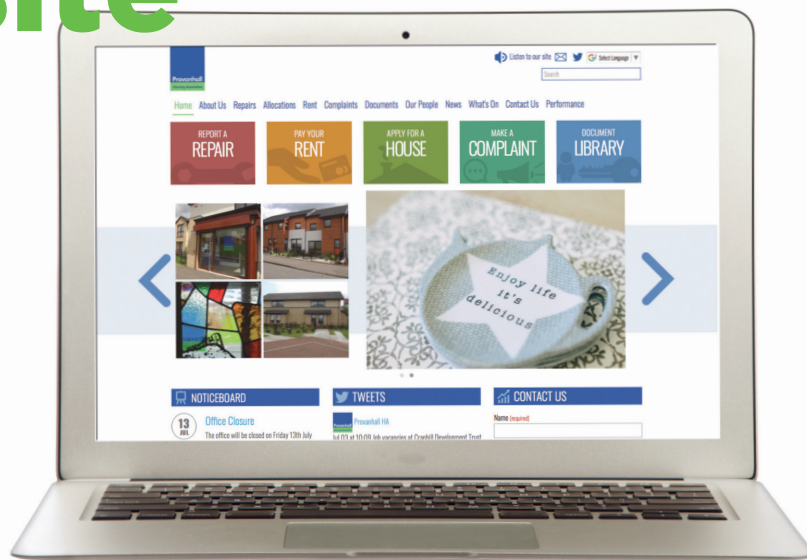


New Website

The Association has a new Website now in place. Staff have been working on this over the past few months and we hope that you like the new layout.

The new site will keep you up to date with everything that is happening in the area and will give you all the contacts you need, including contacts for out of hours emergencies.

There are a few pages that have still to be finished, but hopefully this won't spoil your enjoyment of the new site.



Mobile App



We have also launched an App on Google Play that can be downloaded on to any mobile. From this App you can email the office, make a complaint, report a repair, follow us on twitter and pay your rent. We hope you enjoy it and find it useful.

We are looking for feedback on the new website and the mobile app and everyone who gives feedback will be entered in to a Prize Draw for a £30 voucher for Morrisons.

A Feedback form is on the back page of this Newsletter, you can also call us with your feedback. We look forward to hearing from you.

Office Closure

Please note that the office will be closed for the Glasgow Fair weekend on **Friday 13th July and Monday 16th July 2018**.

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



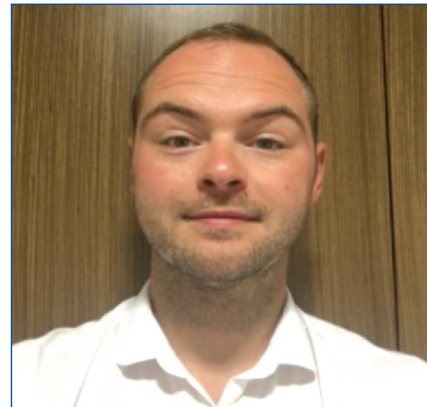
MOŻEMY PRZETŁUMACZYĆ
HEUREUX DE TRADUIRE

Money & Benefits Advice – New Service!

The flyer with this newsletter tells you all about our new Money & Benefits Advice service. Our Income Advisor, Marshall Gemmell will be available on a Monday & Thursday to help you:

- manage your money better
- reduce/prevent debt
- increase your benefits and income
- deal with DWP benefits including Universal Credit
- reduce your electricity and gas bills
- opening a free bank account
- saving and getting cheaper loans & credit

Please contact us to book an appointment with Marshall.



2018 Garden Competition

Congratulations to the winners of the 2018 Garden Competition!

Their hard work & effort make a huge difference to the Provanhall environment. 1st prize went to Mr & Mrs Kirkcaldy from Balfuig Street, 2nd prize to Mr & Mrs Wood of Auchinlea Road and 3rd prize to Ms Davidson of Balfuig Street. Highly commended prizes went to Mrs McLeish from Conisborough Road and Ms Hill from Duffus Street.





Universal Credit

Universal Credit (UC) for working age Easterhouse residents begins in December 2018. You must apply for and manage your UC online. So you need to set-up an email address and online access by December 2018. Can't get help from family or friends? Help and support is available locally to set you up with an email address and online access. Please contact the office for details.



Rubbish Bags

Please make sure you or your kids put all rubbish bags in the bins provided. Often rubbish bags are just left in or near the bin store. Birds and foxes can then easily rip them open. Not only does this make a mess of the backcourt, but can cause a health hazard and attract rats.



Dog Fouling

Residents continue to be fed up with dog owners who do not clean up after their dog.

Glasgow's Environmental Task Force is responsible for dealing with irresponsible dog owners who break the law by not picking up their dog's mess. They can issue fines of between £80 up to £500 for repeat offenders.

However they can only take action if you and your neighbours report who is not picking up after their dog.



Contact the Taskforce by:

- Phone - 0300 343 7027
- Online - www.glasgow.gov.uk/index.aspx?articleid=20188
- Twitter - @theenvtaskforce
- Facebook - envtaskforce
- App - 'MyGlasgow'

Trolleys

The eyesore of trolleys being dumped all over Provanhall continues to be a huge problem.

PLEASE don't bring your trolley into Provanhall!

If you do, please be a good neighbour and return your trolley to the store.



Swap your Home

**Do you want to move home?
Have you considered a
mutual exchange?**

You and other tenants of housing associations or councils are able to swap your home. This can be done locally or across the UK. You can either arrange this between yourself and another tenant. Or you can use the Homeswapper website.

The Association pays for this website so tenants can register for free.

Contact your Housing Services Officer if you need any help or advice.



HomeSwapper

The **easiest** way to swap your social home



Join over **500,000 social tenants** at
www.homeswapper.co.uk



Rent Consultation Survey Winner

Ms Robertson from Conisborough Road was the winner of the prize draw and won a £50 Morrison's shopping voucher!

We want to thank everyone who got involved by returning their questionnaire or completing our online survey. We received 86 responses. Your view and what you think about any changes we propose are important as they directly affect you and your neighbours.

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 are now working 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, contact a member of Staff to see if we can help.



Bulk Uplift

Tenements: Weekly bulk uplift service every Tuesday. Some people continue to cause a real nuisance and eyesore by putting out bulk on the pavement. Please never put your bulk out on the pavement. Instead just put your bulk items in/near the bin store in the backcourt.

Main Doors: Phone the Council on 0141 287 9700 to arrange uplift of your bulk items. You can also report them through 'MyGlasgow' app. Please keep the bulk item/s in your house or garden until the day they are being removed.

Adaptations

If you require any adaptations done to your home due to any medical issue or mobility

problems, please contact the office for advice on how to seek assistance with this. Examples of adaptations are over bath showers and walk in showers. There are many other types of adaptations that can also be carried out.

Glasgow City Council Occupational Therapists carry out and make recommendations for this work and the Association has limited funds each year to do the work. Please note that sometimes we cannot carry out certain works due to the structure of the building. If you would like any further information on this, please contact your Housing Services officer.



Children's Competition

Congratulations to Ellie McGregor, the winner of the Spring competition. We hope Ellie enjoyed her toys and her trip to Flip Out. Colour in the picture below and hand it in to the office by **Friday 3rd August 2018**, to be in with a chance of winning this edition's prizes. Good luck!

Name:

Address:

Telephone:

Age:



Dates for your Diary

**Friday 7th September 2018 • 10am-3.30pm
Community Conference • Kelvin College**

Conference sponsored by EHRA. There will be speakers from the Scottish government talking about ways that local communities can have more control over service delivery in their area. Davis Linden, MP for the area and local Councillors and MSP's will be attending for an open questions and answers session in the afternoon.



**Wednesday 12th September 2018
AGM and Fish Supper Night
7pm in the Connie**

There will also be an SGM this evening for the approval of a change to the Association's Rules. We will also be giving an update on changes to your tenancy rights.



More information on these events will be sent out to you nearer the time. You will also find details on our website and Twitter account. Please also feel free to come in to the office if you want to talk to a Staff member to find out more about these events or anything else going on in the area.

Hardship Fund

Are you struggling to pay your Scottish Power debt?

You could qualify for help from the Scottish Power Hardship Fund if you're receiving

- Income Support,
- Job Seekers Allowance,
- Pension Credit, or
- Employment and Support Allowance

You could also qualify if you have a low household income, or if there are special circumstances which could make you eligible for example you have experienced an income reduction due to illness.

How the ScottishPower Hardship Fund can help

Because some customers have difficulties paying their bills due to low income or other circumstances, ScottishPower has a Hardship Fund to help them get their energy payments under control. The Fund can help by clearing or reducing arrears by crediting a customer's ScottishPower energy account.

Steps to find out if you are eligible Step 1

Contact a recognised Debt Advice agency such as National Debtline. They'll give you free, independent advice on money and debt, and advise you how to budget for your energy payments. They can provide further details of the ScottishPower Hardship Fund and advise if you should apply to Social Enterprise Direct who administer it on ScottishPower's behalf. Visit National Debtline or call them on 0808 808 4000 lines open Monday to Friday 9am to 8pm, Saturday 9.30am to 1pm. You can also make an appointment to see the Income Advisor based in the Association's office for this.

Step 2

Apply to Social Enterprise Direct (SED), the independent organisation that administers the ScottishPower Hardship Fund. They will look at your circumstances and decide whether you are eligible to receive an award from the Fund towards your arrears.

They will need evidence of financial hardship – for example, recent letters from the Department of Work and Pensions (DWP).

Visit www.SEDhardship.fund or call 0808 800 0128.

How Awards are paid

If SED decide you should receive a partial or full award towards the value of your arrears, your ScottishPower energy account will be credited with the award.

Awards will be paid once you commit to a payment arrangement for your ongoing energy use which will take into account the best payment and tariff options for your circumstances.

SED will write to you to confirm that any credit is applied to your account.

Additional Contacts:

National Debtline

National Debtline is a free, confidential, debt advice service for people in England, Wales and Scotland, run by the charity the Money Advice Trust.

Phone: 0808 808 4000

Website: www.nationaldebtline.org

Social Enterprise Direct (SED)

Social Enterprise Direct (SED) are an independent organisation that administers the ScottishPower Hardship fund.

Phone: 0808 800 0128



Technical Services Update

Smoke Alarms

In the wake of the Grenfell Tower tragedy, the Scottish Government has ordered every housing association in Scotland to implement additional smoke detection equipment in their tenant's homes.

This will mean that as well as the existing smoke alarm in the hall, homes will have an additional smoke alarm in the living room, a heat detector in the kitchen and a carbon monoxide detector at the boiler location (which is usually in the kitchen). All these detectors must also be interlinked so that if one goes off then all 4 will activate in the home to give maximum warning of activation.

Because of the scale of the work required there is a 2 year timescale to have the required work completed by the end of 2020. The Association is currently tendering this work with a view to making a start with the first batch of installations before the end of the year.



Painting Contract

As part of the associations ongoing planned maintenance programme, over 250 homes had their fences, windows, doors and roof timbers re-painted in the last few weeks.

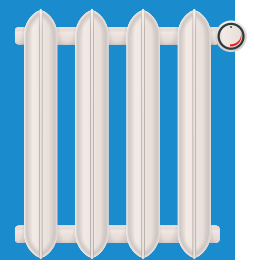
New Build Homes

It will be exciting times ahead for the Association to be building again with the new build development at Conisborough Road / Auchinlea Road expected to be on site in the coming weeks. The development includes 26 homes for rent in a mixture of houses and cottage flats.

All the new homes have also been designed to include the updated fire detection requirements.

Bleeding Radiators

We have recently seen an increase in central heating repairs due to tenants trying to bleed the radiators in their home. This usually results in water being drained from the system which then causes the boiler to shut down leaving the tenant without heating or hot water.



Tenants are asked not to attempt to do this repair but to report any radiators which are not heating properly to the office. Tenants found to have caused damage to the heating system by tampering with radiators may be recharged the full cost of the call out and repair.

