

## Engagement Plan

Annually, the Association is assessed by its regulator the Scottish Housing Regulator (SHR).

The regulator assesses the Association against its standards of regulatory requirements, including the standards of governance and Financial Management. As you will see from the report issued, the Association was found to be fully compliant in all of these areas. You can see the engagement plan on our website : <https://provanhallha.org.uk/landlord-reports/>

Save the date...  
**Annual General Meeting**  
Wednesday 15th September 2021 at 7pm.  
Location to be confirmed.

Engagement plan

Scottish Housing Regulator

**Provanhall Housing Association Ltd**

**Regulatory Status: Compliant**

Provanhall Housing Association Ltd (Provanhall) meets regulatory requirements, including the Standards of Governance & Financial Management.

COVID-19 has significantly impacted the services provided by social landlords in 2020 and will continue to influence how services are provided in 2021. We will continue to monitor, assess and report upon how each landlord is responding and we will keep our regulatory engagement under review so that we can continue to respond to the challenges of COVID-19.


We don't require any further assurance from Provanhall at this point in time other than the annual regulatory returns required from all RSLs.

**Regulatory returns**

Provanhall must provide us with the following annual regulatory returns and alert us to notifiable events as appropriate:

- Annual Assurance Statement;
- audited financial statements and external auditor's management letter;
- loan portfolio return;
- five year financial projections; and
- Annual Return on the Charter.

It should also notify us of any material changes to its Annual Assurance Statement, and any tenant and resident safety matter which has been reported to or is being investigated by the Health and Safety Executive or reports from regulatory or statutory authorities or insurance providers, relating to safety concerns.

 [Read more about Provanhall](#)

**Our lead officer for Provanhall Housing Association Ltd is:**

**Name:** Kirsty Anderson, Regulation Manager  
**Address:** Buchanan House, 58 Port Dundas Road, Glasgow G4 0HF  
**Telephone:** 0141 242 5547  
**Email:** [Kirsty.anderson@shr.gov.scot](mailto:Kirsty.anderson@shr.gov.scot)

Last Updated 31 March 2021

### Making a complaint

### What you need to know



"We value complaints and use them to improve our services."

## Complaints

The Association has a robust procedure in place to deal with Complaints. The Association welcomes complaints as it helps us to ensure we get our service deliver right for you.

We have a new information leaflet available that details the complaints procedure and has a complaints form attached.

This can be found here:

<https://provanhallha.org.uk/complaints/>

You can make a complaint in person, by telephone, in writing, via our website or by emailing us at [info@provanhallha.org.uk](mailto:info@provanhallha.org.uk). Someone else can make a complaint on your behalf.

If you would like a copy of the new leaflet sent out to you, please let us know. We can make this leaflet available in any language or format required.

**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](mailto:info@provanhallha.org.uk) ■ text 07860 035 864  
[www.provanhallha.org.uk](http://www.provanhallha.org.uk) ■ Registered Scottish Charity Number SC037762



MOŻEMY PRZETŁUMACZYĆ  
HEUREUX DE TRADUIRE

## Our app...

Did you know that the Association has an app that you can use to: call us; email us; report a repair; make a payment; see our twitter feed or make a complaint.

You can download the App from the App store or Google Play.



# Tenant Participation Timetable

Please find details below of our Tenant Participation timetable for 2021/22.

If you would like more information about how you can get more involved in helping shape the work the Association does, please get in touch by calling us on **0141 771 40941** or by emailing [info@provanhallha.org.uk](mailto:info@provanhallha.org.uk).

## Tenant Participation Timetable 2021-22

Area	Month	Lead Officer
Quarterly Newsletter	April	Director
Quarterly Newsletter	July	Director
Repairs and Maintenance Policy Review Kitchen replacements designs		Technical Services Manager
Animals policy review Garden Areas: Exclusive & Shared policy review	August	Housing Services Manager
Quarterly Newsletter AGM Annual Report	September	Director
Auchinlea Action Area proposals (2 stages)	October	Technical Services Manager
Allocations Policy Review Internal Transfers Policy Review Rent Increase Consultation	November	Housing Services Manager
Quarterly Newsletter	December	Director
Start of Tenancy Policy Review New Tenant Survey Review	February	Housing Services Manager

## Fuel costs help for over 150 tenants!

In April we contacted all tenants about help with fuel costs.

We are delighted to advise that our staff worked very hard to help over 150 tenants get help with fuel costs of between £20 and £40. The Scottish Government fuel fund helped to provide over £5,000 in total to Provanhall tenants.

## Having difficulty paying your rent?

For information, help and support, please contact your Housing Services Officer: email [julie@provanhallha.org.uk](mailto:julie@provanhallha.org.uk) or [tracy@provanhallha.org.uk](mailto:tracy@provanhallha.org.uk) or phone **0141 771 4941**.

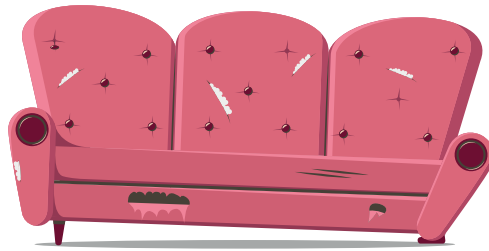
We urge you to get in touch as soon as possible. We will do all we can to help you through any financial difficulties, including helping you to claim any relevant benefits.

Appointments are also available with our Income Maximisation Advisor. Please contact the office to arrange an appointment.



# FREE Main Door Bulk Removal Service

The Association has always provided a free bulk removal service for tenemental properties. Main door property tenants instead used the free Glasgow City Council (GCC) service.



Unfortunately, GCC are now charging £35 for this 28-day timescale service. The Management Committee are committed to helping and supporting tenants and making sure Provanhall looks as good as possible. To ensure main door tenants do not have to pay and to avoid fly-tipping in the area, the Association has now introduced its own main door bulk removal service. This service is free to main door tenants who must contact the office to report their bulk. The contractor aims to respond to majority of bulk removal requests within 24 hours.

Call us on **0141 771 4941** to arrange a bulk uplift.

Any tenant can continue to take their bulk to the Easter Queenslie Recycling Centre, just 1.5 miles & 5 mins away, at: 90 Easter Queenslie Rd, G33 4UL. The centre is open 7 days a week, 8-6pm with last entry 5.45pm. For more details visit: [www.glasgow.gov.uk/bulkywaste](http://www.glasgow.gov.uk/bulkywaste)

## 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, 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.

Please contact the office to book an appointment.

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

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

## Review of The Scottish Social Housing Charter 2021

The Charter was introduced by the Housing (Scotland) Act 2010, which requires Scottish Ministers to set standards and outcomes that social landlords should be achieving for tenants and other customers through their housing activities. It also requires Ministers to review the Charter standards and outcomes from time to time with the last review being undertaken in 2016.

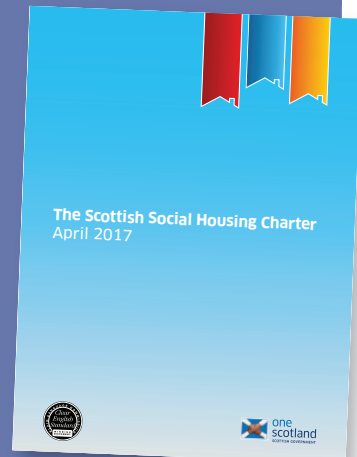
A review of the Charter is now being undertaken again.

You can access and respond to this consultation directly at: <https://consult.gov.scot/social-housing-services/scottish-social-housing-charterreview>

You can save and return to your response while the consultation is still open. Please ensure that consultation responses are submitted before the closing date of 9 September 2021. Or you can send your response with the completed Respondent Information Form to:

[TPadminsupport@gov.scot](mailto:TPadminsupport@gov.scot)

If you want a paper questionnaire you can phone **07385 461397** or email [TPadminsupport@gov.scot](mailto:TPadminsupport@gov.scot) and we will send one out to you.



# Housing Services Policy reviews - we want your views

Next month we will be reviewing the following policies:

- **Animals Policy** - how we deal with and manage domestic animals
- **Garden Areas Policy** - how we deal with and manage exclusive and shared gardens

The Management Committee want to know your views. Depending on Government advice at the time, we will invite you to attend either a virtual event via zoom or an in person event to get your views.

If you have any comments in the meantime, please contact Sean Douglas, Housing Services Manager on **0141 771 4941** or **info@provanhallha.org.uk** or via the contact us page on our website:  
<https://provanhallha.org.uk/contact-us/>



# 2021 Garden Competition

Judging for our 2021 garden competition will take place next month.

Cash prizes include £100 for the winner, £75 for 2nd place and runner up prizes of £50. On behalf of the whole community we want to thank you in advance for all your hard work and effort which has a hugely positive benefit to the whole Provanhall environment.



## Opening Times

Foodbank Centre	Day	Times	Location/Address
<b>The Hub</b> 07951 749363 07951 749373	Monday Wednesday Friday	2-4pm	Calton Parkhead Parish Church 142 Helenvale Street G31 4NA
<b>St Enoch's, Hogganfield</b> 07521 144968	Wednesday	1.30-3.30pm	St Enoch's Hogganfield Parish Church, 860 Cumbernauld Rd G33 2QW
<b>Bridgeton</b> 0141 556 2830	Thursday	10.45am-12.45pm	St Francis in the East Church 26 Queen Mary Street G40 3BB
<b>Blairtummock Community Hall</b> • 07564 271093	Thursday	2-4pm	45 Boyndie Street Glasgow G34 9JL
<b>Shettleston</b>	Thursday	2-4pm	20 South Vesavius Street Shettleston G32 7PX

Please see the opening times for the Foodbank's available to Provanhall residents.

Please contact your Housing Officer, Julie or Tracy who will provide you with a referral reference number to allow you to access the service.

If you do not have a referral reference number you are unable to attend the Foodbank.

Contact Julie or Tracy on **0141 771 4941**.

# Adaptations – Making life easier in your home

The Association is delighted to announce we have been awarded £15,000 by Glasgow City Council for medical alterations to tenants' homes.

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.

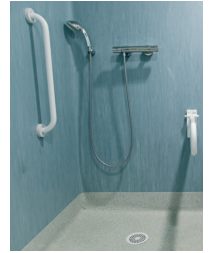
As of June 2021 the Association has completed or instructed 7 adaptations estimated to cost £11,000. The Association will approach Glasgow City Council for additional funding but this is not always guaranteed. Tenants thinking of medical adaptations should get in touch with their Housing Officer to discuss the process.

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.



## Free energy advice service launched for Scotland

Scotland's national advice hub, **Advice Direct Scotland**, is now providing Scots with free energy advice to help them deal with bills and suppliers.

Following the recent devolution of consumer powers, Advice Direct



**energyadvice.scot**

Scotland has taken on the Scottish Government-supported delivery of energy advice and has launched the energyadvice.scot platform.

Free, practical advice and information on energy-related matters is available to anyone in Scotland, ranging from supplier enquiries, understanding the complaints process, and what to do if experiencing problems with energy bills.

The service also covers accessing grants, what to do if people fall victim to energy scammers, and advice for those who are at risk of disconnection.

People can contact **energyadvice.scot** by freephone 0808 196 8660, on Facebook, email or through live web chat.



## Public Holidays

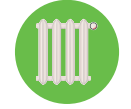
The Staff will be on holiday on **Friday 16th and Monday 19th July 2021 for the Glasgow Fair weekend.**

If you have an emergency during this time, please call 0141 771 4941

Please note that the emergency repairs service is available 24 hours a day.

# Technical Services News

## Repairs Update



At present the Association are able to undertake emergency and non-essential works in tenant's homes. Emergency repairs should be attended within 4 hours and non-essential works are typically visited within 10 working days.

Non-essential repairs are taking slightly longer than we would like whilst we work through a list of repairs that built up over Winter and Spring. The list reached over 260 repairs but we have reduced this to 55 outstanding repairs.

Again, we wish to thank tenants for their patience and understanding whilst we work through this list. It is hoped we can resume to a typical repairs service and attendance timescales soon.

With COVID an ongoing issue Association staff and Contractors will continue to ask:

About the households' health status and query if anyone has symptoms of COVID-19.

That you to maintain a distance of at least 2m when discussing the works with the Contractor.

That you minimise movement within busy areas for example, stairs and corridors.

That you keep the area requiring works clear of belongings and small items as this will help works progress quickly.

That you leave windows open in the area work is to be undertaken.

That you wait in another room whilst the repair is undertaken.

## Gas Safety Service

As of June, the Association has undertaken 100% of our scheduled Gas Safety checks on time, we thank tenants for providing access when requested. The annual service is deemed an essential Health & Safety matter and access should be provided unless someone within the household is self-isolating or diagnosed with Coronavirus.



## Gutter Cleaning

The Association has instructed Paterson Safety Anchors Ltd (PSA) to carry out gutter cleaning works this summer.

All properties will be visited with works estimated to take 6-8 weeks. PSA will clean the gutters from ground level using a high powered vacuum and telescopic rods which reach up to the roof. Please get in touch with Technical Services staff should you have any questions or complaints.

# Technical Services Policy review – we want your views

This summer the Association will be reviewing our Repairs and Maintenance Policy.

This policy directly affects all tenants and private owners therefore the Management Committee want to know your views. A copy of the existing Policy is available via our website and it covers topic including:

**Statutory Right to Repair**

**Rechargeable Repairs**

**Repair Classification and Response times**

**Emergency Call Out Service**

**Tenant Satisfaction**

**Complaints**

As this year is more than a little different, we will invite you to attend a virtual event via zoom to get your views. Please contact Mark Quigley, Technical Services Manager, to register your interest. Mark can be contacted via **0141 771 4941** or [info@provanhallha.org.uk](mailto:info@provanhallha.org.uk) or via the contact us page on our website: <https://provanhallha.org.uk/contact-us/>

## Planned Maintenance

Our planned maintenance works were significantly impacted by COVID in 2020. Bathroom renewal and new controlled entry systems were particularly affected by the introduction of Tiers with Glasgow moving in and out of Lockdown.

The Association's initial priority will be catching up with planned works contracts paused throughout 2020. MCN Scotland Ltd are currently working in Provanhall and have completed 30% of the bathroom renewals.

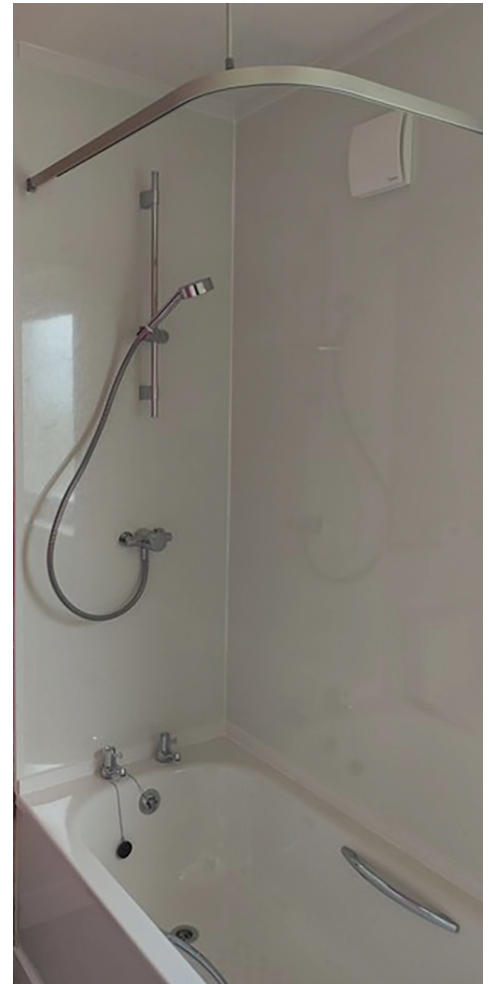
The planned works being undertaken in 2021 include:

<b>Bathroom Replacement (2020 Catchup works)</b>	<b>Controlled Entry Systems (2020 Catchup works)</b>
6 closes in Conisborough Road 2 closes in Balfluig Street	6 closes in Conisborough Road 2 closes in Balfluig Street 8 closes in Whitslade Street
<b>Bathroom Replacement (2021)</b>	<b>Controlled Entry Systems (2021)</b>
2 closes in Balfluig Street 2 closes in Conisborough Road 4 closes in Conisborough Path	5 closes in Duffus Street

## External and Close Painting

Unfortunately JS McColl Ltd's return for painting works in Provanhall was delayed. The new estimate programme is as follows:

<b>Street</b>	<b>Approx Time</b>	<b>Works</b>
23-25 Balfluig Street 63-73 Conisborough Road	July / August 2021	External Painting
70-80 Auchinlea Road 81-85 Conisborough Road	August / September 2021	External Painting
14,16 & 18 Balcurvie Road	October 2021	External Painting
18-42 Auchinlea Road	October / November 2021	Internal & External Painting



## Housing Quality - Showers

The Association is continually trying to improve its service to tenants. In February and May 2021 the Management Committee reviewed its new bathroom specification and we are happy to announce the initial results.

It was agreed that from May 2021 over bath showers would be installed when the Association undertakes bathroom renewals. The new showers will be repaired and maintained by the Association, should they develop a fault.

This is a phased improvement to avoid significant impact on tenant's rents.

If you need a shower for medical reasons, please see our article on adaptations in this Newsletter.



**CONNECT**  
COMMUNITY TRUST  
Moving forward, together.

**ALL  
FREE!**



**CONNIE CENTRE**  
39 Conisborough Rd G34 9QN

# Summer Club

**28th June -13th August**  
**Free snacks & lunch/dinner**

**Mon 11.30-12.30 New P1**  
**1pm- 4pm S1 Plus**  
**Tue 1pm-4pm P1 Plus**  
**6pm-8pm S1 Plus**  
**Wed 1pm - 4pm P1 Plus**  
**Thu 1pm - 4pm P1 Plus**  
**Fri 1pm - 4pm P1 Plus**  
**6-8pm P6 plus**

**WATER BATTLE**  
**DIGITAL FUN**  
**BALL & RACKET SPORTS**  
**MIXED ACTIVITIES**  
**BIKE CLUB**  
**THE GAME 4**  
**TRIPS**

To book a space call or text youth team 07765436729  
more info:  @TrustConnect  [connect-ct.org.uk](http://connect-ct.org.uk)