



Easterhouse Housing and Regeneration Housing Alliance (EHRA) hosts

General Election 2017 Hustings

EHRA, which Provanhall Housing Association is a member of, welcomed residents from across Greater Easterhouse to listen to candidates from the political parties standing in Glasgow East at the General Election 2017.

The event held at Blairtummock Hall in Easterhouse was an opportunity to ask questions to SNP, Labour, Conservative and Independent candidates.

Rod Hunter, Chair, introduced candidates to the busy event and in the opening remarks, Thomas Kerr, Conservative who has recently been elected as a Conservative Councillor for Shettleston, would campaign for more jobs, campaign against the proposed closure of job centres and would oppose a second referendum. David Linden, SNP would, if elected, be a strong voice for Scotland in Westminster. Kate Watson, Labour, would work to pay people more through an increased minimum wage and reform the welfare benefits system. Karin Finegan, Independent candidate would provide an alternative to the current political party system that was not delivering fairness for local people.

(continued on page 2)



Office Closures

Please note that the office will be closed on Friday 14th and Monday 17th July 2017 for the Glasgow Fair holiday.
The office will also be closed on Friday 11th August 2017 for a Staff and Management Committee training day.
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



MOŽEMY PRZETŁUMACZYĆ
HEUREUX DE TRADUIRE

General Election 2017 Hustings (continued)

The first question from the floor was from Colin Cameron, Chair of EHRA, who asked what the candidates would do to tackle the problems caused by universal credit. The Conservative candidate supported universal credit but accepted that there were flaws. The SNP candidate advised that SNP would suspend the current welfare changes, abandon universal credit and abolish the changes to working tax credits. Karin Finegan, Independent would oppose the implementation of Universal Credit and the cuts to welfare benefits. Further questions were asked on sanctions, low pay and benefits with the Conservative candidate stating that the solution is for employers to pay more, amend tax credits and encourage people to work for longer. Labour would increase tax for the wealthier and remove the 1% salary cap for the public sector. The Independent candidate would work to represent the local people and oppose cuts to benefits and poor wages. SNP would encourage all employers to pay the living wage. Questions were also asked on a variety of issues including cuts to



support for families affected by autism, globalisation, immigration, Brexit, and education. Candidates were quizzed on how they would communicate with constituents and whether they would represent the people or the party.

The final question asked each candidate for their views on foodbanks and when they would end. Karin Finegan, Independent, referred to a recent UNICEF report that suggested increased incomes for families. Kate Watson, Labour would end zero hour contracts, reform

universal credit and maintain a minimum wage of £10/hour. David Linden, SNP would reform the welfare reform change and reverse the cuts. Thomas Kerr, Conservative would encourage employers to pay adequate wages.

Rod Hunter, Chair, thanked everyone for attending and encouraged everyone to vote on 8 June 2017.

Congratulations have since been sent to David Linden, SNP, on his successful election to MP for Glasgow East. We look forward to working with David.

Staff Change

The Association welcomed Ashleigh Cooper to the post of Receptionist in May. Ashleigh took over from Niki Watson who left for a promoted post elsewhere.



Online Housing Benefit Changes

You have been able to fill out a claim for housing benefit online for some time. The good news is you can now also report any changes in your circumstances online – so no need to phone or visit the council office. To use this service you need to register at www.glasgow.gov.uk. It is important you tell the council about any changes to your circumstances that may affect your Housing Benefit or Council Tax Reduction. This will help you avoid having to repay any overpaid amounts. If you need any help with this, please contact the office.

Bulk Uplift

Tenements: weekly bulk uplift service every Tuesday. Some people continue to cause a real nuisance and eyesore by putting out bulk on the pavement. Please never put your bulk out on the pavement. Instead just put your bulk items in/near the bin store in the backcourt.

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.

Anti-Poverty Charter

The Association, in partnership with the other Housing Associations in the area, has launched an anti-poverty charter.

More information on work we will be doing around this will be sent out to you.

If there are any services that we do not currently provide that you would like to see in the area, or you would like any more information on this charter, please get in touch and let us know.



ehra

Easterhouse Housing and Regeneration Alliance

A Charter to Challenge Poverty

For our tenants, we will:

- Support welfare benefits and money advice services in our areas.
- Support Jobs Clubs and employability programs in our areas, to help people into work and to avoid sanctions.
- Improve access to the internet to help tenants access benefits and job opportunities.
- Work on our own, and with partners, to reduce child poverty in our communities.
- Provide opportunities for volunteering across a wide range of projects.
- Support projects in our area aimed at reducing tenants' energy costs.
- Keep rents affordable.
- Meet required energy efficiency standards in the housing we provide.
- Participate in relevant campaigns aimed at challenging poverty.

You can follow our work on Twitter @EHRA001
Information can also be found at:
www.scottishhousingconnections/Gardeen

Bridge

FAMILY FESTIVAL 2017

Sunday 30 July | 12 - 4 pm

The big Family Festival day at The Bridge is back!

FREE ENTRY

- Live music
- Children's activities
- Sports tasters
- Made in Easterhouse market with homemade arts & crafts, food and clothes
- Swimming pool party
- Carnival drummers
- Community stalls

A great day out for everyone – come along and join in the summer festivities!

Platform, The Bridge, 1000 Westerhouse Road, Glasgow, G34 9JW

*Subject to license

plat—form

platform-online.co.uk 0141 276 9696 (opt 1)

Tenant Open Day

Come along to our Open Day to find out more about how the Association works, to question Senior Staff on any issue and to ask us any questions.

This is your opportunity to scrutinise us.

There will be a whole range of stalls and information sessions on the day. Full details will be issued nearer the time.

There will be a prize draw with a cash prize for the winner.

The event will be held on 16th August 2017, 2pm – 6pm.

Children welcome and transport can be provided.

Easterhouse Tenant Conference and Local Election Hustings

EHRA, the umbrella group of the eight community controlled Housing Associations in Easterhouse, welcomed tenants from across Greater Easterhouse to find out about the services that operate in the Greater Easterhouse area and also to attend a local election Hustings.

The conference was a great success with speakers from Thriving Survivors, McMillan Cancer Care, Thriving Places, Epic360 and Energy Advice Scotland.

The conference was informed about plans for more partnership working between all of the groups in Easterhouse, to benefit the local community in terms of employment and volunteering opportunities, and to get more value for money for tenants. EHRA also launched a poverty charter at the conference.

The conference held at Fare in Easterhouse, was followed by an election hustings for the Local Council election. At this event, Tenants were given an opportunity to ask questions on local services to SNP, Labour, Conservative, Independent and Trade Union and Socialist Coalition (TUSC) candidates.

Following the election, the Local Councillors for this area are: Maureen Burke, Labour, Ruairi Kelly and Mandy Morgan, SNP.



Grass & Hedge Cutting

Our contractor will cut your grass and trim the edges every 2 weeks between April and September. This means you will get a minimum of 13 cuts during the growing season. Grass areas include common areas, front & back gardens in main door properties and front gardens & backcourts in closes. If you have a hedge this will be cut a minimum of 3 times during the growing season. Our staff continue to monitor both the number of these cuts and the quality of the work.



Complaints

Between 1st of April 2016 and 31st March 2017, the Association received 43 formal complaints.

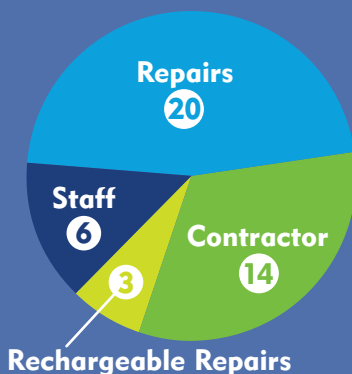
The Association welcomes complaints as it lets us make sure you receive the service that you are paying for, and it helps us when we are reviewing policies and procedures that will affect these services.

If you are unhappy about anything the Association does, please let us know. If we don't know, we can't fix it.

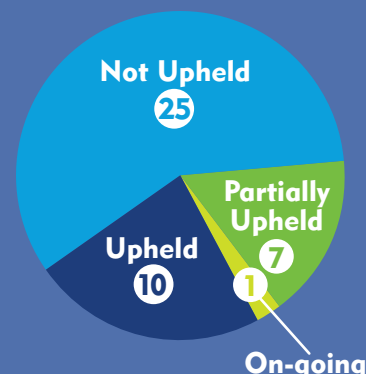
Complaints received
April 16 – March 17

Total received	43
Stage 1 complaints received	34
Stage 2 complaints received	9

Complaints – Subject



Complaints – Outcome



Thoughts on the Shandwick Centre?

Thriving Places Easterhouse has recently been delivering a programme of activity in the old Savers Unit at the Shandwick Centre.

Over a period of 6 weeks, we've been asking local people who use the Shandwick Centre how they'd like to see it improved. The biggest issue by far came out as the lack of public toilets, closely followed by lack of disability access to the top level of the Centre. We're busy writing up all the outcomes we've gathered and will be able to share this information by the end of August. Lots of local



people have helped to shape what actions they feel should be taken to improve both the Shandwick Centre itself and the surrounding area out with the Centre.

We provided lots of fun activities for people to take part in including: Drama performance, Arts and Crafts, Glitter Tattoos, Portrait Drawing, Photography and Music workshops. We have had conversations with over 700 people throughout the 6 weeks, which has been fantastic. Thanks to everyone who dropped in to see us at the Unit!

If you would like to find out more please contact Maggie MacBean Orr on: e: maggie@platform-online.co.uk t: 0141 276 9674



Children's Competition

Congratulations to Dylan Ennis, the winner of the Easter Newsletter competition. Dylan couldn't decide on a prize, so he chose a gift voucher for The Fort so he could decide later. We hope that he enjoys whatever he chooses.

To enter the competition this month, colour in the Pokémon picture and bring it in to the office by Friday 28th July 2017. Good luck!

Name:

Address:

Telephone:

Age:

Jingle Bells, Jingle Bells...

We're almost at the halfway point of the year and some people will have already completed their Christmas shopping. And maybe even have it wrapped. Wouldn't it be nice to be one of them? Here are some hints and tips for doing some preparation to ensure the festive season doesn't rush up and become an avalanche.

Here are some important points to think about now:

Decide whether or not to give gifts!

Christmas shouldn't be about obligation or "keeping up" this might be a good time to start deciding if you'd like to tone it down or give less this year or whether you'd even like to opt-out of gift giving altogether. It can be a real relief for people when they know they are not expected to give or receive gifts.

How much you can afford?

If you do want to give and receive, now is a good time to start planning. How much can you realistically save between now and Christmas? It can be easy to think that there is no money to put away for Christmas, but small changes now such as bringing juice and water from home instead of buying it in shops, committing to waste less food or selling unwanted stuff on ebay can quickly mount up. Some other questions to think about include: how many people do you want to buy for, how much can you spend on each individual and what would you like to buy them? If you would still like to give and receive but don't want Christmas to get out of control, you could discuss having a spending limit in place with the people you would like to buy for or perhaps agreeing to make gifts.

How are you going to save?

Will you keep it in a jar, open a separate account or keep it under the mattress? Planning can help you to feel more in control and less worried and stressed. There are lots of templates available online to help you chart how much you can save, so that you can see your savings growing as a motivation.

Getting the best deals

If you will be buying presents, it's a good time to start thinking about what your budget is and what you will buy for each person. Look out for sales coming up, deals from sites such as Groupon & Itison, challenge yourself to find bargains & keep an eye on the Amazon Discount Finder www.moneysavingexpert.com/shopping/cheap-amazon-loopholes. Summer can even be a good time to find reduced Christmas stock, wrapping paper and cards to save you money in December. If you know you'll see people or can plan to meet people after the big day, you could potentially shop for them in the sales.

Be generous to yourself at Christmas!

Christmas can be a time of joy and happiness but often it can also be hectic, lonely, busy, sad, quiet or stressful. Looking after yourself doesn't have to cost anything and could involve planning in what you know you'll need, whether that's a quiet walk, having more company or being able to switch off at home from the Christmas atmosphere, it's important to look after yourself.

Getting some extra support

Come along for a chat with Epic 360, we can help you to plan, look at how much you might be able to save by doing things differently, discuss how to go about saving and even help you to open a new savings account. It's easy to book an appointment with one of our Financial Capability Officers, they will be happy to meet you somewhere local to have a non-judgemental chat about managing money.

You can go to our website www.epic360.co.uk and fill in our easy referral form or call us on

0141 630 4324 to set up a free and confidential appointment.





Richmond's Hope

Supporting Bereaved Families Since 2003



Richmond's Hope is a charity that supports children and young people from the age of four to eighteen who have been bereaved.

We believe that we can make a difference in the lives of these children by supporting them through their grief. We do this by using therapeutic play to help them work out their feelings with the help of our Bereavement Support Workers.

When they come along to Richmond's Hope, children have a safe place to capture memories of the person that died, explore their feelings and develop coping strategies for the future. The service is based in Ibrox Parish Church and it includes a playroom for younger children, a room for teenagers and a 'volcano room', which is a sensory room used to promote calmness, lower aggressive behaviours and provide a safe place to express feelings.

Our service is completely free and we work with children and young people from in and around Glasgow from all faiths or none. We operate an open referral system with referrals being taken over the telephone.

If you would like to make a referral or find out more about our service, please feel free to call us on **0141 230 6123** or visit our website www.richmondshope.org.uk (Glasgow Tab)

Ibrox Parish Church, Clifford Street, Glasgow, G51 1QH • T **0141 230 6123** • E glasgow@richmondshope.org.uk

Scottish Charity No. SC036720 Company Limited by Guarantee 288400

Bereavement Support – FASS

FASS are offering Peer Bereavement Support to adult family members who have lost a loved one due to drug or alcohol problems.

This support is provided by one of their volunteers who is COSCA Certified and has completed CRUSE Bereavement Training, she has experienced personal bereavement of losing a child due to drug problems.

This support is ideal for those who would like to speak to someone on a one to one basis who has an understanding of the many complex issues that affect a family following a bereavement through substance use.

For more information or to access this service please contact FASS on **0141 420 2050** or info@fassglasgow.org

Swap Your Home

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

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.

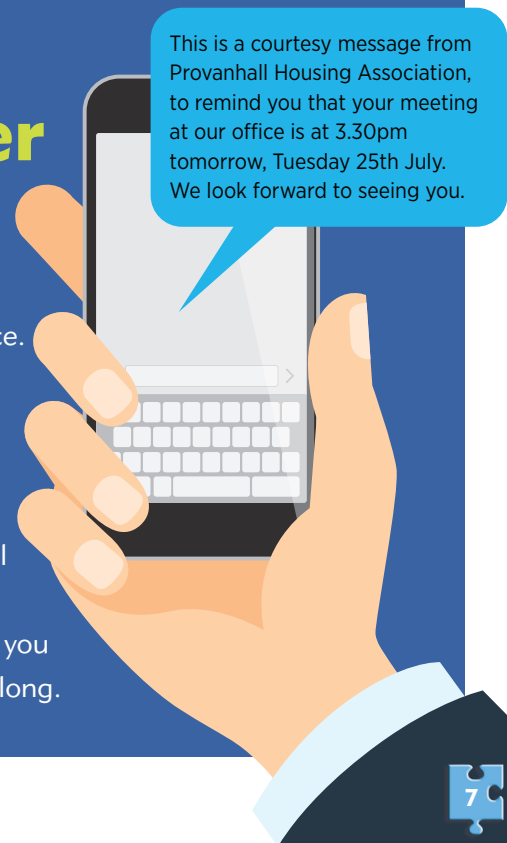
As the Association is registered on this site, using it is free to our tenants.



Text Reminder Service

The Association has a new text reminder service.

You will receive a reminder of any appointment you make with Staff in the Association, and you will be able to cancel it by responding to the text if you can no longer make it along.



This is a courtesy message from Provanhall Housing Association, to remind you that your meeting at our office is at 3.30pm tomorrow, Tuesday 25th July. We look forward to seeing you.

Technical Services Update

Fire Safety

Recent events in London have reminded everyone of the importance of fire safety and fire prevention in the home. Have you ever thought what you would do if fire were to break out in your close? It may not necessarily be in your flat!

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.
- Don't store anything in the close - bikes, scooters, prams, toys, equipment, shoe racks etc.
- Remove all combustible items such as curtains and carpets.
- Make sure cellars are kept locked.

Staff will be monitoring common closes and any items left in the close may be removed for fire safety reasons.

Home Escape Plans

Wherever you are, it's important that you and your family know how to

escape if there's a fire. It doesn't take long to make an escape plan and it could save lives, especially if you check and practice your plan regularly.

Think about...

- Who's usually at home?
- How will they know there's a fire?
- If there are children, who will help them?
- If there are elderly people, who will tell them there's a fire and who'll help them?
- If there are people who can't see, hear or move around easily, who will help them?
- Where can you set up a safe meeting place away from the property?

Plan A

The first choice route of escape is always through the main door. Make sure you close it once everyone is out.

Plan B

If it's not safe to leave by the main door, how else could you escape?

- Is there another door you could use or a fire escape?
- Could you climb out of a ground floor window?
- Could you climb out of a first floor window onto a garage roof or extension and get down safely?

If Plan A or B are not safe, you might need to find somewhere to stay safe and await rescue.

Make sure everything is ready so that you can:

- Go to a room with a phone and a window that opens
- Pack clothes and blankets around the door to keep smoke out
- Stay by the window and shout for help

Practice your emergency escape plan together

Practicing your plan in advance will help everyone to stay calm if there is a fire. It will also help you get to safety more quickly.

Useful information is available at: www.firescotland.gov.uk

Door Closers

Flats which are accessed from a common close have internal doors fitted with automatic door closers. These are to ensure doors are always closed to contain a fire and also aid escape. It is not uncommon for tenants to disconnect these closers, but given the recent awareness in fire safety, the Association is offering to re-fit any disconnected door closers free of charge for a short time. If you want to participate in this initiative please contact Ashleigh at the office before Friday 25th August 2017.

PLANNED MAINTENANCE

New Close Doors

A replacement close door contract will start in the coming weeks to 4 closes in Auchinlea Road, 6 closes in Conisborough Road and 3 closes Balcurvie Road. The 13 closes included in the contract will be getting new front and back doors as well as new controlled entry systems and handsets. The work should be finished by the end of October.

Painting Works

There will be 2 painting contracts this summer, 1 internal and 1 external. Tenants at 44-54 Conisborough Road will have their internal closes re-painted and tenants at 9-39 Whitslade Street are getting the outside of the buildings

spruced up with their external windows & doors, roof timbers and fences re-painted.

New Kitchens and Boilers

The kitchen contract is just finished and has been a great success. It was a huge undertaking for the Association, to do over 100 addresses in one contract, but there has been really positive feedback from tenants who were included in the works. Our Technical Services Officer, Lynne Lappin, has done a fantastic job not only managing the contract works brilliantly, but she has co-ordinated all 102 tenants kitchen choices, decoration allowances and defect snagging inspections. She has also project managed the works to be on programme and on budget, so well done Lynne.