

## Garden Competition

The judging of the garden competition was held on Tuesday 26th June. Luckily for us the sun was shining that day!

Councillor Maureen Burke was the head judge and was very impressed with the gardens and the environment in Provanhall. I think she has even taken away some ideas for her own garden. The winners will be announced later in the year, but in the meantime, here is a snapshot of some of the beautiful Provanhall gardens.



## Office Closure

The office will be closed on **Friday 12th and Monday 15th July 2019** for the Glasgow Fair weekend.

It will also be closed on **Friday 19th July 2019** for a Staff and Management Committee training day.

If you have an emergency repair during this time, please call **0141 771 4941**. This is a 24 hour service.

**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](http://www.provanhallha.org.uk) ■ Registered Scottish Charity Number SC037762



MOŻEMY PRZETŁUMACZYĆ  
HEUREUX DE TRADUIRE



## Staff Changes

We would like to welcome Louise Kirkland to the Association.

Louise has taken up the position of Senior Finance Officer and we hope she enjoys her time with us.

## Tenant Satisfaction Survey

In the recent Tenant satisfaction Survey that was carried out, we received some comments about dissatisfaction with our service e.g. repairs outstanding, lack of facilities in the home.

Although the number of these comments received was very low, we would still like the opportunity to resolve any issues any Tenant has with the Association.

As the survey responses are all anonymous, we would ask you to contact us if you are unhappy with any part of our service to you. Please get in touch.

## Dog Fouling

Glasgow City Council'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.

You can contact the Taskforce by:

- Phone - 0300 343 7027
- Online - [www.glasgow.gov.uk/envtaskforce](http://www.glasgow.gov.uk/envtaskforce)
- Twitter - @theenvtaskforce
- Facebook - envtaskforce
- App - 'MyGlasgow'

Or you can report any issue to your Housing Officer.



## Website

### Did you know that the Association has a website?

There are loads of documents and other information available on the website.

You can use it to contact us, find out what's going on in the local area, find out about our work and get updates on things as they happen.

You will find the website at:  
[www.provanhallha.org.uk](http://www.provanhallha.org.uk)



# Annual General Meeting

This year's Annual General Meeting (AGM) will be held on Wednesday 18th September 2019 at 7pm in The Connie.

There will be a cash prize draw and a fish supper for everyone who attends.

Transport can be arranged for anyone who needs it and children are welcome. We look forward to seeing all members of the Association there.

The AGM will be followed by a public meeting at 7.30pm. Details will be sent nearer the time.



## Unhappy with our service?

Your opinion on how we do things is important to us.

You pay rent to the Association to receive services from us. If you are unhappy with these services, we would like to know so that, where we can, we can put things right for you. If we can't, we will explain to you why.

You can complain to us in person, by text, in writing, via the App or the website.

Leaflets on the complaints service are available from the office and from the website.

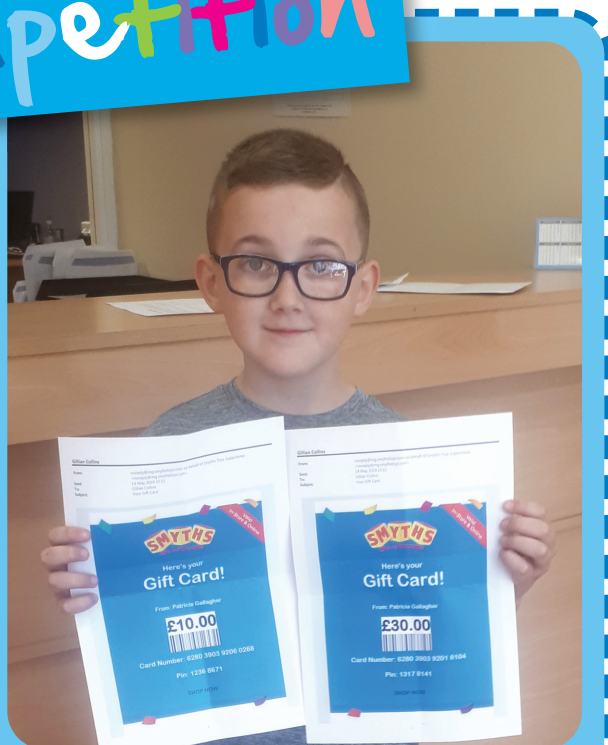


# Children's Competition

Congratulations to the winner of last month's competition. We hope you had fun spending the Smyths toy shop vouchers.

For a chance to win a prize of your choosing, try the quiz below and hand in your answers to the office by **Friday 2nd August 2019**. Good Luck!

1. What is the new name of the Easterhouse Shopping Centre?
2. What is the Capital City of Scotland?
3. What is the name of the Monster who lives in Loch Ness?
4. What is the name of the park in Provanhall?
5. What is the name of the cinema at The Fort?
6. What was the name of the mascot at the 2014 Commonwealth Games in Glasgow?



Name:

Telephone:

Age:

Address:



# Other people who live with you

**Is there someone who lives with you who helps to look after you? This may be because you have an illness, or disability, or just need help with everyday tasks, such as shopping, cooking, cleaning, help to get washed or dressed, or help to stay safe.**

If someone, such as a family member, has moved in with you to help to care for you, then you need to let your landlord know.

Recent changes to legislation mean that for a person to succeed to your tenancy in the event of your death, they must have notified the landlord that they live with you and following that notification they must have been living in your

home for at least 12 months. In order to avoid them having to move out in these circumstances, it is important that you let your landlord know they are living with you. You can do this by contacting the office.

In future if anyone is planning to move in with you to help look after you, it is better if they get some advice first about their rights as a carer and how giving up their own home may affect future rights to tenancy.

Advice is available from the local carers centre East End Carers 0141 7640550 and from Easterhouse CAB on 0141 771 2328, or your Housing Officer.

## Butterflies, Birds and Bees

**Spread your wings this summer and fly down to Glasgow Fort for a wonderfully wild time!**

The great outdoors will be taking over, with beautiful installations inspired by the Butterflies, Birds and Bees of the British countryside.

Whether you have a young family wanting summer holiday entertainment with an educational twist, are a selfie lover and want a great shot for The Gram, or just fancy passing the time surrounded by poetry and peaceful sculptures, we've got it covered.

Activities will be happening 3 times a week at the fully interactive Nature Hub with a variety of perfectly pitched performances popping up over the summer. Discover the great outdoors with our Eco Explorers, learn about looking after our world with the hilarious Litter Bug, and create a BUZZ with The Hive, a brilliant bunch of bees with games galore up their sleeve! Expect interactive storytelling, interactive play and creative crafts celebrating the brilliance of our natural world.

As well as people powered fun and imaginative installations, why not follow the wild and wonderful butterfly trail scattered all around the centre.

With the outdoors taking over Glasgow Fort this summer the skies the limit!

On until Sunday 11th August.

**No booking necessary, just turn up and have fun!**

(Craft workshops and Games every Monday, Wednesday and Friday 1st July - 9th August 11am - 4pm)



### Monday

Bee brilliant every Monday with The Hive crew. Our bees will be buzzing with excitement, leading craft & game sessions at the Nature Hub from 11am - 1pm, followed by playful pollination games and trails around the centre in the afternoon.

### Wednesday

Our Eco Explorers will be out in force every Wednesday and they want your help! Meet them at The Nature Hub between 11am - 1pm for Eco-crafts, and then take a look through the magnifying glass throughout the afternoon as they lead interactive, educational trails around the site.

### Friday

These Litter Bugs don't mind people stepping on the grass, just don't drop litter on it! Meet them for crafts and games each morning from 11am - 1pm, then join them out on patrol every afternoon with hilarious fun, banter and trails.

# House Contents Insurance – not just for break-ins!



**As a Tenant of the Association you can join the Thistle house insurance scheme. This is an affordable house insurance scheme, specifically for Housing Association tenants.**

Details of what is included are below:

## Cover

Most household goods and contents are insured when in the home. They are covered against loss or damage caused by specific events such as theft, fire and flood. Tenants and owner occupiers have the option to increase their cover to include extended accidental damage, personal effects, wheelchairs, hearing aids and the structure of garages, sheds and greenhouses, depending on their individual needs. Full details are available on request.

## Other benefits to tenants:

- there is no excess to pay in the event of a claim
- there are no minimum-security requirements
- low minimum sums insured available

## Covering more than you think

Other things covered as standard, accidental damage to TVs, DVDs and computer equipment (non-portable), whilst in the home, the contents of freezers, lost or stolen keys, loss of metered water and oil and much more.

## How do tenants pay?

Payment of premiums can be by one of the following methods:

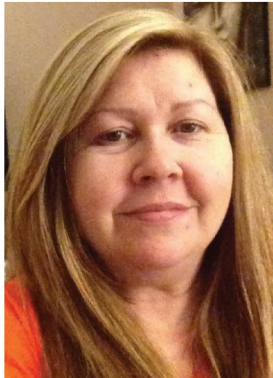
- fortnightly or monthly by using a Swipe Card at any Post Office or Pay Zone outlet
- monthly by Direct Debit
- annually by credit/debit card, cheque or postal order.

If you would like any more information on this, please contact your Housing Officer.



# Thriving Places Easterhouse

Thriving Places is an opportunity for the people of Easterhouse to change their community for the better in whatever ways necessary to make Easterhouse a Thriving Place.



Hi... I'm Donna McGill and I'm the Community Connector for Thriving Places Easterhouse

I'm eager to speak to local people to find out what they like about living in Easterhouse and what they feel needs to change. I'm also looking for help with ideas to input to the new locality plan.

### **I can be contacted on:**

Tel: 07423 585605 (Monday to Friday : 9am to 5pm)

email: [donnamcgill@glasgowkelvin.ac.uk](mailto:donnamcgill@glasgowkelvin.ac.uk)

You can also get me on Facebook:

<http://www.facebook.com/thrivingeasterhouse>, or on

Twitter: @TEasterhouse



**Supported by:**





# Technical Services Update

## Bathroom Replacements

In the coming months a bathroom and fan replacement programme will begin with 46 homes getting new suites.

This work is part of the Association's planned maintenance programme which will see a rolling contract over the next 4 years, with main contractor MCN, to replace 150 bathrooms. Tenants affected by the work this year have been informed of expected start dates.

## New Build

The works on site are progressing well and latest updates from the contractor estimate that the first homes will be finished in the next few months, before the end of the year.

There will then be a phased handover of the remaining homes through to Spring 2020.

One of our local primary schools, Aultmore Park, recently got involved with the project with students designing some images to decorate the fencing around the site. They came second in a construction industry competition called Ivor Goodsite and their excellent efforts can be seen at the corner of Westerhouse Road and Brunstane Road.

Some of the students involved went along to the site to see their work being installed and collect their prizes from the contractor ENGIE.

Our local MP David Linden also recently dropped by the site for a visit. He was impressed by the standard of the work so far and looked forward to coming back to see the finished homes.



# COMMUNITY Festival

Platform @ the Bridge  
Friday 9th August

11am – 3pm (drop in)

## The past, the present and the future of Easterhouse



**Come along and join in the fun!**

Children need to be accompanied by an adult.

**FREE  
ENTRY**