

# ehra

Easterhouse Housing and Regeneration Alliance

## Wednesday 19th April 2017

FARE • Bannatyne House  
31 Drumlanrig Avenue  
Easterhouse • G34 0JF

# Tenants'

# Conference

### 9.15am to 1.15pm • Tenants' Conference

The future is bright – the future is Easterhouse!

**Hear all about:** Cleansing Services; Thriving Survivors; MacMillan – improving the Cancer journey; Environmental Task Force; Thriving Places and much more...

### 2pm to 3.30pm • Greater Easterhouse Hustings

Come along and hear from, and question, the candidates who are standing in the local election to represent you.

Contact your local housing office to let them know you are going along, to arrange free transport or for any other information.

Refreshments and  
Transport provided

Everyone  
Welcome



## Office Closures

The office will be closed from 4.30pm on Thursday 13th April until 9am on Tuesday 18th April 2017.

The telephone number for emergency repairs during this time is: 0141 771 4941

Please check that you have credit in your Gas/Electricity meter before calling the emergency number.

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

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[www.scottishhousingconnections/provanhall](http://www.scottishhousingconnections/provanhall) ■ Registered Scottish Charity Number SC037762



MOŻEMY PRZETŁUMACZYĆ  
HEUREUX DE TRADUIRE

## Improving your Credit Score

Millions of people who rent their home or have a low-income are excluded from affordable credit due to the lack of a mainstream credit history. Since they have no or very little credit history, they are more likely to be declined, pay a higher price for credit or be dependent on very high cost credit including doorstep and payday lending.

The Association is currently in discussions to join Rental Exchange on behalf of our tenants. The Big Issue Group, in partnership with Experian, developed The Rental Exchange to tackle the financial, digital and social exclusion challenges faced by tenants compared to homeowners.



Rental Exchange uses a tenant's rent payment history in their credit file. This helps tenants of social housing landlords as it treats rent payments as contributing to a credit history in the same way as mortgage payments do for homeowners. So it can create or improve your credit file history and score, plus create or improve your digital authentication/verification i.e. 'online' proof of identity.

The service is free and tenants can opt out if they wish. We will contact you soon with more information about this.

# Swapping Your Home

**Do you want to move home? Have you considered a mutual exchange?**

If so Homeswapper can help you. It is a UK wide mutual exchange service for Housing Association and Council tenants wanting to swap homes. The good news is the Association has paid for and joined the scheme so that all our tenants can access and use this service free of charge! You can register via [www.homeswapper.co.uk](http://www.homeswapper.co.uk) or you can download the Homeswapper App. Once you have registered Homeswapper will search for potential swaps and send you regular match alerts by email or text. If you don't have internet access on your smartphone or at home or through a family member or friend, you can use the internet in The Connie or in our office. Internet access is also available in the local Library at The Bridge.



## Income and Family Changes

You must tell Glasgow City Council about any changes that may affect your Housing Benefit or Council Tax Reduction. By telling them you will avoid getting into debt by having to repay any overpaid amounts.

Changes you need to report are if you or your partner: stop or start getting state benefits; start work or change jobs or your wages increase or decrease etc.

You also need to tell them things like if any of your children leave school or if the number of people living with you changes. You can report a change by phoning **0141 287 5050** or via their website at [www.glasgow.gov.uk/ben](http://www.glasgow.gov.uk/ben)





# Local help & support in Provanhall!



Confidential and free services are available in our office and the Connie to help you: manage your money better; reduce/prevent debt; increase your benefits and income; meet your claimant commitments and prevent benefit sanctions; reduce your electricity and gas bills; deal with DWP benefits including Universal Credit; save & get cheaper loans & credit; opening a free bank account; job hunting & changing jobs; Job Match & CV help; training & volunteering; learn or develop your computer skills. **Please contact your Housing Services Officer for more information or to book an appointment.**

Services are provided by:



## Working and aged over 25?

You are legally entitled to at least the National Living Wage. From 1 April 2017 it will go up to £7.50 per hour. It is illegal for your employer to pay you below the National Living Wage, so check your pay and talk to your manager to make sure you're getting what you are entitled to. Don't think you're getting paid the right amount? Talk to your manager. If you have been underpaid, your employer owes you back pay. Make sure you get what you're owed. Feel uncomfortable talking to your manager? Call the Acas helpline on 0300 123 1100 for confidential advice and support or visit their website [www.acas.org.uk](http://www.acas.org.uk)

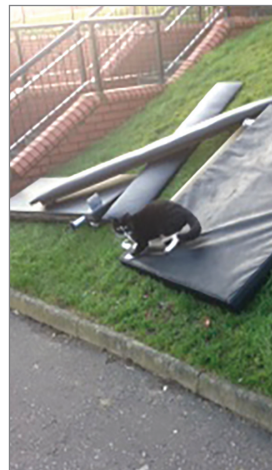
## Working and aged under 25?

You are legally entitled to at least the National Minimum Wage. From 1 April 2017, it will go up to: £7.05 for 21-24 year olds; £5.60 for 18-20 year olds; £4.05 for under 18 year olds; £3.50 for apprentices. It is illegal for your employer to pay you less than the National Minimum Wage, so check your pay and talk to your manager to make sure you're getting what you are entitled to. Don't think you're getting paid the right amount? See 'Working and aged over 25' for details.

# Fly Tipping Eyesore

Fly tipping is illegal as is the dumping of bulk items such as furniture and mattresses and other rubbish or waste in public areas. Council staff can issue fixed penalty notices of £200 and major offenders may be referred to the Procurator fiscal and can face a fine of up to £40,000. Unfortunately some local people continue to cause a real nuisance and eyesore to everyone who lives in the area by dumping their unwanted bulk items on the pavement and other common areas. Please never illegally fly tip - instead just place your bulk items in/near the bin store in tenemental backcourts. You can do this at any time, but if at all possible please do not put out until Monday as our contractor and the Council provide a weekly tenemental bulk uplift service every Tuesday.

Main door tenants just need to phone the Council on **0141 287 9700** to arrange a free uplift of their bulk items or you can report your through the 'MyGlasgow' app. Glasgow City Council's new Environmental Task Force (ETF) also want residents to become involved in improving their area by reporting issues and making your voice heard by phoning **0300 343 7027** or via their Facebook, Twitter and the 'MyGlasgow' app. More details can be found at: [www.communitysafetyglasgow.org/what-we-do/reducing-environmental-incivility/environmental-task-force/](http://www.communitysafetyglasgow.org/what-we-do/reducing-environmental-incivility/environmental-task-force/)



# An extra helping hand!

Is there a community links practitioner attached to your Dr's surgery? :

It could be worth finding out as they can provide help and support in so many different ways. You may find yourself going to the Dr's and coming away with much more than medical help!

Some of the issues that a Community Links Practitioner can help with are illustrated in the word cloud (below) and can include money or relationship problems, smoking, legal issues, safety concerns and many more.

Community Links Practitioners work in Dr's surgeries to offer additional support to the people who use the surgery, the practitioner will:

- Listen to your story and talk to you about what is going on in your life, they can then try to identify any concerns or issues that you may have.
- They will discuss what resources are available to you in the local area and whether you'd like to access any of these. If you like, they can also help you to access them.
- There is no limit or set criteria as to what they can help you with, they help people to deal with different issues in different ways.

The aim of the service is to have a positive effect on health by addressing the impact that some issues and problems can have on physical & mental health. Community Links Practitioners also work to help the wider staff team in

the GP surgery become more aware of what is available in the local area.

There is a Community Links Practitioner in Easterhouse Health centre working in the surgery of: Drs Wilson, McGinley & Sheppard.



## The Happy Club

**The Happy Club** is a registered charity which has been running for **10 years**.

We recently relocated to The Connie from Larchgrove to allow us to expand the services we provide and to bring us closer into the local community.

What makes **The Happy Club** unique? We provide a parent run community group which offers services for families of children with additional needs – we support the child/children, their parent/carer and their siblings.

**The Happy Club** offers Arts & Crafts, Sports (indoor and outdoor, weather permitting), IT skills, Games, Lego therapy, basic life skills (such as cooking) and much, much more.

Our Arts Tutor and Sports Coaches are trained in working with children with additional needs and tailor the activities to include all the participants.

**There's nothing else quite like us in the East End of Glasgow.**

If you think this is something you would be interested in or if you know someone who would benefit from this, please get in touch:

Via Facebook: The Happy Club Glasgow • Mobile: 07536 024797  
Email: the\_happy\_club@yahoo.co.uk



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# Children's Competition

Congratulations to Alfie Kane who won the Christmas newsletter competition. Alfie won a Pokémon game and a day out to M and D's for his family. We hope he enjoyed them.

Entries for the Easter competition should be returned to the office by Friday 28th April 2017. Good Luck!



Complete the answers to the following and return the page to the office.

1. These animals like to hop?
2. What Easter eggs are made of?
3. The Capital city of France?
4. Harry the wizard's surname?
5. Clothing that footballers wear?
6. The number of days in a week?
7. The name of the Beauty in Beauty and the Beast?
8. A baby pig?
9. Use this to boil water?
10. The season after spring?

Name:

Address:

Telephone:

Age:

## Connect Youth Clubs

### What's on in Provanhall

Everyone is welcome to join our fun youth programme...

**50p**  
Entry fee for each activity

#### MONDAY

**Tennis 6pm-7pm**  
@ Connie • under 12's

**Tennis 7pm-8pm**  
@ Connie • over 12's

#### TUESDAY

**Sports 3.15pm-5.15pm**  
@ Connie • Primary 1-7

#### WEDNESDAY

**Outdoor Discovery Group**  
3.15pm-5.15pm  
@ Connie • Primary 1-7  
Bugs Life/Pond Dipping/Den Making

**Music Drop-in**  
6pm-7pm  
@ Connie • Over 12 years  
All the fun of club time with a music vibe

**Youth Committee Meeting**  
4.30pm-6pm  
@ Connie • 10 Years+  
Have your say about what happens in the area and in the club

#### FRIDAY

**Drop-in**  
6pm-7.30pm  
• @ Connie • Primary 1-7

**Friday Frazzle 6pm-9pm**  
• @ Connie (Upstairs) • Primary 7+  
Drama, Comic Creations, Woodwork, Friday Tournaments, Animation, Music & Play Nights

the **connie**

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39 Conisborough Road • Provanhall

## Improving the area

We have started discussions with Glasgow City Council (GCC) to hopefully take over and manage some small local sites (mostly common grass areas etc.) that they own within Provanhall. We believe we can maintain these areas better and more often. We believe that this will make the place look even better. We will keep you updated on progress with this.

## Need help reading this?

Do you know of anyone in the area who may need to receive information from us in another format e.g. large type, braille?

Do you know of anyone who may require assistance due to problems with their hearing?

If yes, please get in touch with us so that we can make arrangements for them.

# Technical Services News

## Planned Maintenance

It is going to be a very busy year for the technical services team with an investment programme worth over £500,000 planned throughout the whole of the Provanhall area.

- **New Kitchens**

102 new kitchen installations

- **New Boilers**

96 new condensing combi boilers and new kitchen extract fans.

- **New Front and Back Close Doors**

6 closes in Conisborough Road  
4 closes in Auchinlea Road  
3 closes in Balcurvie Road

- **New Fob & Magnet Controlled Entry Systems**

6 closes in Conisborough Road  
4 closes in Auchinlea Road  
3 closes in Balcurvie Road

- **Close Painting**

6 internal closes getting re-painting in Conisborough Road

- **External Painting**

28 homes in Whitslade Street getting external windows frames, doors, roof timbers, fences and clothes poles at Whitslade Street re-painted

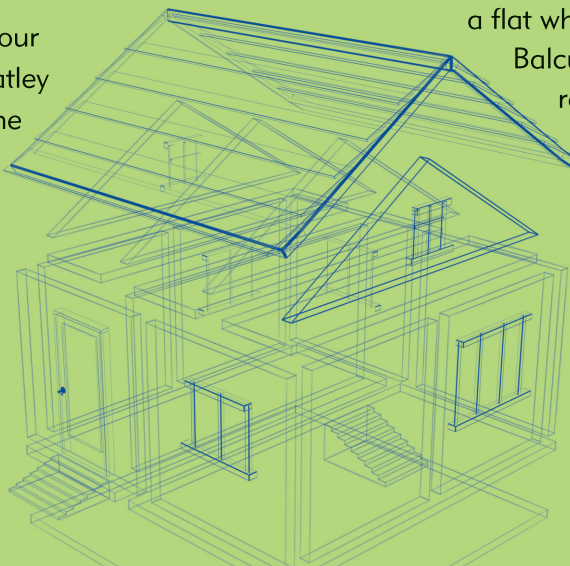
All this work will be done throughout the coming year and affected tenants will be notified prior to any work starting to arrange access.



## Development

### New Build Homes

There is disappointing news on our partnership project with the Weatley Group to build new homes on the vacant land at Auchinlea Road. Unfortunately, due to problems with the site, the project has been delayed. It was hoped that building work would start by the end of this year but the work has been postponed for a year until the summer of 2018. Updates will be given on any progress in future newsletters.



### Property Acquisition

The association successfully participated in a buy back scheme with Glasgow City Council to purchase a flat which was privately owned in Balcurvie Road. The association received a 100% grant to buy the flat and a 50% grant to carry out necessary improvement works to bring the property up to a lettable standard. The scheme, which was a great opportunity to increase our rental stock, is now closed to further applications, however, we will continue to monitor the situation in case it returns in the future.





# Bugs & Creepy Crawlies

With the warmer weather on the way it brings with it an increase in the number of insects to the garden and the home. Flies, fleas, ants, beetles, spiders and other “bugs” will be arriving searching for food so here are some tips on how to control the most common crawlies if you get some in your house.

## Beetles

They are most likely to be found in the kitchen, as this is close to available food, but they can be found elsewhere in the house, such as soft furnishings, where children may spill food crumbs, in a sofa for example.

### Treatment:

*If you are unfortunate enough to find that you have an infestation of beetles your first course of action will be to clean the house thoroughly, paying particular attention to vacuuming the wall/floor junction, pull out the cooker and clear any food spillages/debris which you may find.*



## Ants

The good news is that garden ants are not 'Public Health' pests. The bad news is that they are a real nuisance and very difficult to get rid of.

### Treatment:

*You can carry out treatment against ants yourself but you have to be thorough. Apply a residual insecticide for crawling insects which you will be able to buy at many DIY stores, supermarkets and garden centres.*

*Apply it to wherever ants can enter your home. Inside your house you should apply the insecticide behind the sink unit, skirting boards, around doors and window frames.*

*Please read the label and carefully follow the instructions on any pesticide you choose.*



Please note that Provanhall Housing Association and Glasgow City Council Pest Control do not carry out any work relating to insects as they are not caused by the property and do not cause any major health issues.

Most infestations are due to weather and environmental issues and can be easily brought under control with an increased hygiene action and use of insecticides available from most good DIY stores and supermarkets and garden centres.

## Boiler repairs during the Summer

From the 1st May, during the summer months, boiler failure resulting in no heating is categorised as an urgent repair. Although most repairs are still attended on the same day, the 4 hour emergency response does not return until the 1st October.





## EASTERHOUSE THRIVING PLACE

Thriving Places is your opportunity to change your community for the better in whatever way you feel is appropriate over the next 8 years. We ask the following questions:

- What works really well in your community?
- What would you like to change yourself in your community?
- What do you need help to change in your community?
- What do you need other services to change in your community?

Maggie MacBean Orr is the Community organiser for Thriving Places Easterhouse and is eager to speak to people who live in Easterhouse and to find out what local people feel are the best aspects of living here and the things which people feel need to change. Please contact Maggie on:

email: [maggie@platform-online.co.uk](mailto:maggie@platform-online.co.uk) • Tel: 0141 276 9674

### Easterhouse Town Centre

Glasgow City Council has funds to improve Shandwick Square Shopping Centre. Between now and the end of June Thriving Places along with local people, Glasgow East Arts Company, Development and Regeneration Services and a range of other organisations will be trying to find out what local people would like to see happening with the Shopping Centre and the surrounding area. More info on this and how to get involved will be available soon, in the meantime please contact Maggie.

### Easterhouse Residents Group

This group meets monthly at the moment and we discuss what's happening in the area: what's great, what's not so great and what can we do about it. We'd love to hear more opinions on the local area so if you're interested in coming along please let Maggie know.

### After School Cooking and Homework Clubs

Thriving Places Easterhouse along with the North East Health Improvement Team, Glasgow Kelvin College and a local Community Chef has begun cooking sessions for parents in 2 local Primary Schools. Sunnyside Primary has had 2 sessions already and St. Benedict's Primary will start at the beginning of May. These sessions use 'Flat Pack Meals' which are bags of fresh raw ingredients with a recipe, all organised voluntarily by local Mums. For more info on East End Flat Pack Meals follow this link to their facebook page:

<https://www.facebook.com/eastendflatpackmeals1/>

These sessions focus on bringing people and families together for a family meal, some good chat and by the time it's all over at 5pm the kids have finished their homework and the dinner has been cooked, eaten and cleared up.

