

MERRY CHRISTMAS! & HAPPY NEW YEAR



*We wish you a Merry Christmas
and a happy, safe and healthy New Year.*

*From all of the Staff
and Management Committee.*

Please note that Staff are on holiday from 12.30pm on **Friday 24th December 2021**
until 9am on **Thursday 6th January 2022**.

An emergency repairs service will be available during that time.

Call **0141 771 4941** if you have an emergency.

The emergency repairs service is available 24 hours a day.

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.provanhallha.org.uk ■ Registered Scottish Charity Number SC037762



MOŻEMY PRZETŁUMACZYĆ
HEUREUX DE TRADUIRE

Interested in Politics?

Studying and want some practical experience?

Want to influence Council and Government policy?

Want to make where you live better?

Why not get involved with the Association. All of our Committee are local residents and we would like some more people to join us.

We're looking for people from all walks of life. You don't need special skills or training, all that is provided, just some spare time and a willingness to get involved.

You can make a difference just by coming along to our meetings and giving us your opinion.

Interested? Call **0141 771 4941** or email **info@provanhallha.org.uk**



We value complaints and use information from them to help us improve our services

If you are unhappy about anything we do, or the way we do it, please let us know.

This gives us the opportunity to put things right.

You can complain by:

- Talking to any member of Staff
- Call: **0141 771 4941**
- Email: **info@provanhallha.org.uk**
- Use our online form: **www.provanhallha.org.uk**
- Write to us: **34 Conisborough Road, Glasgow, G34 9QG**



VIRTUAL JOBCLUB & UNIVERSAL CREDIT SUPPORT

MANAGED BY CONNECT COMMUNITY TRUST

APPLICATION FORMS
CV/COVER LETTER WRITING
FORM FILLING
LIVE WEBINARS

DIGITAL SUPPORT
JOBSEARCHING
ADVOCACY
UC CLAIM SUPPORT

ACCESS TRAINING
FACE TO FACE APPOINTMENTS AVAILABLE

Access Support by contacting:
Katie Gould E: kgould@connect-ct.org.uk T:07415003517
Leeanne Douglas E: ldouglas@connect-ct.org.uk T:07377963676

IN PARTNERSHIP WITH...

Annual Targets Survey

Following on from the article in the last Newsletter, the survey was carried out and there were no objections or concerns raised about the proposed targets. All Annual Targets were approved. Approval was also given to continue supporting Connect Community Trust.

Congratulations to Mrs Walker of Conisborough Rd, who won the prize draw for all who completed the survey.

Cash for Kids

The Association has had great support from Cash 4 Kids in recent years. This Christmas we are delighted this support continues, as our application to help 191 children from 109 families was successful! Each child will get a £35 voucher to help and assist with essential items they may need. This is our biggest ever award at £6,685! We hope this goes some way to help families in Provanhall have a wonderful Christmas.

Save with Rent!

Did you know you can also pay savings along with paying your rent? The Association partners with Glasgow Credit Union to make it as easy as possible to save money.

All you have to do is decide how much you want to save and pay that amount along with your rent - we then do the rest!

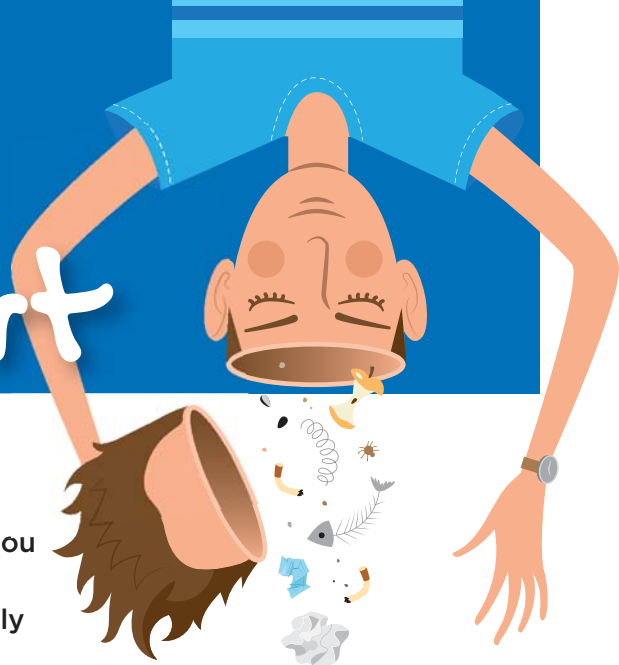
Glasgow Credit Union is the UK's largest credit union. Everyone who lives or works within the 'G' postcode area can become a member and access their exclusive savings, loans and mortgage products.

Benefits of joining:

- A hassle-free way to become a regular saver with the comfort of free life insurance (restrictions apply)
- 24-hour access to view your account and request transactions via our website and mobile app
- Exclusive access to personal loans up to £25,000
- Exclusive access to member-only mortgage deals
- Become part of a local, mutual organisation that puts members and the Glasgow community first
- Your savings are protected by the Financial Services Compensation Scheme



Mental Health Support



Covid-19 and lockdown affects everyone differently. In addition to taking care of your physical health, it is equally important to look after your mental health. If you, or anyone you know, is struggling with feeling low, anxious, stressed or depressed, the good news is so many organisations exist purely to help and support you and others. Please call:

NHS LIVING LIFE	0800 328 9655	Free telephone-based service for people feeling low, anxious or stressed (16+). Self help coaches and therapists, offering appointment based telephone support. Mon - Friday 1pm -9pm
BREATHING SPACE	0800 838 587	Free telephone-based service for people feeling low, anxious or stressed (16+). Mon - Thurs 6pm - 2am Friday 6pm - Monday 6am
ANXIETY UK	03444 775774 Also specific advice and support available around corona pandemic here: https://www.anxietyuk.org.uk/coronanxiety-support-resources	During the coronavirus pandemic, Anxiety UK will be extending their helpline hours to provide additional support in the evenings until 10pm and over the weekend between 10am - 8pm so that they can offer support to as many people as possible who need their help.
SAMARITANS	116 123	Anyone any age can contact. Free and confidential support. 24 hours.

Tenant Participation timetable Q4 2021/22

Every year the Staff look at how they do things to make sure it is still meeting you (the tenants and residents) needs. To ensure we get things right, we need to talk to you about them, and give you the opportunity to influence how we work and the services we provide.

Between January and March 2022, we will be holding consultation events on the areas detailed in the table below. More information on how you can take part, will be sent to you nearer the time. We look forward to seeing you at the events.

Area	Month	Lead Officer
Rent Increase Consultation	December/January	Housing Services Manager
Start of Tenancy	February	Housing Services Manager
New Tenant Survey	February	Housing Services Manager

Landlord Report 2021

Please see below a report that details our performance during 2020/21. If you would like more information on our performance or any other area of our work please contact us on 0141 771 4941 or visit our website www.provanhallha.org.uk

Homes and rents

At 31 March 2021 your landlord owned 515 homes. The total rent due to your landlord for the year was **£1,834,941**. Your landlord increased its weekly rent on average by 0% from the previous year.

Average weekly rents

Size of home	Number owned	Your landlord	Scottish Average	Difference
1 apartment	0	-	£76.31	-
2 apartment	60	£64.84	£79.48	-18.4%
3 apartment	339	£70.74	£82.60	-14.4%
4 apartment	91	£85.31	£89.81	-5%
5 apartment	25	£96.54	£99.97	-3.4%

Tenant satisfaction

Of the tenants who responded to your landlords most recent tenant satisfaction survey:

- **94.4%** said they were satisfied with the **overall service** it provided, compared to the Scottish average of 89%.
- **98.4%** felt that your landlord was good at **keeping them informed** about its services and outcomes compared to the Scottish average of 91.7%.
- **96.8%** of tenants were satisfied with the **opportunities to participate** in your landlord's decision making, compared to the Scottish average of 86.6%.

Quality and maintenance of homes

- **99%** of your landlords homes met the **Scottish Housing Quality Standard** compared to the Scottish average of 91%.
- The average time your landlord took to complete **emergency repairs** was **2.2 hours**, compared to the Scottish average of 4.2 hours.
- The average time your landlord took to complete **non-emergency repairs** was **6.8 days**, compared to the Scottish average of 6.7 days.
- Your landlord completed **93.5%** of **reactive repairs right first time** compared to the Scottish average of 91.5%.

- Your landlord does not operate a **repairs appointment system**.

- **94.4%** of tenants who had repairs or maintenance carried out were **satisfied with the service** they received, compared to the Scottish average of 90.1%

Neighbourhoods

- **100.0%** of these **cases were resolved** within targets agreed locally, compared to the Scottish figure of 94.4%.

Value for money

- The amount of money your landlord collected for current and past rent was equal to **102.9%** of the **total rent** it was due in the year, compared to the Scottish average of 99.1%.
- It did not collect **0.8%** of rent due because **homes were empty**, compared to the Scottish average of 1.4%.
- It took an average of **26.7 days** to **re-let homes**, compared to the Scottish average of 54.3 days.

Want to know more?

If you want to find out more about your landlords performance, you can contact us directly. You will also find information on our website at www.provanhallha.org.uk

You will also find information on the website of our regulator, The Scottish housing Regulator

Their website has lots of further information about us and our work. You can:

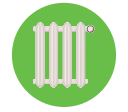
- compare our performance with other landlords;
- see all of the information us, as reported on the Charter;
- find out more about some of the terms used in this report; and
- find out more about our role and how we work.

Visit the website at

www.scottishhousingregulator.gov.uk

Technical Services News

Repairs Update



We note there is a new COVID variant with some rules and guidance reintroduced.

At present we continue to offer a standard repairs service with emergencies attended within 4 hours and non-essential works within 10 working days. The Association will continue to monitor any new covid guidance should it be announced.

COVID is an ongoing issue therefore Association staff and Contractors will continue to ask:

About the households' health status and query if anyone has symptoms of COVID-19.

That you to maintain a distance of at least 2m when discussing the works with the Contractor.

That you minimise movement within busy areas for example, stairs and corridors.

That you keep the area requiring works clear of belongings and small items as this will help works progress quickly.

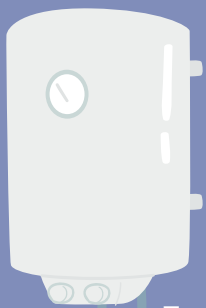
That you leave windows open in the area work is to be undertaken.

That you wait in another room whilst the repair is undertaken.

Stock Condition Survey 2021

The Association appointed a firm of surveyors to carry out a stock condition survey in September. We have received the initial results and are now assessing this against our current planned works programme.

Thank you to everyone who provided entry and congratulations to the 2 tenants who won £50 Morrison gift cards.



Summer Heating Repairs

To assist tenants during COVID the Association has been attending all heating and hot water faults under 4 hour emergency timescales. In previous years most heating faults in summer months would have been considered a 3 day urgent repair.

After discussions with the Committee we can confirm that heating repairs will be considered 4 hour emergencies all year round, regardless of COVID. It is hoped this change is in keeping with tenants thoughts and expectations.



Forced Entry

Forced Entry procedures have been reintroduced. This allows the Association to gain entry to properties if Health & Safety works are required (gas safety checks, electrical testing, fire detection installs etc).

Forced Entry is a last resort where previous attempts to arrange access have been unsuccessful with the costs associated passed on to the tenant.



Planned Maintenance

Bathrooms

MCN Scotland Ltd are currently working in Provanhall and have completed 75% of the bathroom renewals.

The properties receiving new bathrooms and showers this year are:

Bathroom Replacement (2020 Catchup works)

6 closes in Conisborough Road
2 closes in Balfluig Street

Bathroom Replacement (2021 Planned Works)

2 closes in Balfluig Street
2 closes in Conisborough Road
4 closes in Conisborough Path

Door Entry Systems

SPIE Limited have been instructed by the Association to undertake door entry upgrade works. Handsets and fobs will be renewed along with the metal panel and buzzers at the entrance to property.

The flats scheduled for door entry upgrade works are:

63 Conisborough Road
67 Conisborough Road
69 Conisborough Road
71 Conisborough Road
73 Conisborough Road
04 Duffus Street
09 Duffus Street
10 Duffus Street
16 Duffus Street
17 Duffus Street
23 Balfluig Street
25 Balfluig Street
11 Whitslade Street
16 Whitslade Street
19 Whitslade Street
22 Whitslade Street
25 Whitslade Street
28 Whitslade Street
31 Whitslade Street
37 Whitslade Street

Ready for winter? *Top Tips*

Provanhall Emergency Festive Service

Our Office will close at 12.30pm on Friday 24th December this year and re open at 9am Thursday 6th January 2022.

If you have a fire, flood, electrical, security, heating or hot water emergency, please call us on **0141 771 4941**.

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.

Heating not working?

Before you call for a repair, please check:

1. You have credit in your gas/electric meter.
2. The wall thermostat has not been set at too low a temperature for the heating to come on.
3. The thermostatic control valve (TRV – on the side of the gas central heating radiator) on the radiators has not been set at too low a number for the heating to come on.

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.

Useful Numbers

Police emergency	999
Police non-emergency	101
Gas Emergency (if you smell gas)	0800 111 999
Electricity Emergency (Scottish Power)	105
Blocked Sewers (Scottish Water)	0800 077 8778





CONNECT
COMMUNITY TRUST
Moving forward, together.

ALL FREE!
(APART FROM CAFE)

2021

at The Connie
39 Consiborough Rd, G34 9QN

GOOD
TIMES

Provanhall

Activity Programme

MONDAY

7.30am-8.30am Breakfast Club (school children/young people)
6pm - 8pm Bingo
7pm-8.30pm Tri Martial Art (14Plus)

TUESDAY

7.30am-8.30am Breakfast Club
9am - 1pm Community Café (sit In and Takeaway)
9.30am-12.30pm Job club
12noon - 1pm Lunch club
3.30pm-5.30pm Family Group (cookery/kids activities/family meal)
7.30pm-8.30pm Tae Kwon Do

WEDNESDAY

7.30am-8.30am Breakfast Club (school children/young people)
10am-4pm Job club (drop in)
10am-2pm Income Advice drop in
11am - 1pm Knitting and Sewing Club
1pm-2pm Walking Wednesday

THURSDAY

7.30am-8.30am Breakfast Club
11am-1pm Knitting and Sewing
9am - 1pm Community Café (sit In and Takeaway)
9.30am-12.30 Job club
12noon - 1pm Lunch club
7.30pm-9.30pm Tri Martial Art (All Ages)

FRIDAY

7.30am-8.30am Breakfast Club
10am-12pm Women's Group
12pm-2pm Mixed Group

Wow!

FREE!

enjoy every moment.

Facebook: @connectcommunitytrust
Twitter: @TrustConnect

YOUTH CLUB POSTER FOR YOUTH
ACTIVITY PROGRAMME