

## Welcome...

### ...to this edition of our tenant's newsletter.

With the nights drawing in and temperature dropping we have included lots of handy information about keeping your home ready for winter.

We will be asking tenants to get involved with our Rent Consultation and proposed rent increase. Whilst a key target is to keep rents as low as we can, we need to balance the books and continue to provide the services our tenants and community need.

We have an update on what's happening in our Technical Services team with the new kitchen programme being planned.

Remember, if you are struggling, please reach out and see if we can help. Our Housing team have access to local services and assistance in the area and our Money Advisor will be happy to help you too.

**Alan Hume** Director

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## AGM Update

Our 32nd Annual General Meeting was held on 13 September 2023. We had a great turn out at our AGM with 48 residents and members attending. All residents who attended received a £10 gift voucher. We welcomed Deborah Anderson and Ayodeji Olorunsogo to being members of the Management Committee. And after 23 years of service to her community; Barbara (Babs) McCluskey retired from the Committee and we wish her well in her retirement.



### Becoming a member

At a challenging time for our Association we need your involvement more than ever. You can become a member for £1. Just get in touch with us by emailing [getinvolved@provanhallha.org.uk](mailto:getinvolved@provanhallha.org.uk) or telephone 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.

This newsletter is available in other formats including large print or translation into community languages, please email [info@provanhallha.org.uk](mailto:info@provanhallha.org.uk) or telephone 0141 771 4941



## Office Closures

Please remember our office will be closed for the Christmas and New Year holidays. We will close from 1pm on Friday 22nd December 2023 and reopen at 9am on Thursday 4th January 2024.

The office will continue to close in the afternoon on the last Wednesday of each month for staff training.

You can always reach someone in the case of an emergency. For emergency repairs at any time, please call **0141 771 4941** and your call will be put through to our Out of Hours Services.

## Quarterly Tenant Prize Draw Winner

**In each Newsletter edition we select a random tenant to win £300 as a prize**

To be eligible you need to have no rent arrears (or be up to date with a payment plan), be available for repair appointment(s) and not have any anti-social behaviour recorded against your tenancy.

The lucky winner this edition is Mr Lang from 14C Auchinlea Road.

## Have you changed your phone number? Please tell us...

To make sure we can quickly find out if you are interested in receiving various funding from us (mentioned in this newsletter) please tell us when you have a new mobile or landline number or email address. Often we need to distribute these funds very quickly for deadline and funding reasons. Keeping us up to date with your contact details means we can also reach you in an emergency.



## Money and Benefits Advice

**Free, independent and confidential service**

- Do you qualify for other benefits, grants or assistance?
- Do you need help with money or debts?
- Do you need help filling out DWP forms?
- Do you need help claiming Universal Credit?

Elaine McIntyre, our Income Maximisation Advisor, can help & support you with: all aspects of housing benefit & other benefits, maximising your income, debt problems, managing your money better, checking how starting or changing a job can affect your benefits & appealing against decisions affecting your benefits.

Please contact the office to book an appointment.

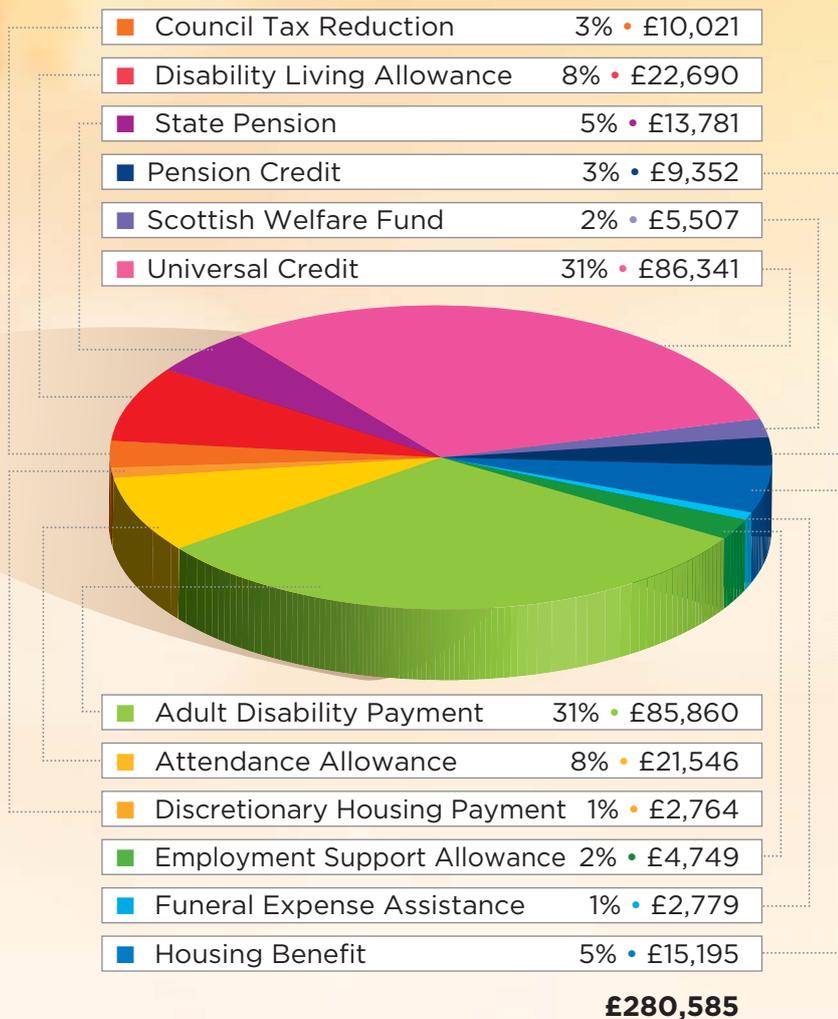


**Elaine is available:  
Mondays & Wednesdays**

# Benefit Update

Between July and August 2023 our Welfare Rights Officer, Elaine McIntyre has been continuing to support our tenants throughout the cost of living crisis by assisting them to claim a range of benefits which has resulted in financial gains amounting to **£280,585**. A breakdown of the type of benefits can be seen in the table below.

We would urge all our tenants to get a benefit check to ensure they are receiving their full entitlements.



## Glasgow North East Fireworks Festival

Glasgow Fort will once again host the Glasgow North East Fireworks Festival organised by Community Events Scotland on **Sunday 5th November**.

The free festival will open at 12pm, fireworks display will take place from 7:30pm and festival will finish at 10pm.

Just a reminder to residents that there is likely to be an increase in people parking in surrounding streets, more people in the area and of course the noise from both the music and fireworks.

Please visit <https://www.glasgowfort.com/event/fireworks> for more information.

Please note that we have no involvement with this event, and this information is only to make residents aware of the increased traffic and noise in the area and to keep pets safe.

## Fly tipping & Bulk Waste

**If you need to dispose of bulky items like furniture – we can help!**

The best way is to try and recycle items which are in good condition which you can do through local charity shops, Freecycle, Gumtree, friends & family and Facebook marketplace.

We understand that sometimes though that is not possible. As part of your rent charge, we offer a FREE bulky items uplift service.

If you stay in a tenement flat, you need to place the item(s) out in the bin area for collection on the Sunday before collection on Tuesday.

If you live in a house that has no common access bin store, please call our team on **0141 771 4941** or email [info@provanhallha.org.uk](mailto:info@provanhallha.org.uk) to request items you want collected.

# Waiting List Review

The Housing Services team are currently carrying out an annual review of applicants on our waiting list. You may already have received and returned a review form within the past six weeks. However, if you haven't and you wish to remain on our waiting list, please make contact with the office to let us know or you may be at risk of having your application cancelled.

# Provan Hall

Provan Hall Community Management Trust is a registered charity who are custodians of this beautiful historic building.

The recent renovation of Provan Hall by Glasgow City Council has allowed us opportunity to breathe new life into one of Glasgow's oldest buildings. A community heritage site of national significance.

The Trust are committed to providing a community facility to support building knowledge, skills, access to arts, heritage and recreation in Easterhouse and welcoming visitors from far and wide.

The vision is to create and manage a sustainable heritage attraction which enhances the lives of the local community and ensures that heritage is valued and understood.

**General opening hours: Thursday - Sunday, 10am - 4pm**

**Admission: Free (donations welcome)**

The Trust can provide an outreach service to small groups who are unable to attend the museum. Please contact [info@provanhall.org](mailto:info@provanhall.org) to discuss. The Trust would also encourage schools, nurseries and small groups who would like to attend the museum to book in advance to get the best experience.

Please check out the events page: [www.provanhall.org/events](http://www.provanhall.org/events). There is a variety of events throughout the year, many of them free of charge. A variety of volunteering opportunities are available, including Museum Stewards, Event volunteers, Exhibition and Research volunteers and many others.

If you are interested in volunteering, please contact [linda@provanhall.org](mailto:linda@provanhall.org). Please note the email addresses are very similar but different to those used by Provanhall Housing Association.



## What's on in Provanhall 2023

the **connie**

**CONNECT**  
COMMUNITY TRUST  
*Moving forward, together.*

**Upcoming Events**  
November  
21st  
**Toy Swap**

### Monday

7.30-9.00am Youth Breakfast Club  
12.00-2.00pm Mens Group  
3.30-5.30pm Youth Club Drop-in (P1+)  
6.00-8.00pm Bingo! £7

### Tuesday

7.30-9.00am Youth Breakfast Club

### Wednesday

7.30-9.00am Youth Breakfast Club  
10.00am-2.00pm Income Advice Drop-in  
10.00am-12.00pm Job Club Drop-in  
11.00am-2.00pm Knitting & Sewing Club  
6.30-7.45pm STEAM Club (P1-P5)

### Thursday

7.30-9.00am Youth Breakfast Club  
11.00am-2.00pm Knitting & Sewing Club  
6.00-8.00pm Youth Club Drop-in (P6+)  
6.00-9.00pm Youth Club Drop-in (S1+)

### Friday

7.30-9.00am Youth Breakfast Club  
10.00am-1.00pm Adult Social Club

The Connie Centre • 39 Conisborough Road • Provanhall G34 9QN • 0141 773 4461

@ConnectCommunityTrust

@trustconnect

**With the colder weather just around the corner, it may be that you qualify for one of these payments to assist in the colder months - see below for details on each of these.**



## Winter Fuel Payment

This is a tax-free payment of up to £300 to help people born on or before 25 September 1956 keep warm during winter. Some people call it the winter fuel allowance. If your household qualifies for the Winter Fuel Payment during winter 2023/24, then you'll also receive a one-off bonus payment of £150 or £300 from November 2023.

The amount you get depends on your age and who lives in your household.

If you've had the payment before, you should get it again without having to claim.

You should also get it automatically if you meet the age and residence criteria and get any of a wide range of government benefits. These include:

- State pension
- Pension Credit
- Jobseeker's Allowance
- Employment and Support Allowance

If you qualify, you'll get a letter in October confirming how much money you can expect to receive. The letter will also explain how you can update any incorrect information, such as your bank details.

Roughly three weeks after you get the letter - for most people this will be in November or December - the Winter Fuel Payment will be paid into your chosen bank account.

The payment reference on your bank statement will be 'DWP Winter Fuel'.

**Find out more about Winter Fuel Payment at [GOV.UK](https://www.gov.uk)**

**Winter Fuel Payment Helpline 0800 731 0160**

## Cold Weather Payment

These £25 payments are made when your local temperature is either recorded as, or forecast to be, an average of zero degrees Celsius, or below, over 7 consecutive days between 1 November and 31 March each year.

If you qualify for any of a range of other income-related benefits, including Pension Credit, you'll qualify for Cold Weather Payments.

There's no need to apply for it. If you qualify, it will be paid automatically.

## Warm Home Discount

This is a payment of £150 which is paid directly to your electricity account - this is not paid to you. It's a one-off discount on your electricity bill, between October & March.

You may be able to get the discount on your gas bill instead if your supplier provides you with both gas and electricity and you're eligible. Contact your supplier to find out. You may qualify for this if you are in receipt of Guarantee Pension Credit or certain income related qualifying benefits.

**1st Prize Winners  
Mr & Mrs Kirkcaldy**



**Joint 3rd Prize Winner  
Mr Perkins**



**Joint 3rd Prize Winner  
Mr Stirling**



**Runner up  
Mr Piwowarczyk**



**2nd Prize Garden  
Mrs McIntyre**

# 2023 Garden Competition

This year's garden competition was judged by Councillor Ruairi Kelly. After deliberating, Councillor Kelly decided the overall winner this year of the £100 cash prize was Mr & Mrs Kirkcaldy from Balfluig Street.

Second place prize of £70 went to Mrs McIntyre of Auchinlea Road.

Other prize winners and runners up who each received £50 were Mr Perkins from Balfluig Street, Mr Stirling from Conisborough Road and Mr & Mrs Piwowarczyk from Auchinlea Road.

Congratulations and a big thanks to all residents who take the time and effort with their gardens.

**No such thing as a bad pet...**

Provanhall continues to suffer from irresponsible dog owners. .

Please contact the council Dog Fouling Enforcement Team.

Some tenants have been given £80 Fixed Penalty Notices along with action from the Association against the tenancy.

The vast majority of our tenants with dogs are good owners who clean up after their dog. With the risk of a fine for those who don't - it's not worth the risk!

[www.glasgow.gov.uk/dogfouling](http://www.glasgow.gov.uk/dogfouling)

**YOUR DOG YOUR MESS?**

**Glasgow CITY COUNCIL**

LITTER & DOG WASTE

PEOPLE MAKE GLASGOW CLEANER

**BAG IT!  
BIN IT!**

Dispose of your dog mess or you could be fined £80.

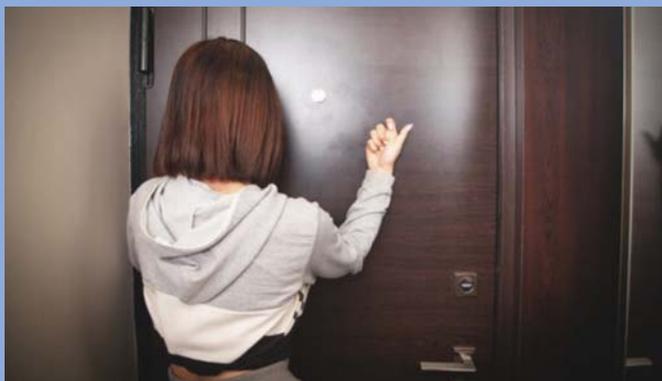
[www.glasgow.gov.uk/dogfouling](http://www.glasgow.gov.uk/dogfouling)

# Bogus Callers

Most people who call at your home will be genuine. However, occasionally people may turn up unannounced and try to:

- trick their way into your home to steal valuables or money
- sell you services or items you do not want or need
- carry out unnecessary repairs to your home at inflated prices

They may work alone or in pairs, and could be male or female. They could pretend to be from the local council, say they work for a water, gas or electric company, or use children to trick their way in to your home. If you have concerns about anyone calling at your home, don't open the door.



## If in doubt, keep them out!

- Lock your back door and close windows before you answer the door.
- Use a spy hole and chain to check who the caller is before you answer.
- Ask to see the caller's identification, even if they have made an appointment to see you, and call their company yourself (not on a number they provide) to check they are genuine.
- Never leave the door open and unattended – close it until you return.
- Ask the caller to return another time when someone can be with you.
- Never agree to have a job carried out if you feel unsure or pressured into it – a genuine caller will not mind coming back at a more convenient time or giving you time to think about an offer.

- Do not hand over large sums of money on demand – it may indicate to a rogue trader that you keep large amounts of cash at home.
- Never accept an offer to be driven to withdraw money from your bank or building society from anyone you do not know or do not trust.

## Check the caller's identification

- Look at the photograph – has anything been stuck over it, and does it match the person at the door?
- Call the company by finding the number in the phone book, on a bill or call directory enquiries. Do not use the number the caller provides – if the ID card is not genuine then the number won't be either.
- Ask the company to confirm they have sent someone out to you. They will ask you for information about the identification card, a description of the caller and possibly the date of birth or password of the caller.
- Set up passwords with your utility companies.
- Set up a password with your electricity, gas and water companies – each password should be unique but something you will remember.
- When a representative calls at your home, they will give you this unique password to confirm they are legitimate.
- If you write your passwords down, keep them out of sight but somewhere you can easily find them.



## Secure your home

- Fit security measures to your home such as a spy hole and door chain so you can see who is calling before you open the front door.
- Never leave cash, keys or valuables on display near windows or doors.
- Avoid keeping large amounts of money at home. It is safer in a bank or building society account.

**Report them to the police by dialling 101**

# Advice on dealing w

No one wants to live in a damp home. Damp can cause mould on walls and furniture and cause damage to your belongings, it's also unhealthy to live with.

## Dealing with dampness and mould in your home

Dampness and mould can affect your health, especially if you have young children, older people or vulnerable members of your household with chronic illness.

As your Landlord, we will always respond to any reports of dampness and mould in your home and take action which may involve repairs, treatments or advice.

Dampness and mould growth can be a sign or problems within your home, caused by excess condensation forming or water penetration.

This can include:

- leaks in the roof
- cracks or holes in walls
- rotting window or door frames
- lack of ventilation or poor ventilation in your home
- water coming into your home from the ground
- water coming in from gutters or vegetation growth

## Our commitment to you

If you notice signs of dampness or mould, get in touch with our Technical Services by calling **0141 771 4941** or by email at [info@provanhallha.org.uk](mailto:info@provanhallha.org.uk).

We will arrange an inspection to find out the cause and deal with damp and mould in a reasonable amount of time. We aim to visit you, at home, within 3 working days. If you feel there are vulnerable people at home and need us to attend sooner, just let us know.

We will ensure:

- Every room has an adequate heating source.
- There is suitable ventilation in bathrooms and kitchens through mechanical extraction fans.
- Insulation is properly functioning to reduce heat loss through the building.

## What is condensation?

Condensation forms when warm moist air begins to cool releasing the moisture. The moisture then settles on cold surfaces making them damp. This can happen quickly when warm moisture in the air connects with cold air on surfaces. For example when you see condensation form on a cold mirror or window when you have a shower making it feel wet to touch, this is condensation.

Condensation will travel in the air through your home and is drawn to cooler areas such as:

- Windows
- Cold walls
- Behind furniture where there is poor circulation of air
- Even on clothes

Some damp is caused by condensation. This can lead to a growth in mould that appears as a cloud of little black dots. Check for signs of damp and mould. **These can be:**

- a damp and musty smell
- mould or mildew on walls, floors or ceilings
- walls, floors or ceilings that feel cold or damp
- dark or discoloured patches on walls or plaster
- lifting or peeling wallpaper
- excessive condensation on windows



# With damp and mould



## How to reduce condensation

To reduce condensation you need to create less moisture and help circulate air.

Things that can cause warm moisture in the air:

Causes of excess condensation	How to minimise and deal with it
Cooking, kettles	Keep lids on pans, only boil the water you need.
Showering & bathing	Close doors and open windows. Use extractor fans. If the fan or timer is not working, report it for repair.
Washing and drying clothes	Use outside drying areas when you can. If drying inside, close doors to the room, partly open windows and use a clothes horse. Do not cover radiators.
More cold surfaces due to colder weather	Try to heat your home each day to 18°C. If you are vulnerable or have chronic health conditions seek advice on the right temperature for you.
Closed windows more often due to colder, wet weather	Keep window trickle vents open and wipe down windows and window cills regularly. Open windows on a daily basis to allow moist air to escape. Open blinds and curtains at times to circulate the air around them. Do not cover radiators.
Avoid damage to furniture	Do not have furniture right up against the wall, always allow air to circulate by leaving a gap.

## Potential remedies

Where there is a building defect, we will put this right. This may involve replacing defective windows, extractor fans, improving ventilation, treating damaged surfaces to prevent mould re-growth. Where we are unable to do this in a reasonable timeframe, we will look to provide you with alternative accommodation until the works are complete. We will consider this on a case by case basis and in consultation with the tenant.

We may ask you to help by following the guidance contained in this newsletter to reduce condensation in your home. Where there are concerns, we may install monitoring devices to gather data on humidity, temperature and air quality over a period to help us make better decisions in assisting you to deal with dampness issues.

## Home insurance

You should consider (if you don't have a policy already) taking out Home Contents Insurance to protect your possessions in the event of damage from dampness mould or escape of water. For more information, please speak to your Housing Officer on **0141 771 4941** or by email at [info@provanhallha.org.uk](mailto:info@provanhallha.org.uk)

## Help with the costs of heating your home

We understand the impact on our tenants of recent rises in energy costs to heat your home. We will do all we can to help you by making your home as energy efficient through better insulation and replacement of windows, doors and roofs as they become due with more energy efficient types. If you are struggling with energy costs, please get in touch and we can direct you to more help and check if you are receiving all the assistance you can from government and your energy provider.



# FAIR START SCOTLAND

**Fair Start Scotland is here to support you, to find the job, that is right for you.**

There are lots of people who want to work but find it difficult based on their circumstances and here at PeoplePlus we have a lot of experience supporting people back into work by helping to break down the barriers that might be stopping you from working.

**We can help with you things such as:**

- Creating a CV or building on an existing CV
- Preparing you for interviews
- Helping you to learn new skills and gain new qualifications
- Finding jobs which meet your individual needs

It's **FREE**, voluntary, offers tailored support for up to 12 months before and after you begin work and does not affect any benefits.

**For further information contact Elaine**

✉ [infofairstart@peopleplus.co.uk](mailto:infofairstart@peopleplus.co.uk)

📘 @PeoplePlusScotland

☎ 07917 567 658

🐦 @PeoplePlusScot

🌐 [www.peopleplus.co.uk/employability/fair-start-scotland](http://www.peopleplus.co.uk/employability/fair-start-scotland)

📺 PeoplePlus Scotland

**Visit Us**  
We'll be at these places, so why not pop along and see us?

Monday 10am -2pm  
Castlemilk  
The Jenniburn Centre  
370 Tormusk Road  
Glasgow G45 0HE

Wednesday 10am -2pm  
Garthamlock  
The GESH  
1 Redcastle Square  
Glasgow G33 5EG

Thursday 10am -2pm  
Pollokshaws  
PAN  
132 Shawbridge Street  
Glasgow G43 1NP

Friday 9.30am -2.30pm  
The Glenburn Centre  
6 Glenburnie Street  
Glasgow G34



# Technical Services News

## Planned Maintenance

We are committed to replacing 110 kitchens in the coming year and are working to try and get the best price and quality from our suppliers for our tenants. It is going to be a busy 12 months for the technical services team with an investment programme worth over £550,000 of improvement works planned.

We will be in touch with residents to make arrangements for the work and for them to choose their preferred worktop and units.

Investment works are scheduled to include the following addresses but please note final inclusion in the renewal programme is subject to survey:

Kitchen Renewals	Homes
<b>Phase 10</b>	<b>45</b>
1 Conisborough Road	6
3 Conisborough Road	5
44 Conisborough Road	6
46 Conisborough Road	6
48 Conisborough Road	5
50 Conisborough Road	6
52 Conisborough Road	5
54 Conisborough Road	6
<b>Phase 11</b>	<b>36</b>
1, 3, 5 Duffus Street	6
2, 4, 6 Duffus Street	6
7, 9, 11 Duffus Street	6
8, 10, 12 Duffus Street	6
14, 16, 18 Duffus Street	6
15, 17, 19 Duffus Street	6
<b>Phase 8</b>	<b>29</b>
22 Auchinlea Road	4
24 Auchinlea Road	6
26 Auchinlea Road	4
28 Auchinlea Road	6
30 Auchinlea Road	4
32 Auchinlea Road	5

Kitchens replaced within the last few years will not be considered for renewal in this programme.

## Adaptations - making life easier in your home

If you or someone in your household are struggling please get in touch to see what we can do to help. Permanent changes can be made to your home which can help with illness or disability. Examples of works that can be done are:

- grab rails or handrails.
- lever taps to washbasins, sinks and baths.
- a level-access shower to replace a bath.
- an over bath shower.

We prioritise our budget to undertake these works with assistance from Glasgow council for some residents based on priority need set out by an Occupational Therapists.

Please get in touch with your Housing Officer on **0141 771 4941** to discuss your requirements.



# 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. Pay 24 / 7.



## Online

[www.allpayments.net](http://www.allpayments.net) – register and pay anytime using your debit or credit card. Pay 24 / 7.



## 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. Pay 24 / 7.



## Callpay

Phone your Housing Services Officer during office hours on **0141 771 4941**. Pay using 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. Pay 24 / 7.



## 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. Your nearest is Provanhall Licensed Grocers on Conisborough Road or the Shandwick Shopping Centre or Glasgow Fort. For Paypoint locations visit [www.paypoint.co.uk/paypointlocator](http://www.paypoint.co.uk/paypointlocator)



**Payzone Shop** – use your rent payment card to pay over the counter by cash, debit or credit card at over 24,000 Payzone outlets where you see the logo. For Payzone locations visit <https://storelocator.payzone.co.uk/>



**Post Office** – use your rent payment card to pay over the counter by cash, debit or credit card at over 12,000 Post Offices. Your nearest Post Office is the Shandwick Shopping Centre. For Post Office locations visit [www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)



HAPPY TO TRANSLATE

## Provanhall Housing Association Limited

34 Conisborough Road ■ Glasgow G34 9QG ■ [www.provanhallha.org.uk](http://www.provanhallha.org.uk)

telephone **0141 771 4941** ■ email [info@provanhallha.org.uk](mailto:info@provanhallha.org.uk) ■ text **07860 035 864**

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