

# Provanhall Post

The newsletter for Provanhall Tenants



Provanhall  
Housing Association

Issue 89 • Winter 2025/26

## Welcome...

...to the winter edition of your Newsletter.

This year has been a busy one for us!

We proposed a rent increase of either 4.8% or 5.8% for the year ahead and carried out a full consultation with tenants. A big thank you to everyone who took the time to share their views – your input is invaluable. You can find more details in the article on pages 2 and 3.

We were delighted to welcome Lorraine as Finance Manager and Ashley as our new Receptionist. Want to learn more about Lorraine and Ashley? Check out our Staff News article on page 3.

Our Annual Assurance Statement has been submitted to the Scottish Housing Regulator, and you'll find all the key information in the article on page 4.

Need welfare advice? We're here to help. Elaine, our Welfare Rights Advisor, offers free, confidential advice. If you'd like to arrange an appointment, please don't hesitate to get in touch.

We hope you find this newsletter useful and informative. If you have feedback or ideas, we'd love to hear from you!

✉ Email: [getinvolved@provanhallha.org.uk](mailto:getinvolved@provanhallha.org.uk) ☎ Call: **0141 771 4941**

Best wishes, **Alan Hume** Director



## Important Update: Friday Office Hours – Same great service, just smarter hours

We're introducing a small change to our opening hours that supports a better work-life balance for our team while continuing to meet your needs.

From **Friday 16 January**, our office will close at **12:30pm every Friday**. This trial was approved by our Board because customer demand is usually lower on Fridays, allowing us to make this adjustment without reducing the service you receive.

### Need help when we're closed?

You can still report heating or hot water issues or **emergency repairs** by calling us on **0141 771 4941**.

Thank you for your understanding and support as we test this new approach to create a healthier, happier workplace for our staff.

## Upcoming Office Closures

We'll finish at **4:30pm on Thursday 2 April 2026** for the **Easter weekend**. The team will be back from **9:00am on Tuesday 7 April 2026**.

We will also be finishing at **4.30pm on Friday 1 May** for the **May Day weekend**. The team will be back from **9:00am on Tuesday 5 May 2026**.

To keep our skills sharp, we close at **1pm 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](mailto:info@provanhallha.org.uk) or telephone **0141 771 4941**



# Rent Update for Provanhall Housing Association

From this coming financial year (1 April 2026), the rent for a three apartment home (2 bedrooms + 1 living room) at Provanhall Housing Association will be £88.04 per week, which is approximately £381.84 per month.

Across Scotland, social housing rents for similar sized homes typically range between £80 and £110 per week, so Provanhall's rent remains within the lower end of the national range.

For comparison, private rented homes of a similar size currently average £1,136 per month across Scotland—showing the significant difference between social and private rent levels.

This year, we asked tenants for their views on two possible rent increase options: 4.8% and 5.8%. We know that any increase is difficult, especially with the ongoing cost-of-living pressures many households are facing.

Last year's increase of 7% was higher than some neighbouring associations. However, Provanhall's rents started from a lower base because we had kept increases to a minimum for several years. While this helped tenants at the time, it meant we needed to catch up to cover rising costs and continue investing in essential property improvements such as new windows and other key components.

For 2026/27, our Board has approved the lowest option consulted on: 4.8%. Even with this increase, Provanhall will remain the second cheapest landlord in the Greater Easterhouse area.

## Local Housing Associations – average rent for a three apartment home 2026/27



## Investing in Our Homes and Planning for the Future

As part of our 30-year business plan, we know that many of our homes will need significant investment over the coming years. This includes replacing bathrooms and kitchens, rewiring properties, and upgrading heating systems so that homes remain safe, warm and fit for the future. We have already completed large-scale soffit replacement works, and our window replacement programme is now well underway. These improvements will boost energy efficiency, protect our buildings, and enhance comfort and quality for tenants.

Some parts of our housing stock are now reaching an age where repairs and maintenance are becoming more frequent and more expensive.

Although delaying improvements can seem like a short-term saving, we know from experience that constantly repairing older components often costs more in the long run than replacing them through a planned investment programme. By taking a proactive approach, we can manage costs more effectively while improving safety, reliability and overall quality for residents.

We are also seeing changes in the needs of our community. There is a growing older population, as well as an increase in single-parent and smaller households. This has created higher demand for low-rise homes with gardens and for properties that can be adapted to support independent living as people age. To meet these needs, we must plan carefully for the future, ensuring our homes remain suitable, flexible and aligned with the changing preferences of our tenants.

# Tenant Consultation Results

Starting in December 2025, we conducted a tenant consultation on the proposed rent increases. We sent surveys to all households via post, email, and text. The consultation officially closed on 7 January 2026, with 115 surveys returned, representing a 22% response rate.

The results of the survey were as follows:

- 86% of respondents voted for a 4.8% increase
- 14% of respondents voted for a 5.8% increase

Based on these results, the Board met on 26 January 2026 and approved the 4.8% rent increase.

It is also worth noting that last year, 83.3% of respondents indicated they felt the rent increase was affordable, whereas this year, that figure has increased to 90%.

We would like to thank everyone who took the time to complete the rent consultation survey. A winner was picked at random and congratulations to Mr Aiton of Conisborough Road who won the £100 cash prize.



## Support for Tenants struggling with rent

If you're concerned about paying your rent, please don't hesitate to get in touch. We understand that circumstances can change, and we're here to offer practical assistance.

Our team has contacted tenants who indicated they would have difficulty paying their rent, offering them support. If you are struggling, please reach out as soon as possible by calling us on **0141 771 4941** or by emailing [info@provanhallha.org.uk](mailto:info@provanhallha.org.uk).

We can arrange an appointment with Elaine, your Income Advisor, to explore any additional support we can provide.

We want to help, so please don't delay in contacting us. Often, we can assist and find a solution that works for you.

## Staff News

### Welcome to Lorraine and Ashley!

Lorraine joined in December 2025. She brings a strong and well-rounded finance background, having worked in the housing sector since 2018 following several years of experience in the private sector.

A committed finance professional, Lorraine is a member of the Association of Chartered Certified Accountants (ACCA). She combines technical expertise with a practical, solutions focused approach to financial management, ensuring robust financial controls, accurate reporting, and strong long-term planning.

Lorraine is passionate about supporting and delivering high quality financial leadership that underpins the Association's priorities and the needs of its tenants.

Ashley has recently joined Provanhall Housing Association as our Receptionist and Administrator.

She brings strong organisational and customer focused skills, supporting the day-to-day operations of the office and helping ensure tenants receive a responsive and efficient service.

Ashley is looking forward to developing her career in housing and being part of the Provanhall team.

*"I'm really looking forward to being part of the team at Provanhall and supporting our tenants."*



# Annual Assurance Statement

Each year, Social landlords must submit to us an Annual Assurance Statement (AAS) to the Scottish Housing Regulator, providing assurance that their organisation complies with the relevant requirements of section 3 of the Regulatory Framework.

This includes regulatory requirements that apply to all social landlords and the Standards of Governance and Financial Management that apply to Registered Social Landlords.

Our most recent AAS was approved by the Board on 27 October 2025 and successfully submitted to the Regulator. Here is what our statement said:

## Annual Assurance Statement (AAS) 2025



The Management Committee (Governing Body) of Provanhall Housing Association (PHA) has gained the necessary assurance to support the AAS. The evidence which supports this Statement includes: Reports about performance in key areas including: finance, service delivery, asset management, tenant and resident safety and risk. Internal and External Audit reports. Advice from external and specialist advisers. Outcomes from specific consultation. Data analysis about our tenants and customers. Benchmarking against other local Housing Associations. Reports, advice and information from senior staff. The evidence bank combines reports, policies, advice and information which the Governing Body monitors and oversees on an ongoing basis throughout the year to provide continuous assurance that PHA is compliant

Additionally, the evidence bank incorporates relevant documents and information that contribute to our assurance and which form the structure of PHA's business and governance activities. We have obtained external support to provide us with additional assurance that our approach is effective and robust. We are satisfied that we meet all of our duties in relation to tenant and resident safety. In particular, we have gained the necessary evidence-based assurance of our compliance in respect of duties relating to gas, electrical, fire, water, and our obligations relating to asbestos, damp and mould. There are no lifts in our stock. We have completed our assessment into the potential presence of RAAC in our stock and confirm that none has been identified.

The Governing Body confirms that we have reviewed and assessed a comprehensive bank of evidence to support this Statement and that PHA is compliant with:

- All relevant regulatory requirements as set out in Section Three of the Regulatory Framework
- The Regulatory Standards of Governance and Financial Management
- The relevant standards and outcomes of the Scottish Social Housing Charter
- Our statutory obligations in respect of tenant and resident safety, housing and homelessness and equalities and human rights

In reviewing our compliance with the Regulatory Framework, we are assured that we have established appropriate systems for the collection of equalities data. We are assured that we are working towards using this data to take account of equality and human rights issues in our decisions, policy-making and day-to-day service delivery. We recognise that we are required to notify the SHR of any changes in our compliance during the course of the year and are assured that we have effective arrangements in place to enable us to do so. We are assured that PHA has the necessary arrangements in place to identify any risks to compliance in the course of the conduct of our business and governance arrangements.

As Chairperson, I was authorised by the Management Committee (Governing Body) at a meeting held on 27 October 2025 to sign and submit this Assurance Statement to the Scottish Housing Regulator.

I/We confirm that this Assurance Statement is being published on our website on the same date that it is submitted to the SHR.

Signed by: Chairperson

On: 28 October 2025



Provanhall Housing Association Limited is a company registered in Scotland under the Companies Acts, Company Number: SC037762. Registered Office: 34 Conisborough Road, Easterhouse, Glasgow, G34 9QG. It is registered as a Property Factor Id: PF000389. Registered Housing Association No. HHC 242 Scottish Charity No SC037762. Financial Conduct Authority No 2401RS.

# New Bin Hubs – Important Information

The new bin hubs have now been installed across the area. Thank you to everyone for your patience while these works were completed.

The bin hubs will be emptied on a four-day cycle by Glasgow City Council. To ensure the hubs work effectively for everyone, please separate your waste correctly and use the appropriate bins so the hubs are used to their maximum capacity.



Now that the bin hubs are in place, back court bin areas will no longer be serviced. Please do not leave waste in these areas, as this can attract vermin and looks unsightly. Any waste found in back courts or other non-designated areas may be treated as fly-tipping, and where waste can be identified, tenant recharges may apply.

Thank you again for your patience and cooperation while this new system beds in. If you have any questions about bin collections or the use of the hubs, please contact Glasgow City Council directly.

## 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.

# Benefit Update

Listed below are some of the available benefits that are delivered by Social Security Scotland, this is in addition to benefit payments that are administered by Department for Work & Pensions. It is always in your best interest to have a benefit check carried out by our benefit advisor Elaine who can assist with this and making any claims that may be relevant to you.

## Five family payments

- **Best Start Grant and Best Start Foods**  
<https://www.mygov.scot/best-start-grant-best-start-foods>
- **Pregnancy and Baby Payment** – one off payment of up to £767.50 from 24 weeks in pregnancy up until a baby turns 6 months for families who get certain benefits.
- **Early Learning Payment** – one off payment of £319.80 when a child is between two and three years and six months for families who get certain benefits.
- **School Age Payment** – one off payment of £319.80 when a child would normally start primary one for families who get certain benefits.
- **Best Start Foods** – a pre-paid card from pregnancy up to when a child turns three for families on certain benefits to help buy healthy food.
- **Scottish Child Payment** – £27.15 every four weeks to help towards the costs of looking after each child under 16 for families who get certain benefits.  
<https://www.mygov.scot/scottish-child-payment>

## Disability benefits

- **Adult Disability Payment** – extra money to help people who have a long-term illness or a disability that affects their everyday life. It replaces Personal Independence Payment for adults in Scotland that was previously delivered by the Department for Work and Pensions.  
<https://www.mygov.scot/adult-disability-payment>
- **Child Disability Payment** – extra money to help with the costs of caring for a child with a disability or ill-health condition. It replaces Disability Living Allowance for children in Scotland that was previously delivered by the Department for Work and Pensions.  
<https://www.mygov.scot/child-disability-payment>
- **Pension Age Disability Payment** – extra money to help people who have reached State Pension age and have care needs because of a disability or long term ill-health condition. It replaces Attendance Allowance for people in Scotland that was previously delivered by the Department for Work and Pensions.  
<https://www.mygov.scot/pension-age-disability-payment>
- **Scottish Adult Disability Living Allowance** – extra money to help meet the additional costs of living with a disability or health condition. This benefit is not open for new applications. It was designed to ensure the safe and secure transfer of adults born on or before 8 April 1948 receiving Disability Living Allowance from Department for Work and Pensions to Social Security Scotland.  
<https://www.mygov.scot/moving-to-scottish-adult-dla>

## Carer benefits

- **Carer's Allowance Supplement** – an automatic payment made twice a year to people who get Carer's Allowance through the Department for Work and Pensions on certain dates each year.  
<https://www.mygov.scot/carers-allowance-supplement>
- **Carer Support Payment** – money to help you if you're a carer. You can get paid £83.30 a week if you're eligible. <https://www.mygov.scot/carer-support-payment>
- **Young Carer Grant** – a yearly payment of £390.25 for people 16, 17, 18 or 19 who care for people who get a disability benefit for an average of 16 hours a week or more. <https://www.mygov.scot/young-carer-grant>

# Winter Heating Payment

Nearly 475,000 people on low incomes are receiving money to help heat their homes through Winter Heating Payment. Payments started at the end of November and will continue throughout the winter.

Winter Heating Payment is a reliable, automatic annual payment now worth £59.75. It is available to people on certain benefits who may need extra help heating their homes during the winter months.

Eligible people in Scotland receive the payment instead of the DWP's Cold Weather Payment. It is a guaranteed payment that everyone receives, no matter what the weather. Cold Weather Payment is only paid if the average temperature reaches, or is forecast to reach, freezing or below for a full week.

Winter Heating Payment is paid in batches. Payments are currently being processed, and most people will receive their payment by the end of December 2025. Payments will continue to be made until the end of February 2026.

It is paid automatically to people who were getting any of these benefits during the qualifying week (3 - 9 November 2025):

- Universal Credit
- Pension Credit
- Income Support
- Income-based Jobseekers Allowance
- Support for Mortgage Interest

Additional requirements apply for some of these benefits. For example, for those qualifying through Income Support they must have a child under 5, a disability premium or a pensioner premium.

People who haven't received a Winter Heating Payment by the end of February 2026, but think that they may be eligible, should fill out a Winter Heating Payment request form or call free on **0800 182 2222**.

## Heating benefits

- **Child Winter Heating Payment** – a yearly payment to help disabled children and young people and their families with increased heating costs over winter. The payment is £255.80.  
<https://www.mygov.scot/child-winter-heating-payment>
- **Pension Age Winter Heating Payment** – a yearly payment to help people of State Pension age pay their heating bills. The payment is between £101.70 and £305.10, depending on the person's circumstances.  
<https://www.mygov.scot/pension-age-winter-heating-payment>
- **Winter Heating Payment** – a yearly payment to help people on qualifying benefits who might have extra heating needs during the winter. The payment is £59.75.  
<https://www.mygov.scot/winter-heating-payment>

## Other benefits

- **Funeral Support Payment** – money towards the costs of a funeral at a difficult time like this for people on certain benefits who are responsible for paying for a funeral.
- **Job Start Payment** – £319.80 for 16 to 24 year olds who have been on certain benefits for six months or more to help with the costs of starting a job.

## Department for Work and Pensions benefits

The Department for Work and Pensions also deliver benefits in Scotland. Information on these benefits is available on the [gov.uk](https://www.gov.uk) website.

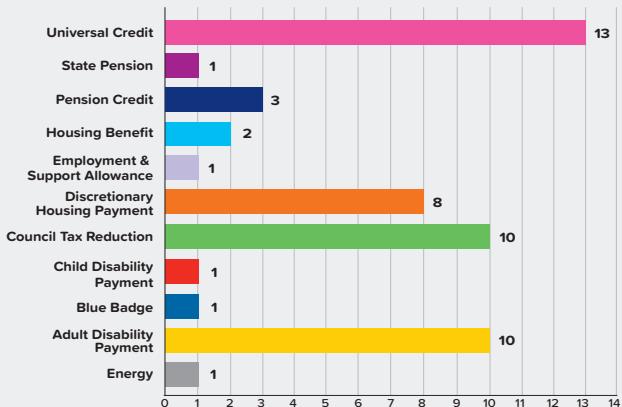


# Over £440,000 Benefit Gain for Provanhall Tenants

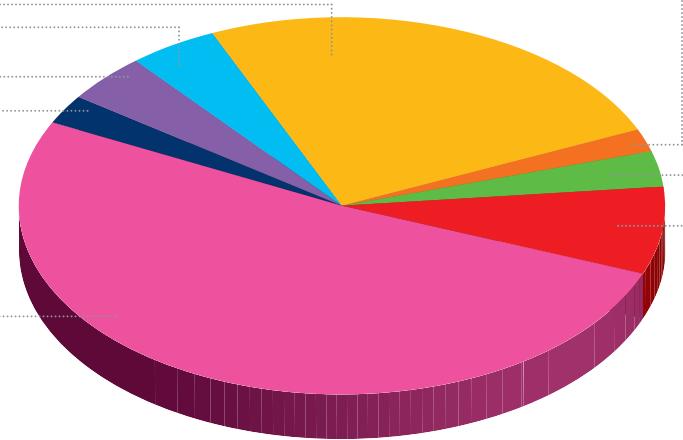
In Quarter 3 of 2025 our Welfare Rights Officer, Elaine McIntyre, has been continuing to support our tenants throughout the cost of living crisis by assisting them to claim a range of benefits which has resulted in financial gains amounting to over £440,000. A breakdown of the type of benefits can be seen in the graphs below.

We would urge all our tenants to get a benefit check to ensure they are receiving their full entitlements.

## Welfare Rights Issues Total New Cases • Total 50



|                                |                      |
|--------------------------------|----------------------|
| Universal Credit               | 51.5% • £226,942.561 |
| Child Disability Payment       | 7.5% • £32,991.20    |
| Council Tax Reduction          | 3.2% • £13,997.00    |
| Discretionary Housing Payment  | 1.9% • £8,568.71     |
| Pension Credit                 | 2.4% • £10,723.20    |
| Pension Age Disability Payment | 4.1% • £17,995.20    |
| Housing Benefit                | 4.5% • £20,005.41    |
| Adult Disability Payment       | 24.8% • £109,240.85  |
| Energy                         | 0.03% • £150.00      |



## 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.

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.



**CONNECT**  
COMMUNITY TRUST  
EMPOWERING OUR COMMUNITY

# 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 winners, Steven & Alan Coutts.



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

To make sure we can quickly find out if you are interested in receiving various funding from us (mentioned in this newsletter) please tell us when you have a new mobile or landline number or email address.

Often we need to distribute these funds very quickly for deadline and funding reasons. Keeping us up to date with your contact details means we can also reach you in an emergency.



## Ready for winter – Top tips

### 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<br>(if you smell gas)       | 0800 111 999  |
| Electricity Emergency<br>(Scottish Power) | 105           |
| Blocked Sewers<br>(Scottish Water)        | 0800 077 8778 |

# 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?





# £5,000 Donation towards Easterhouse Sports Centre Minibus

We made a £5,000 contribution which played a crucial role in creating opportunities for children and adults in Easterhouse and the surrounding community. With our support, the Easterhouse Sports Centre have been able to complete the purchase of a minibus to deliver Christmas presents to vulnerable families, assist local schools and nurseries, and take young people on life changing residential experiences.

## Glasgow North East Toy Appeal

We invited our contractors to donate to support this year's Glasgow North East Toy Appeal, delivered by Community Events Scotland in partnership with Easterhouse Sports Centre.

This annual campaign ensures that local children and families don't go without at Christmas – providing gifts and festive support to those most in need across Glasgow's East End. With the continued rise in living costs, more families than ever are turning to community initiatives like this for help.

Staff from Community Events Scotland, Easterhouse Sports Centre and Provanhall Housing met up on Friday 19 December to see the new minibus and all the toys that will be distributed amongst the community. We hope have no doubt that the toys will have helped improve some families' Christmas, whilst the minibus will be a fabulous resource for many years to come.

# 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.

October to December 2025

|                                       | Stage 1 | Stage 2 |
|---------------------------------------|---------|---------|
| Received in Quarter                   | 3       | 1       |
| Carried forward from previous Quarter | 0       | 0       |
| Within Timescale                      | 3       | 1       |
| Carried forward to next Quarter       | 0       | 0       |
| Outwith Timescale                     | 0       | 0       |
| Extension Agreed                      | 0       | 0       |
| Average time taken to respond         | 2 days  | 5 days  |



# 2026

## CONNECT MEMBERS WELCOME PACK



### What's Next?

As part of our community, you can look forward to:

- 1. Exclusive Early Access:** Enjoy early access to events and classes.
- 2. Opportunities to Shine:** Get involved in volunteer projects and training sessions.
- 3. Membership Perks:** Unlock exclusive discounts at local shops with your membership card.
- 4. Stay Connected:** Receive regular emails about upcoming events and resources.
- 5. CBT Counselling:** Access free CBT counselling with our resident Therapist.
- 6. Exciting Monthly Draws:** Enter draws for a chance to win exciting rewards!

### We're thrilled to have you on board!

By becoming a member, you're not just signing up for services and exclusive benefits; you're stepping into a community focused on connection, growth, and peace of mind. We value our community so much that we offer FREE membership for access to activities and special discounts.



### Get Involved!

We believe everyone can contribute to our community. Here's how you can help:

- Become a Member Champion: Invite friends and family.
- Share Your Ideas: We welcome ideas for events or workshops.
- Join Our Events: Attend activities to connect with other members and enjoy the fun!

### We're Here for You!

If you have questions or need support, reach out:

Email: [info@connect-ct.org.uk](mailto:info@connect-ct.org.uk)

Phone: 0141 773 4461

Address: 39 Conisborough Road, Provanhall, Glasgow, G34 9QN



### Let's Make This Journey Together!

Thank you for being part of Connect Community Trust. Together, we'll build a community where everyone feels valued and empowered. We can't wait to see the amazing things we'll achieve!



# Easterhouse Young People Drinking Survey



Mark Tedford, Operations Manager, recently attended the launch of Community Alcohol Partnership (CAP). It is local Easterhouse agencies who want to hear local residents views on young people drinking alcohol.

If you would like to have your say, then you can use the link in the flyer or scan the QR code.

## Easterhouse Community Alcohol Partnership

Do you stay in Easterhouse? If so, then please take a few minutes to complete our residents' survey and tell us about young people drinking alcohol in your area.

Please scan the QR code below to take part in the survey or visit  
<https://www.surveymonkey.com/r/2KG9B3T>



Local agencies in Easterhouse are looking to establish a Community Alcohol Partnership (CAP) and would like to hear your views.

### Partners

Police Scotland, Scottish Fire & Rescue Service, Glasgow Life, Lochend Community High School, Easthall Residents Association, Easterhouse Sports Centre and Connect Community Trust.



For more information on the harms underage drinking can lead to go to [www.drinkaware.co.uk](http://www.drinkaware.co.uk)  
[www.communityalcoholpartnerships.co.uk](http://www.communityalcoholpartnerships.co.uk)



X @CAPUKTweets

f @CAPUKNews

# Cash for Kids 2025 – Update

At Provanhall Housing Association, we are deeply committed to supporting vulnerable families in our community. As a non-profit organisation, our mission is to provide vital assistance and services to those in need, helping to improve the lives and well-being of residents.

This year, we once again applied for funding from Cash for Kids and were awarded £3,000. This funding from Cash for Kids has been reducing each year due to high demand. That meant each child receiving just under £11 or having to limit the number of children receiving a voucher. To ensure the children in our community had a brighter Christmas, the Provanhall Board generously contributed an extra £5,190, enabling us to distribute £30 vouchers to 273 children.

If you received a voucher(s) and haven't already provided feedback, please scan the QR code below. It is vital that we get meaningful feedback on what the vouchers were spent on and how much of a difference it made to your family.



  
**cash for kids**



Scottish Housing  
Regulator

Volunteer as an Scottish Housing Regulator independent

# Tenant Advisor

and help inform the future of social housing services in Scotland.

The **Scottish Housing Regulator** is looking for 16 motivated tenant volunteers to provide an independent and unique perspective on their work. The closing date for applications is Friday 13th February 2026.

Committed to ensuring tenants are at the heart of regulation of their landlords, the Scottish Housing Regulator (SHR) is delighted to invite applications for the recruitment of 16 motivated and enthusiastic volunteers to take on the role of Tenant Advisor.

**Housing association and local authority tenants** are encouraged to apply for this voluntary position and be instrumental in informing the future of social housing services in Scotland, and provide an independent and unique perspective on the work of the SHR.

Experts in housing, community development, and engagement practice, the Tenants Information Service (TIS), will work in partnership and support the SHR in their recruitment of Tenant Advisors.

## How to apply

You **don't need any formal qualifications, training, or experience** to become a Tenant Advisor, and will receive ongoing support.

If this voluntary position interests you and you would like to be considered for selection as a Tenant Advisor, please visit <https://tis.org.uk/volunteer-tenant-advisor/> or scan the QR code below to download an information pack and application form or apply online.



Call TIS on  
0800 488 0982



Email TIS at  
info@tis.org.uk



**TIS**

# Abuse is not in a day's work

Provanhall Housing Association is taking a zero tolerance approach to abuse and aggression towards our staff and our tenants.

Easterhosue is a great area to live and work in, known for its friendly people who look out for each other. The majority of people who our services do so in a respectful way that helps us create a safe environment for all. Sadly, there are a very small number of people who can be abusive towards our staff and our tenants.

Dealing with people who are abusive or aggressive towards our staff and our tenants, takes us away from serving your community. We will investigate any incidents that are reported to us, this could result in action being taken by the police against anyone who threatens the safety of our staff and our tenants.

For more information on our Unacceptable Actions Policy please visit our website at [www.provanhallha.org.uk](http://www.provanhallha.org.uk) or contact the team on **0141 771 4941**.



## 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 work 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, please contact your Housing Services Officer who can help. Your nearest foodbank is in Blantyre. There are also various other locations open throughout the East of the city.

For all locations and opening days and times visit:  
[www.glasgowne.foodbank.org.uk](http://www.glasgowne.foodbank.org.uk)

**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](mailto: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.thistletonants-scotland.co.uk](http://www.thistletonants-scotland.co.uk)



**Thistle Tenant Risks – making life a little easier!**

# No such thing as a bad pet...

Provanhall continues to suffer from irresponsible dog owners.

Please contact the council Dog Fouling Enforcement Team.

Some tenants have been given £80 Fixed Penalty Notices along with action from the Association against the tenancy.

The vast majority of our tenants with dogs are good owners who clean up after their dog. With the risk of a fine for those who don't – it's not worth the risk!

[www.provanhallha.org.uk/dogfouling](http://www.provanhallha.org.uk/dogfouling)

A poster from Glasgow City Council about dog waste. It features a black litter bin with a pink sign that reads "LITTER &amp; DOG WASTE" and "PEOPLE MAKE GLASGOW CLEANER". To the right is a cartoon dog standing next to a tree. The text "YOUR DOG YOUR MESS?" is at the top, and "BAG IT! BIN IT!" is at the bottom. A circular inset image in the top right shows a clean kitchen interior.

# 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](http://www.allpayments.net) – register and pay anytime using your debit or credit card. Pay 24 / 7.



## Text

[www.allpayments.net/textpay](http://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](http://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](http://www.postoffice.co.uk/branch-finder)



Easterhouse  
Housing  
Regeneration  
Alliance



Glasgow and West of Scotland  
Forum of Housing Associations



## Provanhall Housing Association Limited

34 Conisborough Road • Glasgow G34 9QG • [www.provanhallha.org.uk](http://www.provanhallha.org.uk)

telephone **0141 771 4941** • email [info@provanhallha.org.uk](mailto: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.