

## Welcome...

### ...to the Winter Edition of your Newsletter.

There are updates on the approved rent increase with a record turnout of 43% of tenants sharing their thoughts. An update from our Technical Services Manager on our capital investment programme for the year ahead and some good news about securing £12,300 of funding from Cash for Kids delivered to tenants in time for Christmas.

We have a busy year ahead with consultation due to take place on our new Business Plan for the Association which takes account of the unprecedented financial environment we operate in.

I hope you find the information interesting and would value your opinion. If you would like to see something in the next edition please get in touch by email to [getinvolved@provanhallha.org.uk](mailto:getinvolved@provanhallha.org.uk) or call 0141 771 4941.

Best wishes

**Alan Hume** Director

### Inside this issue:

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## Annual Rent Increase 2024/25

Following completion of the rent consultation tenants have voted overwhelmingly for a 5.5% increase. Tenant consultation took place during November and December 2023.

The Association sent out surveys to all households via post, email and text. In addition, an open day was held to allow tenants to submit their views in person. The consultation officially closed on 14 December 2023 and a total of 222 surveys were received which represented a return rate of 43%.

The Management Committee met on 18 December 2023 and approved the increase.

If you are worried about paying your rent – please get in touch as soon as you can. You can call us on **0141 771 4941** or by email to [info@provanhallha.org.uk](mailto:info@provanhallha.org.uk).

We will arrange an appointment with Elaine (your Income Advisor) to see if any further assistance can be provided. Please don't delay getting in touch if you are struggling. We want to help and often can!

### Office Closures

Please remember our office will be closed for the Easter holidays. We will close from 4.30pm on **Thursday 28 March 2024** and reopen at 9am on **Tuesday 2 April 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 24/7. For emergency repairs at any time, please call **0141 771 4941** and your call will be put through to our Out of Hours Services.



**Rent Increase Consultation  
£100 Prize Draw Winner -  
Pauline Doherty**



## 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 work 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, please contact your Housing Services Officer who can help. Your nearest foodbank is in Blairtummock. There are also various other locations open throughout the East of the city.

For all locations and opening days and times visit:

[www.glasgowne.foodbank.org.uk](http://www.glasgowne.foodbank.org.uk)

## Quarterly Tenant Prize Draw Winner

In each Newsletter edition we select a random tenant to win £300 cash 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
- ✓ no anti-social behaviour recorded against your tenancy.

Many congratulations to the lucky winner, Stacey McNaughton.



## 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.



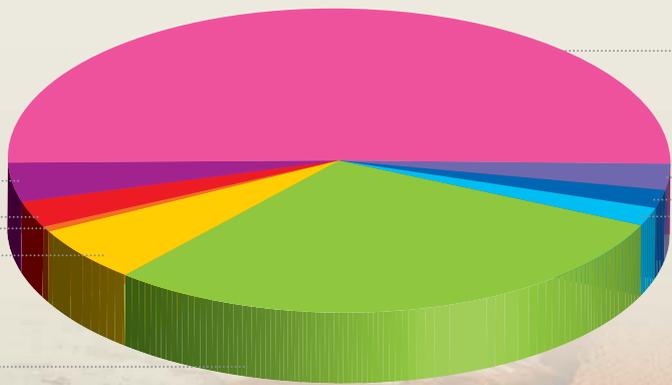
Elaine is available:  
Mondays & Wednesdays

# £178,904 Benefit Gain for Provanhall Tenants

Between September and December 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 £178,904.78. A breakdown of the type of benefits can be seen in the graphs below.

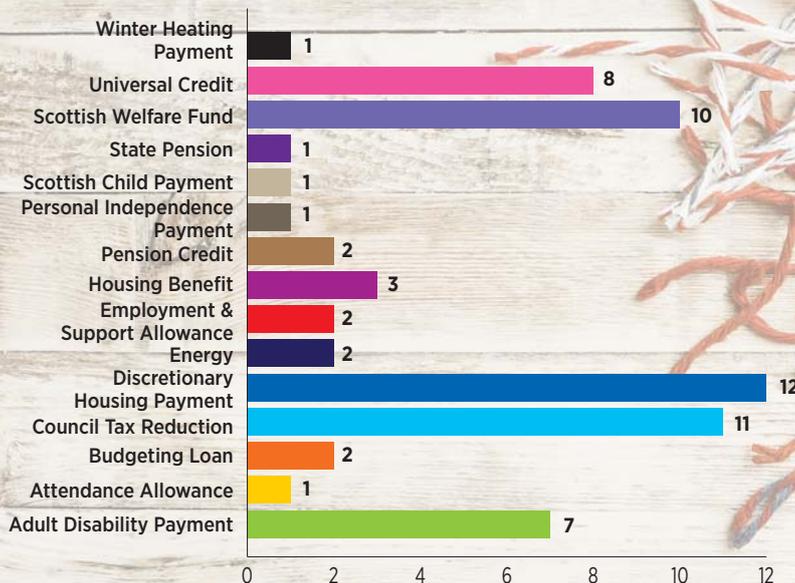
We would urge all our tenants to get a benefit check to ensure they are receiving their full entitlements.

■ Employment Support Allowance	2.9%	• £5,172.80
■ Housing Benefit	4.0%	• £7,150.26
■ Scottish Welfare Fund	2.9%	• £5,136.45
■ Universal Credit	50.6%	• £90,467.28



■ Adult Disability Payment	29.5%	• £52,693.45
■ Attendance Allowance	5.9%	• £10,623.60
■ Budgeting Loan	0.4%	• £686.10
■ Council Tax Reduction	2.0%	• £3,689.87
■ Discretionary Housing Payment	1.8%	• £3,284.97

## Welfare Rights Issues • New Cases • Total 64



## Tax Credits are ending - Managed Migration has started in Scotland

Managed migration is the process by which claimants currently entitled to tax credits and other legacy benefits are being moved onto universal credit. The government announced that managed migration to Universal Credit will start for claimants receiving Tax Credits only in the west of Scotland from August 2023, followed by east of Scotland in September 2023. The main points to be aware of during managed migration are:

- Claimants will be sent an individual letter stating: "This is a migration notice issued under regulation 44 of the Universal Credit (Transitional Provisions) Regulations 2014".
- The migration notice gives them three months to claim universal credit.
- Tax credits are terminated as soon as a universal credit claim is made.
- Tax credits are terminated if no universal credit is made by the deadline.
- Claimants can request an extension of the deadline.
- The migration notice can be cancelled in exceptional circumstances.
- There is protection intended to ensure that claimants are no worse off at point of transfer if circumstances are unchanged, as long as they claim before, or within one month of the deadline.
- Claimants should get independent advice to ensure they are receiving the correct amount of tax credits and to anticipate the effect of changes of circumstances.

Once you receive a Migration letter to continue receiving financial support, you will need to claim Universal Credit by the deadline in your letter.

Before you apply for Universal Credit, it is important to renew your tax credits, if you are asked to by HMRC, and check all your tax credits information is right. This is to help make sure the amount of Universal Credit you receive is correct.

If you have received a Migration Letter and would like support with this please contact our welfare rights officer for assistance.

Further Guidance can be found here: <https://www.understandinguniversalcredit.gov.uk/tax-credits-customers/tax-credits-are-ending/>

# Forced meter changes re-introduced

You may have seen the recent news that energy providers EDF, Octopus and Scottish Power have re-instated forced access to customers' homes to fit pre-payment meters again.

The practice was suspended due to concerns about how some companies were going about this and concerns for vulnerable occupants. If you are in financial difficulty with your energy provider please get in touch with us. We can point you in the right direction especially if you are vulnerable (elderly or very young or people with disabilities). You can contact your Housing Officer on **0141 771 4941**.



The Association was successful in obtaining £12,300 in funding from Cash for Kids just in time for Christmas. We used this money to buy Tesco vouchers and provided them to families which had a positive impact based on the feedback we received. Big thanks to the Cash For Kids team and for families who provided feedback which we in turn pass on to the funder. In total, we provided enough vouchers to help 246 children.



## New Committee Members

A very warm welcome to **Gabriel Agbola**, who was co-opted onto the Management Committee in November 2023. We currently have 9 voluntary committee members and are looking for more to join our Management Committee.

If you would like to get involved, please call Alan Hume (Director) for an informal chat in the first instance on **0141 771 4941** or email: [info@provanhallha.org.uk](mailto:info@provanhallha.org.uk)



# 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.

As your Landlord we are responsible for the upkeep of the building and fabric of your home.

The contents of your home (including carpets, decoration and personal belongings for example) are your responsibility to insure against loss from fire, flooding or theft.

For a small fortnightly or monthly fee, you can give yourself piece of mind in the event of something happening at home which is not covered by the Housing Association. For example, if you lose your keys, accidentally suffer a flood or fire or theft from your home, you could get contents insurance cover to help with unexpected losses.

We are part of the Scottish Federation of Housing Associations who have an agreement with Thistle Insurance just for Tenants.

For an application form, call in at our office or call Thistle direct on **0345 450 7286** or email them at [tenantscontents@thistleinsurance.co.uk](mailto:tenantscontents@thistleinsurance.co.uk)

Full details of the policy cover and exclusions are available on request before you apply for cover.

Further information available at:  
[www.thistletenants-scotland.co.uk](http://www.thistletenants-scotland.co.uk)

**THISTLE**  
TENANT RISKS 



**Thistle Tenant Risks – making life a little easier!**

# 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?



# 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)

# Compliments

and

# Complaints

We value customer feedback (good or bad) as it allows us to shape the service we deliver to you. You can get in touch in person, by text, in writing, via your Tenant App, by email or our website.

For more information, go to <https://provanhallha.org.uk/complaints-form/> or call our team on 0141 771 4941.

	Stage 1	Stage 2
Received in Quarter	6	0
Carried forward from previous Quarter	0	0
Within Timescale	5	N/A
Outwith Timescale	1	N/A
Extension Agreed	1	N/A
Average time taken to respond	3.83 days	N/A

No equality issues/complaints were received.

# Pavement Parking

The Transport (Scotland) Act 2019 bans pavement parking, double parking and parking at dropped kerbs, with certain exemptions designated by local authorities - for example to ensure safe access for emergency vehicles.

From 11 December 2023, local authorities can now begin enforcing the law. This means drivers could be fined £100.

Please ensure that you keep pavements clear to avoid a fine or making life harder for those with disabilities or parents with prams.



## Connie Winter Programme



- MON** 7.30am-8.45am Breakfast Club  
12.30pm-2.30pm Winter Warmer (Soup and a cuppa)  
3.30pm-5.30pm Primary 1-7 Youth Club
- TUES** 7.30am-8.45am Breakfast Club
- WED** 7.30am-8.45am Breakfast Club  
10am-2pm Welfare Rights Drop In  
10am-2pm Employment Support Drop In  
11am- 2pm Knitting and Sewing Group  
6.30pm-7.45pm Primary 1-7 Youth Club
- THUR** 7.30am-8.45am Breakfast Club  
11am-2pm Knitting and Sewing Group  
6pm-8pm Primary 6-S6 Youth Club  
8pm- 9pm S1-S6 Youth Club
- FRI** 7.30am-8.45am Breakfast Club  
10.30am-12.30pm Adult Social Group  
Monthly Coffee Morning (Keep an eye on social media)

The Connie, 39 Conisborough Road, Provanhall, G34 9QN

0141 773 4461

@connectcommunitytrust

@trustconnect



## Staff News

We wish Louise Kirkland, the outgoing Senior Finance Officer, all the best in her future endeavours. Also, we welcome Andrew Dickson, the new Finance Officer to the team.



# Technical Services

## Update on our Capital Investment Programme

We are committed to providing high quality warm safe secure and desirable homes to our tenants.

We have plans in place to replace the various component parts of your home as they approach the end of their useful life. For kitchens we aim to replace them every 15 years.

Regrettably some households will experience a delay in the kitchen replacement programme.

The Consumer Price Index (CPI) measures the overall change in prices based on a representative basket of goods and services. CPI is the most widely used measure of inflation. The Association's Business Plan from 2021 projected our rent would increase each year based on the Consumer Price Index (CPI) plus 1%.

Over the last four years, if we had stuck to the Business Plan, we would have increased our average rent by £54.42 a month. The actual rent increase was £34.86 a month. Rent increased by 10.3% rather than 19.3% as planned. The following table shows how this has been calculated:

Year	CPI plus 1%	PHA Rent Increase	Difference	Average Monthly Rent (Actual)	Possible Monthly Rent (CPI plus 1%)
2021	6.5%	2.2%	-4.3%	£295.89	£308.61
2022	11.5%	0.0%	-11.5%	£313.51	£344.10
2023	6.1%	2.6%	-3.5%	£313.51	£365.09
2024	5.5%	5.5%	0.0%	£330.75	£385.17

Whilst the lower rent helps households with costs, there is an impact on our capital investment programme. The Association has around £200,000 less to invest than we had planned.

This is a low estimate as some costs have increased far higher than inflation. For example, a new gas boiler is 70% more expensive than it cost in 2019.

Tenants should be reassured the Association does have enough money in the bank to afford our day-to-day repairs, empty home (voids), cyclical work (gas safety inspections and close painting) and essential capital investment programme. We have adjusted the expenditure to maintain the business by spreading the work over four years just for our Kitchen replacement programme.

We have written to all tenants potentially affected to advise when they should expect to have their kitchen upgraded. This approach ensures the Association does not need to borrow more money (at much higher costs than before) and without any compromise on repairs, cyclical work, and essential capital expenditure which effects the wellbeing or health & safety of our tenants. Essential capital investment includes boiler renewals, electrical works and windows and doors.

For those tenants expecting a new kitchen in the next year or so, we appreciate the inconvenience and will work with tenants who are experiencing any difficulties.

Whilst this was a difficult decision for our Management Committee to take, it was judged to be the fairest and best decision for the Association. To discuss this please get in touch at [info@provanhallha.org.uk](mailto:info@provanhallha.org.uk) or by calling 0141 771 4941.

## 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.

## Electrical Safety Service

The Association are working with electrical contractors to undertake periodic inspections. Checking the condition of electrics wiring and equipment is deemed an essential Health & Safety matter. Access for this work should be provided unless someone within the household is self-isolating or diagnosed with Coronavirus. Failure to provide access could result in forced entry.

# 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)



## Provanhall Housing Association Limited

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

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