



Issue 55 ■ Winter 2017

MERRY CHRISTMAS

and a Happy New Year,
to everyone in Provanhall...



...from all of the Staff and Management Committee.
Best wishes to all for 2018.

Office Closure

Please note that the office will be closed from 12.30pm on Friday 22nd December 2017 until 9am on Thursday 4th January 2018.

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

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

Save money this Winter

We have teamed up with Home Energy Scotland, a Scottish Government funded service that provides free, impartial advice to help householders save energy and reduce their gas and electricity bills.

You may have seen their adverts on television.

With colder temperatures we want to help you stay in control of your energy. Your local Home Energy Scotland team is very keen to help you, friends and family avoid lost savings on energy bills, and invites you to get in touch.

Simply call **Home Energy Scotland** free on **0808 808 2282** or email **adviceteam@sc.homeenergyscotland.org** and an advisor will call you back.



REPLACE ALL YOUR BULBS WITH LEDS TO **SAVE £35 AND 105KG CO2 A YEAR.**



CUT YOUR LIGHTING BILL BY **36%**



TURN YOUR THERMOSTAT DOWN BY JUST 1°C TO **SAVE £80 & 350KG CO2 A YEAR.**

Housing Benefit Online Services

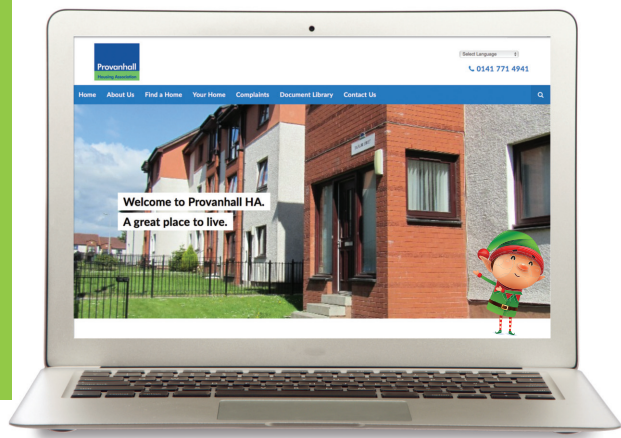
To find out if you qualify for housing benefit or to apply for housing benefit, please visit <https://glasgow.teamnetsol.com>. The good news is you can also report online any changes in your circumstances or supply any evidence/proof requested - so no need to phone or visit the council office. To use this service you need to register at www.glasgow.gov.uk.

You can also make an appointment to see the Money and Benefits advisor in the office for help with Housing Benefit. Contact Ashleigh at the office reception for an appointment.



Website

We are currently designing a new Website and we hope to have this up and running by the 1st of April 2018. We will keep you up to date with progress on this. There are some technical issues with the current website and we are trying to address these also. The website can be found at www.provanhallha.org.uk.



Cash for kids

The Association has again successfully secured Cash4kids funding for many families in the area. To support Cash4kids, the Association Staff all made a donation to Cash4kids to take part in the annual wear your Christmas jumper to work day.



cashforkids



Benefit changes

Information about welfare reform

work or have any changes in benefits after December, you will not go onto UC.

The roll out of UC was due to happen in Glasgow in September 2018. This has been delayed and will now not happen until December 2018 for Easterhouse residents.

Universal Credit Update

We are pleased to report that no more tenants will go onto Universal Credit (UC) between January 2018 and December 2018. This means if you stop



Local Housing Allowance Cap Update

We are pleased to report the Local Housing Allowance (LHA) cap for social housing, which was due to be introduced in April 2019, has been axed. This cap would have limited the amount of Housing Benefit or Rent Element of Universal Credit for single tenants under 35 with no dependent children. This means the possibility of tenants affected having to pay any shortfall in rent has now been removed.

If you need any more information on any benefits, please call in to the office for assistance.

Rent at Christmas

Christmas is a wonderful time for giving. It is also a time to feel pressured into spending money you may not have. Don't put your tenancy at risk by using your rent money to pay for the festivities.

Please remember all of the money, benefit and debt advice help and support services here to help you locally in Provanhall.

These fantastic services are free and confidential. You can contact them directly or contact your Housing Officer.

Give yourself peace of mind this Christmas, and throughout the year.



Rent Statements

As part of our commitment to reduce our environmental footprint, we no longer issue individual rent statements to all tenants. If you want a rent statement, please contact your Housing Services Officer who will be happy to email you a statement or send you a paper copy if needed.



Have you thought about becoming a committee member?

It's a great way to volunteer in your community and help change it for the better.

Local housing associations provide affordable rented housing for a wide range of people who need it. They provide quick, efficient repairs and other services, and some are also involved in building new homes.

Community based housing associations often provide all kinds of other services to support local people – such as benefits and fuel advice, help with getting into employment, and places for people to hold meetings and community activities.

Housing association staff members are paid professionals, but associations are run by voluntary committee members, and usually the majority live in the local area.



Here are some of the benefits of serving on the committee...

Benefits for you:

- Gain confidence, build a sense of achievement, improve your self esteem and have a new sense of purpose.
- Develop your understanding, skills and knowledge, add to your CV, and potentially open new career paths.
- Be involved in a stimulating and mutually supportive environment where your views are heard.
- Meet new people, develop friendships, and socialise with others with a shared commitment.
- Attend social & networking events, as well as training courses, to build up your skills.
- Open up opportunities to apply to serve on important national/regional bodies in the housing sector.
- Become a part of one of the most important and effective movements for physical and social improvement that has happened in Scotland over the last 40 years.

- Get personal satisfaction from giving something back to the local community whilst making a real difference.
- Broaden your horizons and have fun along the way!

Benefits for the association and the wider community:

- You'll help to raise awareness of the Association's work both within the local community and beyond.
- The time and energy you commit to the Association will directly contribute to its work in improving the quality of life for tenants and the wider community.
- You can help to ensure good quality housing and services.
- As a voluntary committee member you'll join hundreds of local people and other volunteers who play such a crucial role in taking forward the work of community controlled housing associations in Scotland.



Glasgow and West of Scotland
Forum of Housing Associations



supporting
social
employers

Dog Fouling

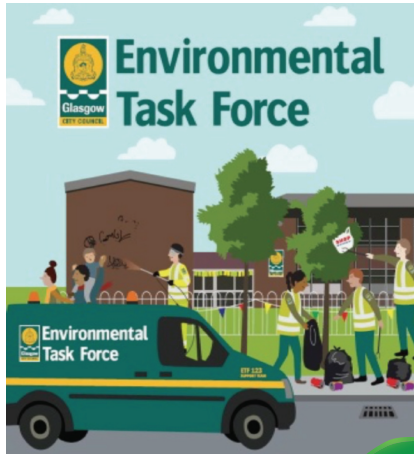
Residents continue to be fed up with dog owners who do not clean up after their dog.

Glasgow's Environmental Task Force is responsible for dealing with irresponsible dog owners who break the law by not picking up their dog's mess. They can issue fines of between £80 up to £500 for repeat offenders.

However they can only take action if you and your neighbours report who is not picking up after their dog.

You can contact the Taskforce by:

- Phone – 0300 343 7027
- Online – www.glasgow.gov.uk/index.aspx?articleid=20188
- Twitter – @theenvtaskforce
- Facebook – envtaskforce
- App – 'MyGlasgow'



Bin Collection & Bulk over Christmas and New Year

Due to the Christmas public holidays, bin collection will not take place on Monday 25th December 2017 and Monday 1st January 2018. Instead, our contractor and the council will instead empty the bins on Wednesday 27th December & Wednesday 3rd January.

In tenemental properties please put your bulk in the backcourt as normal. The council does not provide a bulk uplift service over the festive season.

However we have arranged for our contractor to do this over the Christmas holiday period.

Complaints

The Association welcomes any comments or complaints that anyone wishes to make regarding the services it provides. All complaints are logged and will be responded to. You will find a leaflet about the Complaints process inside this Newsletter.

If it went wrong, we will fix it! Please let us know.

Children's Competition

Win a family day out!

Would you like to win a day out for you and your family?

Throughout this Newsletter there are elves hiding.

Count how many there are, complete and return the form below to be entered into the prize draw.

As well as winning a day out, the winner will also get a prize for them self.

Good Luck and happy counting! Entries to be handed in to the office by

Friday 13th January 2018.

Congratulations to the winner of last month's competition, Mason Kerr.



Name:

Address:

Telephone:

Age:

Number of elves:

Technical Services Update

Auchinlea Road New Build

It will be an exciting year ahead with the new build development still on track for a Spring 2018 site start.

The Provanhall HA site, which is part of a larger Wheatley Group project, has a mix of cottage flats, semi-detached and terraced houses.

The Association is building 26 homes and these will be owned and managed by Provanhall HA.

Look out for updates on site progress, and how to apply for these homes, in future newsletters.



New Close Doors

As part of this year's planned maintenance programme, 13 closes in Auchinlea Road, Conisborough Road and Balcurvie Road got new close doors and new controlled entry systems. The tenants from the addresses involved are delighted with the new security measures and the new door design is a fantastic improvement.





Cold Weather 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.

What to do if a pipe bursts

If the worst happens and a pipe bursts please follow these simple do's 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.



Emergency Repairs During Holidays

The Association's contractors will close from Friday 22th December until Thursday 4th January 2018. This means that only emergency repairs will be done during this period. Call 0141 771 4941 if you have an emergency repair during the holiday period.

Non-emergency repairs will not be carried out until after 4th January 2018.

Other useful numbers are:

Police emergency	999
Police non-emergency	101
Gas Emergency (if you smell gas)	0800 111 999
Electricity Emergency (Scottish Power)	0800 092 9290 from a landline 0330 101 0222 from a mobile
Blocked Sewers (Scottish Water)	0800 077 8778



Addaction Substance Misuse Services

Drug or alcohol problems? We give support and advice to anyone experiencing problems related to their own or someone else's drug or alcohol use. We provide specialist interventions to help prevent and reduce the harmful use of drugs and alcohol.

We won't judge you and will work at a pace you are comfortable with, helping you to get well and have a better quality of life. We also offer support to family and friends who can also be affected by drugs and alcohol misuse.

For more information visit www.addaction.org.uk

How to access our service:

Addaction North East Glasgow Recovery Hub accepts self referrals as well as referrals from family members, drug and alcohol services, GPs, social work, police and any other support agency.

24-28 Broad Street, Bridgeton, Glasgow, G40 2QL

Freephone: 0808 164 4261

Text: 07773 186904

Website:

glasgow.northeast@addaction.org.uk

Twitter: @addactionGlaE

Facebook: @AddactionGlaNE



Do you live in social rented housing? Why not **swap** homes?



HomeSwapper is the **largest** national mutual exchange service for social housing tenants wanting to swap homes both **locally** and **nationally**.

- 9/10 get matched within 24 hours
- See all your matches in an instant
- Search for swaps locally or nationally
- 100+ matches per member on average
- Thousands of homes added every week
- Build your own multi-swaps with our unique tools



www.homeswapper.co.uk

