

## Welcome

to the Summer 2022 edition of Provanhall Post. I hope you're all keeping safe and well. I am pleased to see a safe and successful return to the office and staff are commencing our regular tenant visits again.

We are aware of how challenging a time it is for everyone with the financial pressures of inflation making everyday items more expensive and the rapid and continued increase in gas and electricity prices.

We welcome the addition of our Energy Advisor who joins Connect and the rest of our team as part of the CCT. Please let us know if you are struggling and we will continue to do all we can to help.

Best wishes  
Alan Hume,  
Director

## Please remember

Our office will be closed on **Friday 15th and Monday 18th July** for the Glasgow Fair weekend. It will also be closed on **Friday 19th August** 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.

## Survey Update

Many thanks to the tenants who gave their time to contribute to our in-depth satisfaction survey. This provides insight for the Governing Body and Staff of the Association on how we are doing and what we need to focus our efforts on moving forward. If you have any issues you want to discuss, we are always happy to listen. If you did complete the survey over the phone and want us to discuss any issues you raised please give us a call on 0141 771 5959 or email [info@provanhallha.org.uk](mailto:info@provanhallha.org.uk). This will allow us to address your concerns as the survey itself was anonymous. More details to follow in the Autumn Newsletter.

## Annual General Meeting

**Date for your diary:  
Wednesday 14 September  
2022 at 7pm.**

This event will be in person

Inside  
this  
edition...



# Home Insurance

TENANTS HOME  
CONTENTS INSURANCE

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.

**platform**  
the arts centre in Glasgow's east end

## Summer Holidays Free Breakfast, Lunch & Creative Activities

10am - 1.30pm for Families Free

***Over the summer school holidays we are inviting children and their families to the Platform café to sit in and enjoy a free breakfast / lunch. Running between Monday 27 June and Friday 12 August (weekdays only).***

Breakfast, lunch and snacks will be served in person, onsite at the café between 10am and 1.30pm. We also have some free creative family activities taking place throughout The Bridge - including dance & drama workshops, film screenings, fancy dress and prop making (ideal if you fancy taking part in our Alexandra Park Festival 'Fancy Dress Parade'), art activities plus much more. Activities will vary each day and are aimed at those age 5 - 11yrs but are suitable for the whole family!

Breakfast will include cereals, fruit, milk, toast, pancakes and warm morning rolls - and lunch will have options such as pizza, Panini, goujons, sandwiches and hotdogs, alongside fruit kebabs, snacks and juices (all subject to availability). There will also be vegetarian options.

Drop in - no referral needed.

Follow @platformglasgow on social media for updates.

With thanks to the Glasgow City Council Children's Holiday Food Programme for funding this project.



# COMMUNITY Festival

Platform @ the Bridge  
Friday 12th August

12 noon – 4pm (drop in)



Lucha DS



Kreiger



Logan Smith



Davey Blaze



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

Children need to be accompanied by an adult.



# Garden Competition 2022

Judging for our 2022 garden competition will take place week commencing Monday 18th July. 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.



## Competition time!

This is a chance for our creative younger readers to participate in a competition, this time round we are looking for you to hand in a picture of a drawing or painting you have done on the theme of summer. You could choose animals and wildlife or sea and landscapes

We have three categories, under 6 years old, 6-10 years old and 10-16 years old.

Please fill in the permission slip and ask your Parent or guardian to complete and hand into our offices before 5th August at 12 noon. Prizes are a £30 Smyths toy shop voucher for each category

Good luck!

Your Name:

Your Age :

Your address:



## Children's Easter Competition

Congratulations to Macey Kane, aged 9, who was the winner of our Easter children's competition! We want to thank all the kids who sent in their entry form as they were all very good! Macey and her family picked the great prize of a visit to Flip Out during the school summer holidays. We very much hope they enjoy their trip and have a "flipping" great time

# Technical Services Update

## Electrical Safety Service

The Association are working with electrical contractors to undertake periodic inspections. Checking the condition of electricians wiring and equipment is deemed an essential Health & Safety matter. Please allow access, we will treat this as emergency access which could result in us applying to gain entry to your home (after notice) to permit the work to go ahead. Failure to provide access could result in forced entry.

## Adaptations - Making life easier in your home

The Association is delighted to announce we have been awarded £24,000 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 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 2022 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 Services 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.

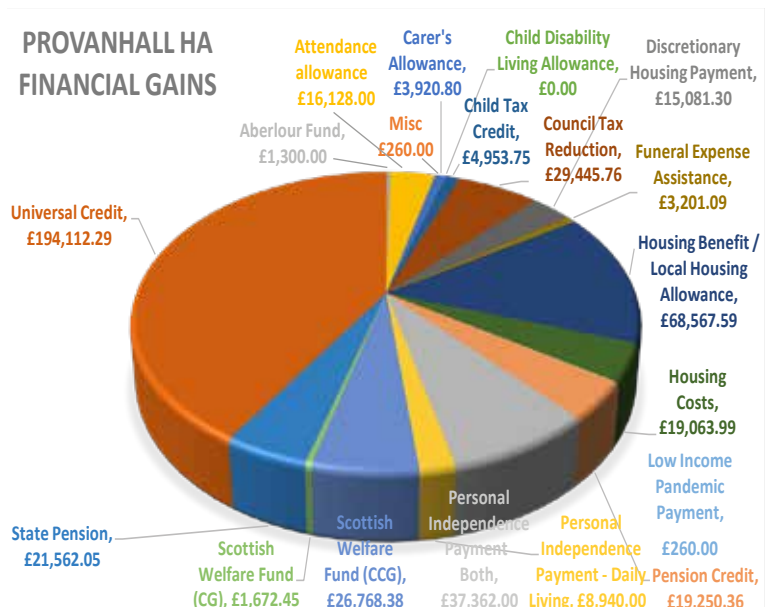
Unfortunately, we do not always have enough funds to undertake all referrals and there may be a waiting list which is ranked based on the OT's priority rating.

## Money Advisor Gains £472,000 for tenants last year...

### Free, independent and confidential service

Over the last financial year, our Money Advisor Elaine McIntyre helped 272 Provanhall customers with benefit issues to help secure £471,849.91 due back to our customers.

If you have any concerns about any aspect of Universal Credit, Housing Benefit or other benefits – get in touch and book an appointment. Elaine can help with: maximising your income, debt problems, managing your money better, and checking how starting or changing a job can affect your benefits & appealing against decisions affecting your benefits. Elaine works from our office every Mondays & Wednesdays. Phone us to book an appointment on **0141 771 4941**



# Complaints & Compliments...

We value your feedback good or bad as it allows us to shape the service we deliver for you. You can get in touch in person, by text, in writing, via our App or the website. Leaflets on the complaints service are available from the office and from our website <https://provanhallha.org.uk/complaints/>

## FREE Energy Advice!

We are delighted to announce a new FREE energy advice service is available in The Connie every Thursday between 10am and 2pm. The Energy Advisor can help you with: tips on saving energy, switching supplier to save money, dealing with fuel debt, understanding fuel bills, meter issues, reading meters and ways to pay. The Energy Advisor can also visit your home to help you use your heating system more effectively. You can also contact the Energy Advisor, Lisa Slavin direct on 07903 381629 or email: [lslavin@connect-ct.org.uk](mailto:lslavin@connect-ct.org.uk)

## 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 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.



## Housing Services Team

Angela Marshall has joined our team on a temporary basis and you may have seen her out in the estate. Please remember you can get in touch with your Housing Services Officer by phoning 0141 771 4941, or email [angela@provanhallha.org.uk](mailto:angela@provanhallha.org.uk) or [Julie@provanhallha.org.uk](mailto:Julie@provanhallha.org.uk).

Angela



Julie





# Do you need a holiday in 2023?



## Do you only want to pay £200 instead of up to £1,500?



If you have not had a holiday for 2 years, are on a low income and you and your family really need a break, please contact the office. Single people, couples and families can apply.

The Association has partnered with 'The Caravan Project' to offer heavily subsidised holidays of only £200 instead of up to £1500 during school holidays!

The project also provides FREE entertainment passes for everyone staying! This is worth up to £300 for a family of 4. Plus you get a 15% discount card for restaurants etc.

There are loads of activities for all ages plus swimming. The project has 4 caravans in Craig Tara in Ayr. The holidays are for one week only between April and October. A £50 refundable deposit is required. Applications for 2023 holidays will be decided in October 2022 – giving you plenty of time to save for the £200 cost due 6 weeks prior to your holiday! Staff can help you complete their application form and make a referral to the project. Depending on availability, you may not get during school holiday weeks. However you can ask to go on a waiting list for any cancellations during school holiday weeks.



# 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. Open 24 hours a day 7 days a week



## Online

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



## 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.



## Callpay

Phone your Housing Services Officer during office hours on 0141 771 4941. Pay with 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.



## 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. For more details visit [www.paypoint.co.uk/paypointlocator](http://www.paypoint.co.uk/paypointlocator) or with PayZone visit <https://storelocator.payzone.co.uk/>



You can also pay at any Post Office – using your rent payment card and cash or debit card. Find a branch [www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)

