

Annual General Meeting

This year's Annual General Meeting (AGM) was held on Wednesday 20th September, and as in previous years there was a good turn out from members.

The Association's auditor from Scott Moncrieff, gave an overview of the Association's audited accounts, and reported on a healthy financial position. The Members re-appointed Scott Moncrieff as the Association's Auditor for this financial year.

At the meeting, Linda Cameron, Chairperson, stepped down as Chairperson, in accordance with the Associations rules. At a meeting of the Management Committee that was held immediately after the AGM, Liz McEwan was appointed as the new Chair.

Members were given copies of the Landlord Report that was produced by the Scottish Housing Regulator. The Chairperson went over the report that showed how well the Association was performing.

The Technical Services Manager and the Housing Services Manager gave presentations on Targets for next financial year that were approved by the Members present. The Members also approved the ongoing financial support for Connect Community Trust for the delivery of the Association's wider role initiatives.

Connect Community Trust were present to give an update on their work in the area. An inspiring update was given from some of the members of the youth club.

The night ended with the award of the annual garden competition prizes and a prize raffle. Fish suppers were then enjoyed by all.

As of the AGM, The full Management Committee are: Christine Morris, Babs McCluskey, Cathie Reid, Clarice Spaine, Rodger Harley, Tracy Coutts, Liz McEwan, William Blunn, Margaret Stewart, Rosemarie Docherty and Cathie Reid.

(See page 8 for some more photos!)



Office Closures

Please note that the office will be closed on Friday 22nd and Monday 25th September 2017 for the September weekend holiday.

If you have an emergency repair during this time, please call **0141 771 4941** for assistance.

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.scottishhousingconnections/provanhall ■ Registered Scottish Charity Number SC037762



MOŻEMY PRZETŁUMACZYĆ
HEUREUX DE TRADUIRE

Fire Safety – keep it clear

For fire safety purposes, the Association Staff have visited or sent a letter to all Tenants about not storing any items in the common close. Items not voluntarily removed were removed by our contractor. Please make sure you and your neighbours never use the close for storing items.

The common close is your only means of escape in the event of a fire.

Keep it clear

- Get rubbish bags, old furniture, white goods etc. out of the building
- Never store anything in the close - bikes, scooters, prams, toys, equipment, shoe racks etc.
- Never put in the close combustible items such as curtains and carpets
- Make sure cellars are kept locked.



Cash for Kids

Association Staff last year secured almost £4,000 for 145 local kids for Christmas presents. We are delighted to do the same again this year. If you were successful last year, we will send you out a new application in the coming weeks. Please note you need to apply again this year.

This important change is due to us no longer being



cashforkids

able to apply automatically for you each year.

You must also contact the office if you did not apply last year but wish to apply this year. Finally, please remember this is a charity with limited resources. To ensure they help as many kids as possible who really need it, please only apply if you need help for Christmas.

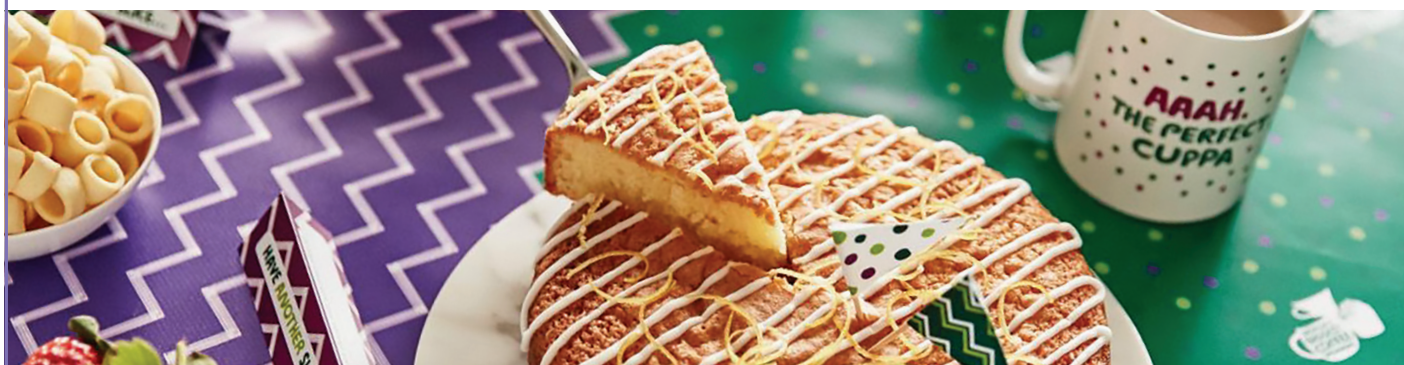
Closing date: 10th November 2017.

**WE ARE
MACMILLAN.
CANCER SUPPORT**



Where: The Connie
When: Thursday 28th September
Time: 9am – 12 noon
Bingo and Raffle

Come along and have a slice of cake and a cup of coffee/tea. Because every slice and cuppa, makes a huge difference to people facing cancer.



Tenant Open Day

Congratulations to Christine Niven and Adele Flynn who won the prizes at the tenant open day held on Wednesday 16th August 2017.

A great event was held with demonstrations from Flat Pack meals, advice of debt and benefits from EPIC 360, Job Club advice from Connect Community Trust, information on local events from Platform at The Bridge and energy efficiency advice for GHEAT.

A tenant scrutiny session was also held on the rent management policy which is currently being reviewed. There is still time to get involved in the review. If you would like more information, or to take part in this, please contact Sean Douglas at the office.

The Decorating Masterclass run by the Bell Group, who sponsored the event, was well received as was the children's event they held.





Bulk Uplift

Tenements: weekly bulk uplift service every Tuesday. Bulk items should be left in/near the bin store in the backcourt. Please do not put it out on the pavement.

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.

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.



Want to reduce your fuel bills?

Glasgow Home Energy Advice Team (G.HEAT) aims to help people who may be having difficulty keeping their home warm at a price they can afford. As temperatures



continue to fall and fuel prices soar, we want as many people as possible to take advantage of the in home G.HEAT service.

G-HEAT can be contacted directly by any householder in the city with a view to organising a home visit from an advisor. All advisors will carry photo identification. If a householder wishes, they can arrange to have a unique password to verify the advisor's identity when they visit your home.

The advisors are able to provide advice on a range of issues such as reducing fuel bills, including obtaining the best tariffs, making the most efficient use of heating systems, provide advocacy and assistance in dealing with the utilities in respect of billing or metering issues, arrange benefits health checks, provide access to grants or discounts for home insulation measures, and may also be able to assist in accessing discounted white goods (Fridges etc) through the utilities schemes. Where appropriate and if asked, they will also be able to make appointments or refer householders on to specialist financial advisors through the Glasgow Advice and Information Network.



Swap Your Home

Do you want to move home?

Have you considered a mutual exchange?

Tenants of housing associations or Councils in Scotland, you may be able to swap your home with another tenant in Scotland, or in the rest of the UK.

You can arrange this between yourself and the other Tenant or you can use the Homeswapper website.

Homeswapper is a UK wide mutual exchange service for tenants wanting to swap homes.

Simply register via www.homeswapper.co.uk or you can download the Homeswapper App. If you don't have internet access, you can use the internet in The Connie or in our office. Internet access is also available in the local Library at The Bridge.

As the Association is registered on this site, using it is free to our tenants. If you need any help or advice, please speak to your Housing Officer.



HomeSwapper

Children's Competition



Toy Story Wordsearch

Congratulations to Alex Templeton, the winner of the Summer Newsletter competition. Alex chose some toys for herself and her little sister as her prizes. Why not have a go at this month's competition. Good Luck!



Entries should be returned to the office by **Friday 6th October.**

T	I	W	M	X	Z	S	S	Y	B	E	L	U	R	Z
F	I	W	O	J	J	N	C	K	A	S	D	O	S	X
G	N	D	S	O	E	P	J	N	B	P	D	J	Q	Q
A	C	U	R	I	D	A	Y	I	L	P	V	W	Q	G
O	F	W	L	O	N	Y	Z	L	U	F	I	F	S	Y
D	T	A	G	D	P	G	G	S	Z	J	N	P	L	W
O	S	A	Y	Q	E	K	A	L	Q	E	N	J	O	B
A	T	Y	T	B	O	P	E	E	P	S	G	L	N	Q
K	D	K	E	O	L	N	G	Y	H	S	P	R	N	X
H	M	C	O	K	P	N	U	S	O	E	L	W	U	W
B	M	G	W	Z	Z	U	B	D	X	X	M	U	Q	Z
X	A	B	L	R	C	Z	O	Y	Q	L	D	V	N	L
O	H	I	X	E	B	G	E	I	V	E	W	D	A	B
B	D	N	O	Z	M	F	G	T	R	K	N	N	B	Q
E	T	X	M	T	Y	U	V	Y	E	B	H	A	N	L

- ALIENS
- BUZZ
- POTATO
- ZURG
- ANDY
- HAMM
- SLINKY
- BOPEEP
- JESSE
- WOODY

Name:

Address:

Telephone:

Age:

Technical Services Update

Development

The new build project on the vacant site at Conisborough Road and Auchinlea Road is progressing well towards a site start next spring. The project is a partnership venture with The Wheatley Group to build a total of 106 homes for rent with the Association getting 26 homes of varying sizes.

It is hoped that the project will be fully completed by the spring of 2020 and there will be regular updates on progress in future newsletters.



Apprenticeship

As a result of work from the Association one of our repairs contractors has been able to take on an apprenticeship this year. Local lad Kevin McGowan has joined Sheils Construction as an apprentice joiner and we wish him well for the future.



Painting Contract

The Bell Group are currently painting the windows, fences and roof timbers at Whitslade Street and 6 closes in Conisborough Road.

The work is expected to be completed by the end of September but this is dependent on the weather for the outside work.





No Heating or Hot Water?

Check the Checklist to avoid a costly bill.

The temperature is starting to fall and we will be relying on our central heating a bit more in the coming months. Before you call us for a boiler or central heating repair, please check the following:

- Is the gas supply turned ON? The handle should be in line with the gas pipe
- If you have a prepayment meter, is there credit on the meter and does the meter state it is ON?
- Is there a power cut affecting your home?
- Is the main wall switch for the boiler ON?
- Is the time clock set correctly?(remember to change it when the clocks change)
- Is the room thermostat (usually located in the hall) turned up?
- If you have a gas cooker is it working?



If you have tried all these checks and the system still does not operate, please contact the Association on 0141 771 4941.

Recently we have had to recharge tenants for the gas contractors call out costs because they have reported a fault and there wasn't one – the problem was due to one of the points noted here.

Right to Repair

In accordance with the Housing (Scotland) Housing Act 2001, the Association is required to remind tenants that certain repairs are deemed qualifying repairs under the Right To Repair legislation whereby, financial compensation may be due if a "Qualifying Repair" is not completed within a designated timescale.

Only specific repair types are eligible as a Qualifying Repair and you will be advised if your repair is a qualifying repair when you call the office.

Please note that a list is enclosed with this Newsletter for your information.

Tenants have the right to call a 2nd Contractor if the first contractor does not attend or complete the job within the required timescale. The timescale does not apply if the Contractor is awaiting parts, or an inspection of the works is required.

Tenants are asked to notify the office if they have problems with a Contractor, rather than calling the second contractor direct, as any unnecessary costs incurred may have to be repaid by the tenant.

Complaints

Your opinion of 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.

Please see below an overview of the complaints we received in the period April – June 2017.

Stage 1 complaints: 9 complaints received



Stage 2 complaints: 2 complaints received



Of all of the complaints received: 100% were resolved within timescale.

If you would like more information on our complaints system you can find it on our website:

www.provanhallha.org.uk or you can ask for information to be sent out to you.

Choose Life – Suicide Prevention in Glasgow City



Last year 91 people in Glasgow took their own lives, leaving a tragic, lasting impact on families, friends and communities. Within Glasgow the multi-agency Choose Life partnership is trying to change



this and calls on everyone to be alert to the warning signs of suicide in

people close to them. The message is that if you're worried about someone, such as a friend, family member or workmate, asking them directly about their feelings can help to save their life. People in Glasgow can get information and advice on sources of support at any time by visiting the local web page:

<https://www.yoursupportglasgow.org/chooselife.aspx>

If you or anyone close to you is struggling with issues of suicide, please seek help, either from your Doctor or through sources of help such as the Samaritans (call free on 116 123 or by email at jo@samaritans.org) or Breathing Space (call free on 0800 83 85 87).

Housing Benefit Online

Remember you can easily apply on line for Housing Benefit to help pay your rent.

To use this service you need to register at www.glasgow.gov.uk.

If you are already getting Housing Benefit it is important you tell them about any changes to your circumstances that may affect your Housing Benefit. This makes sure you avoid having to repay any overpaid amounts. Changes include: stop or start getting state benefits, start work or change jobs, have an increase or decrease in wages, go into hospital etc. You must also report things like: any of your children leave school, you change address, the number of people living with you changes e.g. you have a child, other people come to live with you or leave your house etc.

If you need any help of advice about benefits or paying your rent, please contact your Housing Officer.



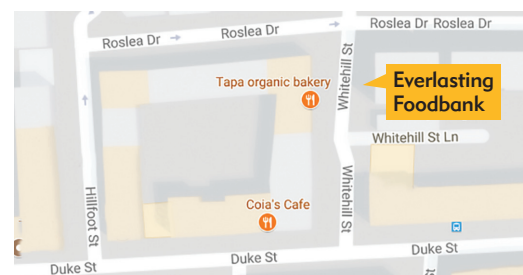
The Everlasting Foodbank
inspiring hope, shaping tomorrow

Open on the FIRST and THIRD Saturday every month. (no referral required)

Remaining Dates open for 2017 are:
Saturdays 16th Sept, 7th Oct, 21st Oct, 4th Nov, 18th Nov, 2nd Dec & 16th Dec

We provide:

- Emergency food bags to last a few days
- Fresh Bread Tea/Coffee Sandwiches
- Someone to talk to



Email: theeverlastingfoodbank@gmail.com
Facebook: [facebook.com/everlastingfoodbank](https://www.facebook.com/everlastingfoodbank)
Twitter @everlastingfb
or telephone 07847 719503

AGM

Some more photos of prize winners...

