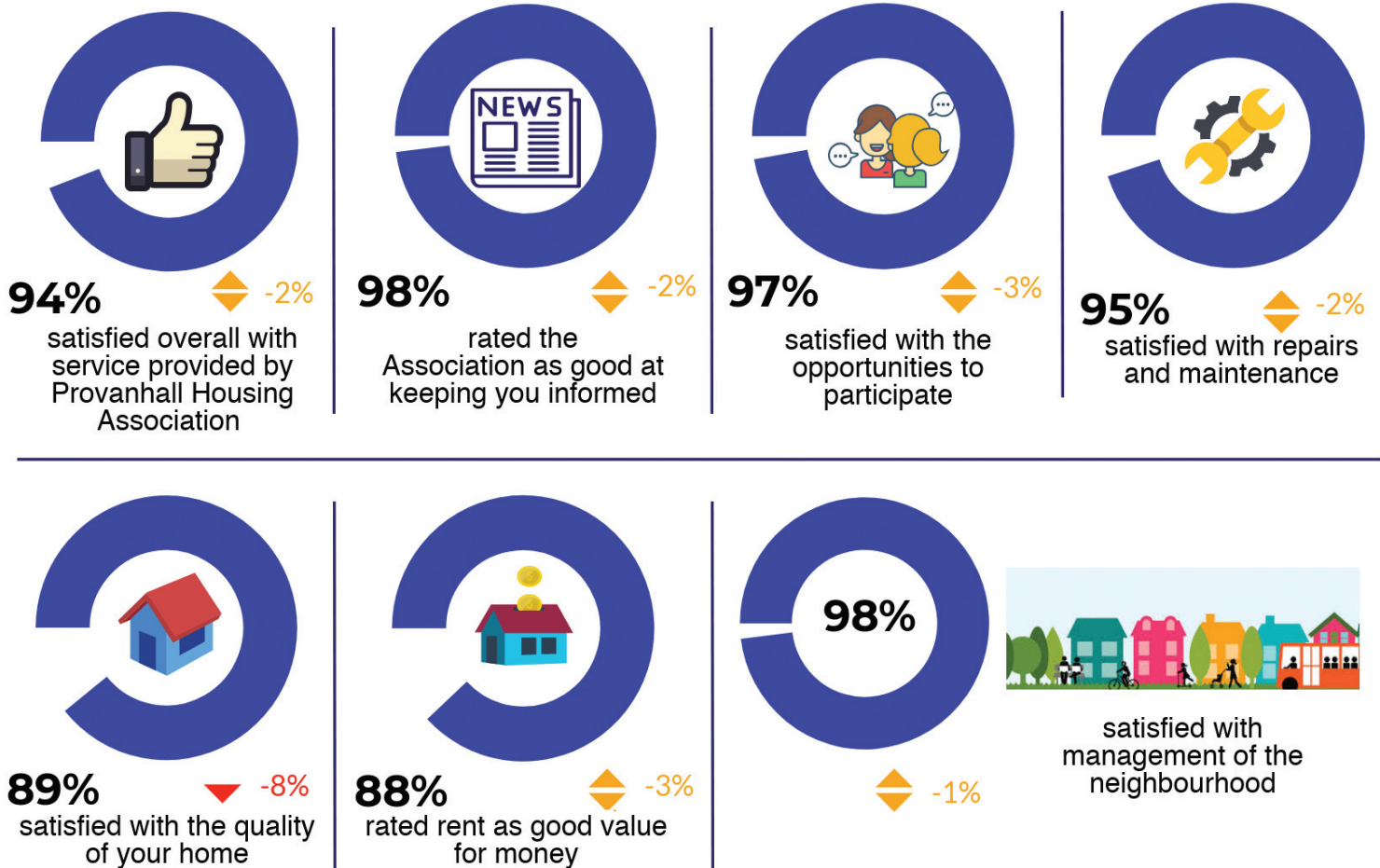
What did we do?

250

INTERVIEWS

We spoke to 250 Provanhall Housing Association tenants to find out how satisfied they were with the Association and the services they provide. This is done to report back to the Scottish Housing Regulator and allows the Association to improve their services for customers.

What did you tell us?



Office Closure

Please note that the office will be closed for the Easter weekend on Friday 19th April and Monday 22nd April 2019.

Telephone number for emergency repairs is **0141 771 4941**.

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

Staff Changes

Gillian Collins has joined the Association as our new receptionist.

Gillian replaces Ashleigh Cooper who left us at the end of March.

We hope that you will all join us in

welcoming Gillian and we hope she enjoys a long and happy career with the Association.



Easterhouse Citizens Advice Bureau

DO YOU NEED ADVICE/HELP?

Find us at 46 Shandwick Square, Easterhouse, Glasgow G34 9DT (just upstairs in The Lochs shopping centre, formerly known as The Shandwick).

We offer free and confidential advice and assistance on many issues, some of which include:

- BENEFITS
- DEBT
- HOUSING
- COUNCIL TAX
- EMPLOYMENT
- CONSUMER

Call us to book an appointment on **0141 771 6654**

Or email

adminuser@easterhousecab.casonline.org.uk

Appointments available **Tuesdays, Wednesdays and Fridays.**

Come to our drop in day on **Monday/Thursday from 9.30am.**

We also provide a support service within Cranhill Development Trust (109 Bellrock Street G33 3HE) every Wednesday between 10am and 3pm (appointment only).

AND

Operate a Home Visiting Service for the residents of the Greater Easterhouse area. Details of this service can be found on request by telephoning our home visiting telephone line - 0141 773 1349.

Our friendly and experienced team of advisers are ready to help you.

Rent Arrears Eviction

The Association this month had to evict another tenant due to rent arrears. The decision to take court action and evict a tenant is not taken lightly and is always a last resort.

Non-payment of rent affects everyone as it can mean the Association's costs increasing which can result in higher rent increases. If you are struggling financially and need help, please don't be afraid to ask.

Free Sanitary products

The **Connie** and **Platform @ The Bridge** both have free supplies of sanitary products for anyone who needs them. They are left out to take so no need to speak to Staff.

Thank You!

We would like to thank everyone who took the time to complete our tenant satisfaction survey in recent months. 55% of local residents were surveyed and the headline results are in a separate article in this Newsletter. They can also be seen and downloaded from our website.

Staff will be looking at all of the results and will be pulling together an action plan to address any points/issues raised. The Management Committee will oversee the work required in this plan and tenants will be kept informed.

New Build Houses

We are delighted to report that all of the 26 properties in the new build development at Conisborough Road/Gardyne Street have been let to current tenants of the Association. This includes a high number of tenants who were severely under-occupying larger family homes.

This has allowed us to meet the needs of other tenants and applicants on our housing list; especially overcrowded families who have been waiting a long time for larger family main door houses. We look forward to welcoming everyone in to their new homes.

Grass & Hedge Cutting

Our contractor will lawn mower cut your grass and strim the edges every 2 weeks between April and September.

This means you will get a minimum of 13 cuts during the growing season. Grass areas include common areas, front and back gardens in main door properties and front gardens and backcourts in closes. If you have a hedge this will be cut a minimum of 3 times during the growing season. Our staff continue to monitor both the number of these cuts and the quality of the work.



Tenant Participation Winners

Mr McEnroe from Duffus Street was the winner of the prize draw for our rent consultation survey in January and won a £50 Morrison's shopping voucher!

We want to thank everyone who got involved. We received a total 71 responses.

Mrs Robertson from Conisborough Close was the winner of the prize draw at our tenant consultation event in February and won £50 cash!



Letter to Provanhall residents

Have you been affected by antisocial behaviour within your area?

Antisocial behaviour can take various forms including disorder, noise, fly tipping, dog fouling etc. Glasgow City Council, Neighbourhoods and Sustainability and Police Scotland are committed to reducing antisocial behaviour in Glasgow and making the city a cleaner, safer place to live, work and socialise.

We are working in partnership with Provanhall Housing Association to improve your neighbourhood. Fly-tipping continues to be an issue in your area. Any information or intelligence you can provide will allow us to address this issue. Dates, times and descriptions of individuals, vehicles being used for fly-tipping including the make, model and registration details if possible will assist in the investigation and enforcement against those who are responsible for this activity.

To request a Bulk Waste Collection you can telephone 0141 287 9700 and place a request or alternatively on our website which can be accessed on www.glasgow.gov.uk

You can also take your bulk items to one of our recycling centres and your nearest location is at Easter Queenslie Depot, 90 Easter Queenslie Rd, Glasgow G33 4UL. You can also request a Bulk Waste Collection for chargeable and non-chargeable items using our MyGlasgow app.

Should you have any information in relation to individuals in your area responsible for fly-tipping, you can report this in confidence to us to enable us to target resources based on the information you provide. You can contact Barbara Fearnside on 0141 276 7621 or by email Barbara.fearnside@glasgow.gov.uk.

Contact Neighbourhoods and Sustainability to report any other issues by calling the Antisocial Behaviour Helpline on 0800 027 3901 or via Facebook at Glasgow City Council, Twitter @GlasgowCC or visit our website at www.glasgow.gov.uk

In the meantime, I would always advise anyone who witnesses or is experiencing issues of antisocial behaviour to report them at the time they are occurring in order to allow police and other agencies to respond and have the best chance to identify those individuals responsible. Please note that issues can be reported to Police Scotland on 101 or to Crimestoppers on 0800 555 1111 or 999 in an emergency.

I would reassure you that we take this matter seriously and thank you for your support.

Yours sincerely

Martin Lundie

Neighbourhoods Liaison Manager
(North East)



Children's Competition

Win a family day out!

Congratulations to Casey O'Donnell, the winner of the Christmas competition.

Casey choose some toys for a prize and a day out to Intu Braehead for the family day out prize. We hope Casey and family enjoyed their day.

To enter this editions prize draw, colour in the picture below and return it to the office by Friday 3rd May 2019. Happy Easter everyone and good luck!



Name:

Address:

Tel No:

Age:

Local Vets

One of the comments in the responses we received in the recent tenant Satisfaction Survey was for information to be provided on local vet services. Detailed below is some information that we hope may be of assistance to you.



Pets4vets

Glasgow Forge
Tel: 0141 551 3630
Email the Surgery:
glasgowforge@vets4pets.co.uk

Sandyhills Veterinary Clinic

Shettleston Rd
Tel: 0141 778 8335
Email the Surgery:
Vets@oakhillvetgroup.co.uk

Peoples Dispensary for Sick Animals

Glasgow East Veterinary Centre
Muiryfauld Drive • Tollcross
Tel: 0141 763 0800

Technical Services Update

Phase 13 New Build

The contractor ENGIE continues to make great progress on site and it is hoped that the first of our 26 new homes should be ready by the end of August 2019. It is an exciting time for Provanhall as the project marks the 25th anniversary of the Association developing in the community.

There was a recent ground opening ceremony which was carried out by Association Chair Liz McEwan and Glasgow City Council Convener for Neighbourhoods, Housing and Public Realm, Councillor Kenny McLean. Liz told the Convener:

“The Association has had a huge demand for the 26 homes being built which shows that Provanhall continues to be a popular community where people want to live and raise their families.

This development will deliver a great improvement for our tenants as we provide homes for a variety of households, such as flats for older people, people living with disability and large family homes.

This project represents a long awaited return of development activity for the Association as it has been 13 years since our last venture into providing new homes.

This year also sees the 25th anniversary of our first development phase way back in 1994 so it is heartening to know that Provanhall Housing Association still has a key role in building a sustainable future for our community.”

There was also a visit to the site from Scotland's First Minister, Nicola Sturgeon.



Planned Maintenance

It is going to be a very busy year for the technical services team with an investment programme worth over £350,000 planned throughout the area.

The work will include:

Bathroom Replacements

5 closes in Conisborough Road
1 close in Whitslade Street
5 closes in Balfluig Street

Controlled Entry Systems

5 closes in Conisborough Road
1 close in Whitslade Street
5 closes in Balfluig Street

Close Painting

6 internal closes getting re-painting in Duffus Street

External Painting

129 homes in Conisborough Road, Duffus Street, Balfluig Street are getting external windows frames, doors, roof timbers, fences and clothes poles at Whitslade Street re-painted.

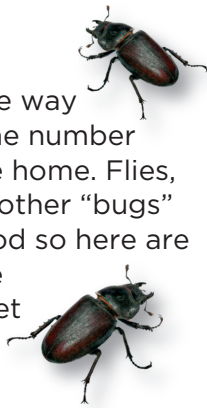
All this work will be done throughout the coming year and affected tenants will be notified prior to any work starting to arrange access.

Boiler repairs during the Summer

From the 1st May, during the summer months, boiler failure resulting in no heating is categorised as an urgent repair. Although most repairs are still attended on the same day the 4 hour emergency response does not return until the 1st October.

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 chose.

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.

Rechargeable Repairs

Rechargeable repairs are **not** caused by fair wear and tear but repairs caused by the tenant or a member of the tenant's household. It is a condition of your Tenancy Agreement that you take reasonable care of your home and an extract of the agreement is shown below:

Nothing contained in this Agreement makes us responsible for repairing damage caused wilfully, accidentally or negligently by you, anyone living with you or an invited visitor to your house. If we decide to carry out the work, you must pay us for the cost of the repair and you hereby agree to pay for the cost of such damage.

What is a Rechargeable Repair?

The Association appreciates that damage to property can be caused in a number of different ways. When a repair is reported that might be rechargeable the following factors will be taken into account:

Deliberate Damage

This is where a tenant, member of their household or visitor to the property has deliberately damaged the Association's fixtures and fittings. In cases of this nature the Association will recover the full cost from the tenant.

Accidental Damage

This is where a tenant, member of their household or visitor to the property has accidentally caused damage to the Association's fixtures and fittings. In cases of this nature the Association will carry the cost of completing the repair.

Malicious Damage

This is where somebody causes damage to the Association's property or fixtures and fittings and their actions are out with the tenant's control. In cases of this nature the Association will carry the cost of completing the repair as long as the incident has been reported to the police and a crime number obtained.

Negligent Call Outs

If a tenant unnecessarily requests a contractor, the Association will charge the tenant for the cost of the call out. Some examples of this include:

- Reporting a boiler failure but there was no credit in either the gas or electricity meter.
- Reporting a fault with lighting or power and the issue was the tenant's faulty light bulbs or appliance.



MACMILLAN @ GLASGOW LIBRARIES

For free cancer information, emotional, practical or financial support, or if you would just like someone to talk to, drop in to your local Macmillan Cancer Information and Support Service.

You will find us in Glasgow Libraries across the city so that you can access free information and support in your community. All Glasgow Libraries have a dedicated space where you can find free, expert and easy to understand information about cancer. We cover a wide range of topics for people with cancer, their loved ones, carers and people who are bereaved.

Easterhouse Library at The Bridge

Every Wednesday from 10am – 2pm

Dennistoun Library

Every Monday from 12.30pm – 4.30pm
and every Thursday 10.30am – 2.30pm

Parkhead Library

Every Tuesday from 11am – 1pm

Royston Library

Every Tuesday from 11am – 3pm

Life with cancer is still life. Macmillan @ Glasgow Libraries can help you live it.

Apply today and make a difference to the lives of people who are affected by cancer in Easterhouse! We're recruiting Macmillan Cancer Information and Support Volunteers in Easterhouse Library at the Bridge on Wednesdays between 10am and 2pm.

For more information or to get involved as a Macmillan Cancer Information and Support Volunteer please just drop in to your local service. You can also call us on **0141 287 2999**, email macmillan@glasgowlife.org.uk or visit glasgowlife.org.uk/macmillan.

