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**POSITIVE
ACTION
IN HOUSING**



28th Annual Impact Report
2022/2023



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Positive Action in Housing Ltd

Charity Registration
Number: SCO27577
Company Number:
SC158867

Registered Office
98 West George Street,
Glasgow G2 1PJ

Chair
Dr Rachel Smith

Vice-Chair
Edward Isaacs

Company Secretary

Linda Brown

Treasurer

Arnold Black MBE

Chief Executive Officer

Robina Qureshi

Auditors

Milne Craig Chartered
Accountants,
Abercorn House,
79 Renfrew Road,
Paisley, PA3 4DA

Bankers

Clydesdale Bank PLC,
30 St Vincent Street Place,
Glasgow, G2 2HD

Solicitors

TC Young & Co.
Merchants House,
7W George Street,
Glasgow, G2 1BA

Bannatyne, Kirkwood
France & Co.
16 Royal Exchange Square,
Glasgow, G1 3AG



**Supporting equality, diversity
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Ned Donaldson House
50 Reidhouse Street
Springburn
Glasgow, G21 4LS

0141 560 6000
info@nghomes.net
www.nghomes.net

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Introduction

On behalf of our trustees, I am delighted to present Positive Action in Housing's 28th Annual Impact Report.

This year's report highlights the significant accomplishments and positive impact the charity has made to the lives of our beneficiaries and, in doing so, the benefits of our profoundly human-centred ethos.

The cost-of-living crisis has affected everyone but has disproportionately impacted refugees and migrants who are often on low incomes and have limited residency rights. Additionally, they must pay thousands of pounds to the Home Office to extend their leave to remain and also pay NHS surcharges. We therefore increased emergency relief measures through casework, advice and crisis support.

For refugees from Afghanistan, Syria, Iran, and other countries, their asylum pleas continue to be treated with scepticism, leading to destitution and poverty. A managed migration route has yet to be established, leaving many in a state of uncertainty. In contrast, Ukrainians face no such torture test and are able to access housing and jobs, allowing them to resettle quickly. This stark contrast highlights the inequities faced by refugees of colour, exposing the racism crisis at the root of the refugee crisis.

In a post-pandemic world, digital connectivity has become crucial for accessing essential services and staying connected. Digital inclusion and self-help briefings are amongst the key support strategies we have put in place to help people from refugee and migrant communities know their rights.

See our infographic "The Year in Numbers" on pages 6 and 7.

I would like to express appreciation for the support of our members, especially the Scottish Housing Association movement, Trade Unions, the EIS, local councils, and the Iona Community. Their collaboration has been invaluable in helping us achieve our shared mission. We would also like to extend our gratitude to Glasgow City Council, the Scottish Government, and the 35 charitable trusts and foundations mentioned on page 35 for their continued support, which enables us to carry out our vital work.

My fellow trustees deserve special recognition for their unwavering support and wisdom. I would also like to thank my fellow office bearers, our Vice Chair Eddy Isaacs, Company Secretary Linda Brown, and Treasurer Arnold Black MBE, for their invaluable contributions, and our Chief Executive, Robina Qureshi for her leadership and dedication.

Despite governmental and institutional failures, this year has demonstrated the resilience and determination of ordinary people fighting for equality, rights, and humanity. As we face upcoming challenges, we remain positive and determined. Finally, thank you for your unwavering support on this journey to make a real difference in the lives of those in greatest need.



Rachel Smith

Rachel Smith
Chair

POSITIVE ACTION IN HOUSING



Edward Isaacs
Vice Chair



Linda Brown
Company Secretary



Arnold Black MBE
Treasurer

The front cover shows Dr Henry Okwo and his family. Full story on page 17

Chief Executive's Report

Positive Action in Housing remained at the forefront of advocating for and undertaking crisis intervention to support people from refugee and immigrant communities. External events shaped this response: the deepening impoverishment and insecurity of people from immigrant communities; the demonisation of refugees of colour denied safe and legal routes; and the outpouring of support for displaced people from Ukraine.

Our casework teams provided advice, representation, and emergency support to 3,333 families and individuals from sixty-four countries of origin, 97% of whom live in poverty. Over the three years between 2020 and 2023, £3.75M was raised from social security entitlements - money that went back into the Scottish economy.

Our Homelessness Team received over 2,000 requests. We provided advice and representation to 976 households in need of housing or resettlement support. We began writing self-help briefings to help people access information for themselves. We started a Digital Inclusion Project to help people to be digitally connected.

Our Lifeline Destitution Service provided advice, representation, and crisis support (i.e., hosting, crisis grants) to 1,838 households. Room for Refugees provided shelter and sponsorship matches for 610 households. We distributed general charitable funds, emergency crisis vouchers, grants and digital devices totalling £178,075 to vulnerable households.

The external world has been highly demanding we also focused on improving our organisation. Almost 40 office-based volunteers assisted in day-to-day functions. We invested in IT, finance systems and processes. For the first time, we were able to recruit a fundraising team, an advocacy and campaigns team, an HR Officer and a Volunteer Coordinator. A Training & Membership Officer has just been appointed.

We are humbled by the generosity of everyone who sent regular donations, organised fundraisers and volunteered their skills and experience. We are grateful to the charitable trusts, trade unions, the EIS, its Local Associations, the Iona Community, Quakers and the companies who support us. (Read the acknowledgements at the back). Your contributions made a massive difference.

The nature of our work means that it is increasingly challenging. It is all possible thanks to our staff, volunteers and all our members, supporters and funders whose generosity and encouragement helped us deliver our most robust humanitarian response yet.

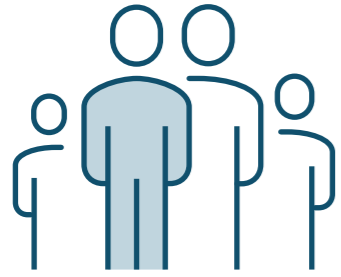
Finally, as defenders of human rights, NGOs play a unique role in civic society. To stay above factions, whether political or otherwise; to make a difference at best and at least to do no harm. But most of all, to be courageous enough to make our voices heard in the face of injustices across the world when all around us, there is silence.



Robina Qureshi

Robina Qureshi
CEO Positive Action in Housing
October 19th 2023

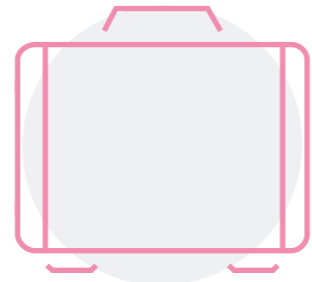
IN 2022/23, TOGETHER, WE SUPPORTED



7,533

Women, children and men

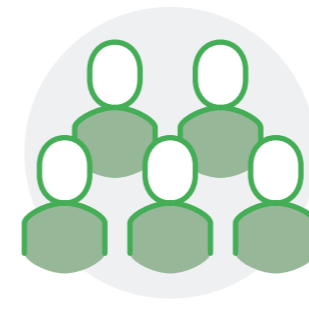
from 3,333 BME, refugee, asylum seeking and immigrant households from sixty-four countries of origin to overcome crises and rebuild their lives by providing expert housing and social welfare advice, rights information, casework, and emergency support.



976

Households received homelessness casework support

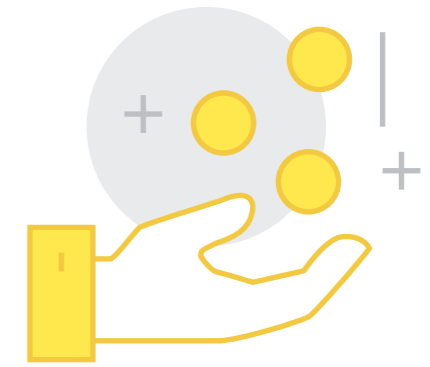
Aided by sessional workers and volunteers, the Housing & Homelessness Team provided detailed advice, representation and casework support to 976 households – representing a 45% increase compared to the previous financial year.



97%

of all beneficiaries live in poverty or deprivation

This represents a 5% increase on the previous year. For comparison, 19% of the general population of Scotland lives in poverty.



£3.75M

Funds raised for our beneficiaries

Between 2019 and 2022 by the Money Skills and New Migrants Action Project from social security entitlements and savings – funds that went back into the Scottish economy.



1,173

women, children and men sheltered through Room for Refugees

610 households from 45 countries, incl. Ukraine, Iran, Afghanistan, Iraq, Syria and Yemen, including 14 young people under the age of 18. Providing 137,241 total nights of shelter, saving the government £6.7M in housing costs.



761

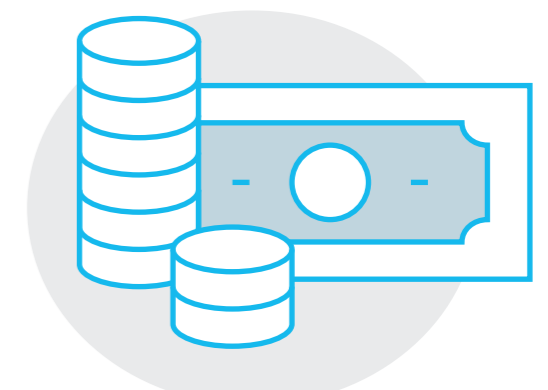
Families and individuals from fifty countries were supported to be digitally connected:

Our Digital Inclusion team distributed SIM cards, mobile phones, laptops for educational purposes, tablets, WiFi dongles and internet connections (MiFi's) to 1453 beneficiaries - including 525 children.



75% of all beneficiaries (2,494) had some form of refugee status, leave to remain or were seeking asylum in the UK.

Our beneficiaries came from these top five countries: Iran, Syria, Iraq, Sudan and Ukraine. The majority of EEA National service users were of Romanian Roma origin. Glasgow's Govanhill, which has the largest concentration of Roma people in the UK.



£178K

Distributed from our Emergency Relief Fund

To hundreds of refugee and asylum-seeking households in need. We distributed clothes, food, energy, and travel grants. Significantly higher than the amount spent in pre-pandemic years. We received over 2,000 referrals for crisis support and emergency assistance.

Housing & Homelessness

Our Frontline Housing Advice Service offers multilingual support to BME, refugee, and migrant communities facing housing problems or homelessness.



Led by a dedicated team of six, we assisted 976 households last year, a 45% increase from the previous year. We provided advice, information, and casework representation, helping with social housing applications, private rental sector issues, and supporting newly granted refugees. Our team of experts and volunteers ensured that language barriers were overcome, reaching more Farsi, Dari, and Pashto speakers. We also aided clients in preventing homelessness, accessing repairs,

and understanding their rights in the private rented sector. We provided guidance to 175 newly granted refugees and those with leave to remain in rebuilding their lives by offering advice, information, and support. ●

Left to right: Namatullah, Neosha, Marina, Christine and Chris

Destitution Service

Our Destitution Service has three strands: Lifeline, Room for Refugees, and the Emergency Relief Fund. The service offers advice, representation, and emergency crisis support to 1,838 families and individuals who were destitute or impoverished refugees or asylum seekers.

The **Lifeline Service** supported **679** households to resolve their legal status, overcome destitution, and rebuild their lives. With personal plans, beneficiaries can focus on long-term resolution instead of daily survival. Caseworkers help service users with securing statutory support (section 4/95), legal case issues, Home Office correspondence, escalating repairs and requesting moves out of hotels into homes. **The Room for Refugees Programme** provided hosted placements for **610** households, consisting of 805 adults and 368 children (including 14 unaccompanied young people under 18). Room for Refugees accommodated people from 45 countries of origin including Ukraine, Iran, Afghanistan, Iraq, Syria and Yemen. **The Emergency Relief Fund** distributed general charitable funds, funds for individual appeals, phone food, clothing and travel vouchers, grants and digital devices totalling £178,075 – significantly higher than the amount spent in pre-pandemic years. In Glasgow, Aberdeen, Falkirk, Perth, Greenock and Aberdeen we worked with volunteers to help hotel asylum seekers living for months on £9 a week.



Clockwise from left: Sasha, Anna, Raeda and Marina

Left: Carolyn

Overwhelmed and worried about the future, Joy* reached out to Positive Action in Housing for help. Through their Room for Refugees programme, she was connected with Marianna who offered her a temporary place to stay.

“Mariannah has become a dear friend and a part of my family. We share laughter, tears, and everything in between. Her kindness, generosity, and understanding have touched my heart in ways I never thought possible. I am so grateful to have her in my life ...”

The charity didn't stop there and supported Joy in applying for housing association flats. They also referred her to Amma Birth Companions for additional support. When Joy's laptop broke, the Digital Skills Project provided her with a new one, allowing her to continue her studies. As her due date approached, Joy received an offer for a two-bedroom flat, bringing immense relief. She named her baby after her compassionate host, Marianna, highlighting the impact of kindness and support. Joy's story demonstrates the crucial role that charities like Positive Action in Housing play in transforming lives through practical assistance, emotional support, and community connections.

“Room for Refugees provided me with a safe place to stay and guided me through the process of getting permanent housing. Their unwavering support and the friendships they helped me forge have changed my life, and my little girl's.”



“My wife was worried about the weather, but even when it’s rainy, it’s nice. We travelled a lot, we have been to Skye and the Highlands. We are planning to travel more to discover Scotland. There are many parks, and our daughter goes to ballet and gymnastics. We feel at home here.’

“Positive Action was the first to reply, late at night, to our cry for help. Before this, we had sent dozens of emails to different charity organisations, your team supported us, day and night. We are happy, that of all the places in the world, we came to Scotland.”

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Vlad and Natalia’s story highlights the importance of safe routes and a proper resettlement programme, for all refugees fleeing war.

Vlad, Natallia and their 6-year-old daughter Margo fled Kyiv after the war broke out last year. Searching for a route to reach the UK, they found out about Positive Action in Housing. We put them in contact with a host family through Room for Refugees. Rachel and Sam, with their three children, agreed to be the Abramovs’ sponsor family.

The Abramovs drove for 12 hours to the border. Vlad is a Russian national, and Natallia

is Ukrainian. Although this is very common, they were forced to wait in limbo for weeks for Vlad’s visa to be approved. Their money was dwindling, and Positive Action in Housing provided a crisis grant from its Emergency Relief Fund.

After we highlighted their case with the press, the family were able to travel to stay with their host family and settled in. Positive Action in Housing’s resettlement team supported Vlad

into work as a chef. After a year, they secured social housing, and moved into their own home, and became more comfortable with speaking English.

Since arriving in Glasgow, they have met other families, and Margo enjoys her school and extracurricular activities in dance and gymnastics.

When Volad, 18, lost his job and tied accommodation in March 2022, he found himself homeless, isolated, and overwhelmed with fear.

Determined not to return to his home country of Russia due to his open homosexuality and opposition to the war in Ukraine, he applied for asylum in the UK. This is where Positive Action in Housing's Lifeline project stepped in to provide support.

The organization helped Volad apply for Asylum Support and connected him with Room for Refugees, where he found a volunteer host named Louise. The team also assisted him in obtaining immigration advice for his asylum claim. When Volad's first hosting arrangement ended, Louise graciously offered him a safe place to stay until the Home Office provided accommodation.

With a stable environment, Volad began rebuilding his life. He volunteered with a charity providing animal therapy and pursued his passion for carpentry with Galgael. In early 2023, he was reunited with his partner, and he now holds hope for a positive outcome on his asylum claim.

Volad expressed his gratitude for Positive Action in Housing, stating, "They helped me not to stay on the street, kept me in touch with my lawyer, and assisted with difficult problems and documents. They are currently helping me find a place to live and cope with new problems. Thank you."



"I couldn't have asked for a nicer guy to move in with me. Despite our different generations, we can chat and laugh for hours. I'm amazed by his creativity and talent in drawing and making things. He can do anything. He even designed our Christmas cards, and if I ever get a tattoo, Volad will be the one designing it!"



Halyna, 36, and her son Herman, 10, were caught in the midst of the war in Kherson, Eastern Ukraine. As the conflict escalated, they became trapped and their lives were at risk. She reached out to us and after several weeks found the courage to make the journey.

The family endured over 40 checkpoints, limited access to food and water, and the confiscation of their passports. Through Room for Refugees, we found them accommodation in Edinburgh. Halyna found work as a classroom assistant. Herman has adapted, thriving in school and making new friends. Recently, they welcomed a new kitten.

“We cannot express enough gratitude to Positive Action in Housing for your support. You helped us through our darkest hours and gave us hope and strength to keep going. We owe you our lives.”

Henry and his family faced extreme poverty and hardship since seeking asylum in Glasgow. Despite following the rules, the Home Office wrongly informed Henry that he couldn't work. This led to the family being unable to pay their rent and becoming destitute.



The Okwo family sought emergency assistance from the Home Office, Mears Group, and MigrantHelp, but encountered neglect and a failure of duty of care. They were forced to leave their rented accommodation and take refuge in the corridor with their three young children during a severe weather warning. They had to shelter in the freezing corridor for hours and later spent hours in a police van. The Home Office contractor, Mears Group, then moved them forcibly to a hotel in York. Our Homelessness Team intervened, returning them to Glasgow and providing crisis support. The case was highlighted in the local press. The family has now moved to temporary accommodation. They remain traumatised and bewildered by the treatment they received but are grateful for the public's love and support.

“We have some measure of peace while we attempt to rebuild our lives thanks to your intervention”



Campaigns

Our campaign work has become more challenging in recent years as the Government continues to issue performative utterances and people become too frightened to speak.

With three-year funding from the Esmée Fairbairn Foundation, in October 2022, we recruited two members of staff to carry out Advocacy and Campaigns work, Project lead Iona Taylor and Project Officer Adam Paterson, highlighting the issues we are most passionate about.

The charity spearheaded high-profile news campaigns throughout the year, garnering coverage from BBC News, The Guardian, Independent, Private Eye, BBC Radio 4 Today, The Observer (London) and other media outlets.

In April 2022, we criticised the government’s proposal to send asylum seekers to Rwanda, drawing comparisons to Australia’s abusive refugee camps. We labelled it a “failed project” and raised questions regarding the ethics and cost of subjecting already vulnerable individuals to further mistreatment.

In August 2022, we commented on a fatal accident inquiry into the death of a Chinese

man in a detention centre, emphasising the dire need for improved treatment of immigrants and questioning the necessity of detention.

In September 2022, we exposed the appalling conditions faced by pregnant women and new mothers in a Home Office hotel, offering support and advocating for better treatment.

During the Autumn, we called for the dismissal of the Home Secretary following a crisis at a processing centre, citing issues of overcrowding and health risks.

In early 2023, we criticised the Home Office and Mears for their mistreatment of a family seeking asylum, highlighting failures in their duty of care.

Throughout the year, we consistently raised concerns about the Homes for Ukraine scheme and the differential treatment of refugees, attaining widespread media coverage. ●

Financial Inclusion

Our Financial Inclusion Project provides people from BME, refugee and migrant communities with one-to-one money, debt advice and representation, and life skills to reduce fuel poverty and improve financial stability.



Clockwise from top left: Mina, Mary, Paula and Sraboni

The project is led by Sraboni Bhattacharya, who is supported by two financial advisors, Mary Chau and Mina Torkzaban, a casework assistant, Paula Cheng, three sessional workers, and one volunteer.

This year, the team provided a multilingual service in at least ten languages and assisted service users from 50 countries of origin.

In 2022-23, the Project helped improve the long-term stability and financial situation of 633 families by providing service users with multilingual advice/information, resources, and financial literacy skills - a 24% increase since the previous financial year.

The Project assisted 1608 direct beneficiaries, equating to 1042 adults and 566 children - an 18% increase since the previous financial year. Our Financial Inclusion advisers provided advice and information to 351 new clients in 2022-23.

In 2022/23, the team raised £558,026 from social security entitlements, grants, and savings: money which was re-invested into the Scottish economy.

Project staff provided 210 households with energy advice. In addition, we assisted families in accessing Scottish Government Grants and Energy Redress Grants to pay off utility debts.

294 service user households experienced financial gain because of debt and welfare rights advice.

The team also delivered financial skills workshops. As a result of attending online workshops, 251 households reported improved skills and increased confidence in their money management skills, such as utility savings, income maximisation, budgeting, and dealing with emergency debt situations. Our Team offered these workshops in English, Chinese, Russian, Romanian, and Urdu-Punjabi.



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After securing refugee status, Ahmad and his family had struggled to find good interpreters for them to get the support they needed.

Finding expert and accessible advice can be life changing. Ahmad, his wife and their three children are from Syria and had recently been granted Refugee Status when they came to the Money Skills Project for advice and help applying for benefits. They had tried to get help elsewhere, but finding interpreters was causing delays at a time they had no income at all and were desperate.

Their caseworker and Arabic speaking Community Helpdesk worker helped Ahmad

and his wife create and link their online Universal Credit accounts and completed the application. They then explained how to access the online Journal and To-Do list and explained why, to avoid sanctions, it's so important to check them regularly. They noted Ahmed's health issues and helped make an application for a Limited Capability for Work supplement, worth an additional £90 a week. It became clear that Ahmed would need additional support for his health issues and Personal Independence Payment application

was made, adding £85 to their weekly budget. Their Child Benefit application was refused because HMRC didn't see that they had been granted Refugee Status, but a successful Mandatory Reconsideration was made and backdated payment followed.

The expert knowledge and accessibility of the Money Skills Project mean the family are now building their new life in Glasgow on solid foundations. ●

Money Skills Project

When Michael contacted Positive Action in Housing, he was isolated and vulnerable to debt collectors due to his mother's hospitalisation and accumulating arrears

At 19 years old, Michael sought help from the Money Skills Project after finishing college and finding himself without support. Alone and with no income, he relied on food from his Auntie and neighbours. Debts were piling up, and collectors were chasing him for energy and Council Tax payments, but he couldn't speak to creditors since they were all in his mother's name. Additionally, as the house was in his father's name and neither he nor Michael's mother were paying the full mortgage, arrears were accumulating on the property. The Money Skills Project worked to reduce his debts and increase his income by adding his name as a helper for the bills, negotiating affordable repayment plans with the energy supplier, applying for grants of over £750, and assisting Michael in applying for Universal Credit for regular income for food and bills. ●

“Being alone in the house was difficult anyway, but it seemed impossible to start solving all the problems, even having a little money in my pocket. Money Skills Project helped me find a way to start building myself up again.”

Digital Skills



Digital connectivity is crucial for reducing isolation and helping people attend essential appointments. Our clients are eager to learn, find work, and connect with resources in Scotland.

Our Digital Inclusion Project helps people from BME, refugee, and migrant communities connect digitally. Led by Christine McKinnon, Digital Inclusion Officer, and supported by volunteers, the project has three parts: Distribution of digital devices, digital skills workshops, and digital financial inclusion, e.g. helping people open bank accounts digitally and learn about online banking platforms and managing finances safely online.

In 2022-23, we assisted 1,453 direct beneficiaries, including 525 children. We also provided one-on-one sessions to 62 households and delivered nine workshops on various topics.

Volunteers help distribute devices, assist with setup, and support workshops. We secured

funds to buy gadgets like laptops, phones, and tablets and plan to distribute them on a long-term loan basis. We aim to help clients stay connected, attend appointments, know their rights, connect with loved ones, improve their English, and enhance their employability.

Many service users from refugee and migrant communities face financial challenges and isolation. Our project provides relief by enabling digital connectivity and communication. We distributed 746 SIM cards, 101 phones, 75 laptops, 48 tablets, 4 Wi-Fi dongles, and 1 PC set with internet connections to 761 families and individuals from 50 countries. This helped 1,453 beneficiaries, including 525 children. We also provided one-on-one sessions to 62 households and delivered nine workshops on various topics.

Patience and her husband, Benjamin, struggled to make ends meet because of the high cost of living and lack of support for asylum seekers

They couldn't afford necessities like food and had difficulty finding jobs. They reached out to Christine, our Digital Inclusion Officer, for help. Patience was studying healthcare but struggled with her essays because English is her second language. Benjamin faced constant job rejections and felt disconnected from his loved ones abroad. They couldn't afford internet access or a laptop.

Luckily, they found hope when they met our Digital Inclusion Officer, Christine. Christine ensured they received SIM cards with internet data and unlimited calls and texts, allowing the family to connect digitally. With Christine's guidance, Patience learned how to use Grammarly to improve her English writing skills. This boosted her confidence

immeasurably, and she decided to pursue her dream of becoming a nurse.

Benjamin also learned about job opportunities in healthcare through the charity and enrolled in an English course for healthcare workers. He also got help in creating a professional CV and cover letter for job applications. With his improved computer skills, he started getting interview callbacks.

Patience and Benjamin's story shows how digital inclusion can transform lives by providing essential skills and resources. It reminds us of the importance of support and opportunities for creating a more inclusive society. ●

“Christine has been helpful and encouraging at every step of our digital journey. I am finally getting my search for work off the ground.”



Migrant Rights



Living on a low income has become increasingly challenging due to the cost-of-living crisis. Maricel and Nadia struggled to keep up with rent payments and ensure they received the support they were entitled to.

The high inflation and energy costs over the past year have put pressure on everyone. However, factors such as poor health, limited Digital proficiency and lack of English make it even harder for some people to make ends meet. This is where the Migrant Rights Team stepped in.

Maricel and Nadia, like many others we assist, need help navigating online platforms and communicating effectively due to their limited English and digital skills. With the cost of energy bills skyrocketing during the winter, every penny counts.

Over the year, Maricel and Nadia received consistent support from our project. We helped them keep their Universal Credit accounts current, submit fit notes, manage housing element payments, and respond to messages. In just nine months, we accessed their accounts on more than 45 occasions.

Recognising their struggle to afford rent, we assisted them in applying for a Discretionary Housing Benefit. When Scottish Child Payments became available for children over six years old, we guided them through the online application process, resulting in an additional £1000 in their annual household budget.

“There were times throughout the year when we felt like we were drowning in our struggles. Despite the challenges, we managed to hold onto our home and keep going, although it’s still tough. We owe this resilience to your hard work and support.”

Traian, a 73-year-old man, was living in homeless accommodation and selling the Big Issue when he first approached Positive Action in Housing for help.

He needed support in applying for Settled Status through the EU Settlement Scheme. When he returned to seek advice in 2022, Traian and his wife were still living in homeless accommodation and struggling to make ends meet. Traian had been unable to claim Pension Credit earlier due to a change in rules that required him to wait for his wife to reach pension age as well. With limited English and no digital skills, he found it difficult to navigate the application process on his own.

However, when we noticed that Traian's partner had reached pension age, we assisted them in making a joint application. After four months, they completed the DWP residency questionnaire. Traian opened a UK bank account to receive the Pension Credit, but it was unexpectedly closed just before a decision was made. We quickly opened a new account and updated the details with the DWP. Although regular payments started, a backdated payment of over £10,000 got lost between the DWP and the bank, with no further information provided by either party.

After numerous phone calls and a three-week wait, the backdated payment finally arrived shortly after Traian and his wife received the keys to their first housing association flat.



From left to right:
Andrea, Traian and Lia

“When we came to you, we had no home and almost no money to survive, let alone pay for housing. It took some time, but now we have everything we need. You can see from my smile how I feel inside.”



From left to right: Andrea, Ioana, Iain and Lia



Lajo, Roma Interpreter

Migrants Rights Project

In 2022-23, our migrant rights project continued providing information, advice, and advocacy on welfare rights, housing, and homelessness. We supported vulnerable EU nationals and their family members with IT and language support for EU Settlement Scheme applications. We also trained Registered Social Landlords and local authorities on their responsibilities towards EU migrants.

The project is led by Iain Chisholm and supported by two project officers, Lia Dmitrieva and Ioana DiMambro, and two sessional workers, Lajos Rostas and Andreea Nedelea.

Applying for and maintaining social security claims is challenging, especially for EU nationals who must prove their immigration status. The private rented sector, where most of our service users reside, has been affected by rising mortgage interest rates, leading to private landlords disregarding rent increase caps and attempting illegal evictions. Understanding housing rights has become more important than ever.

Our multilingual staff team successfully delivered the project through outreach surgeries in Govanhill and remote appointments. In 2022-23, we assisted 409 EU nationals with the EU Settlement Scheme and secured over £545,576 in social security entitlements and charitable grants. We worked with service users from 8 countries, with Romania, Latvia, and Estonia being the top three. Govanhill has the highest concentration of Romanian Roma in the UK. This community are amongst Scotland's most financially and socially excluded people.

We supported 193 people with EU Settlement Scheme applications, doubling our target. Through the Safe Deposits Scotland Charitable Trust, we provided specialised PRS advice for Roma tenants, meeting our milestones.

Despite travel restrictions, we supported 150 new service users and exceeded our funded outcomes for welfare benefits work. Our outreach surgeries and online platforms ensured accessibility for vulnerable communities. ●

Behind the Scenes



From left to right: Catriona, Aine, Caitlin and Dean.

To run smoothly, we depend on our friendly and efficient admin, fundraising, and HR teams.

The fundraising team is passionate about securing the necessary resources to support our mission. Our HR Officer is crucial in building a happy and motivated workforce. Behind the scenes, our new office administrator keeps things running smoothly, and assists with recording of finances. Combined, their attention to detail and organisational skills enables our initiatives to run seamlessly. ●

Volunteering

Positive Action in Housing relies on its dedicated volunteers to support all aspects of the charity's work.

We depend on dedicated volunteers to support all aspects of the charity's work. From reception volunteers who handle calls and administrative tasks, to casework assistant volunteers who assist with housing applications, and Room for Refugees volunteers who conduct host assessments, volunteers play a vital role in relieving pressure on staff and allowing projects to focus on their caseloads. Pastoral volunteers offer direct support to clients through

donations of food, clothes, and their time. The Humans Network, a volunteer network established during the pandemic, provides help and information to asylum seekers across Glasgow and other cities in Scotland and the UK. During the year, 37 office based and field volunteers supported the charity, making a significant impact in helping those in need. See acknowledgements.

Grace joined us as a Volunteer Casework Assistant following a move to Glasgow.

Grace, a university researcher, joined as a Volunteer Casework Assistant following a move to Glasgow. She used her skills in translation and casework to assist people in crisis.



people going through a crisis. For instance, I helped a woman with a six-week-old baby living in a Home Office hotel, and following pressure from the charity, we moved her to a flat and provided her and her baby with the support they needed. My role is hugely rewarding and has helped me to meet many new people and feel more involved and a part of Glasgow."



Alison and Stephen, who live in Balfron, have been volunteering with Positive Action in Housing since 2015.

They have been an incredible support to the people we work with over the years. They joined us on a cycling project trip to Drymen and helped deliver Christmas trees and crisis grants. In 2020, during the pandemic, they got involved with our work and have been dedicated volunteers ever since.

This year, they have focused their efforts on ensuring that people facing hostile asylum policies feel welcomed and supported. They have given their time to provide pastoral support to several residents of McLays Guest House, a Home Office hotel in Glasgow that houses expectant and new mothers, along with their babies.

Alison specifically worked closely with Sara, a 24-year-old who had been moved out of McLays Guest House after giving birth to her baby, Ali. Alison went above and beyond by taking Sara to Glasgow Central Mosque so she

could access the food bank. She also helped by occasionally looking after Sara's baby when she needed to run errands.

Alison's support for Sara didn't stop there. She reached out to a local Facebook group and asked for donations. Through the incredible power of community, Alison was able to gather baby items, storage boxes, and cooking equipment for Sara. Thanks to Alison's help, Sara has now settled into her new home.

In addition to supporting Sara, Alison and Stephen also assisted a couple who arrived in the UK seeking asylum from Libya. Alison played a crucial role in helping the woman secure a volunteering position and write her university application. This woman has been accepted to university, allowing her to continue her studies.

"You don't realize until you meet people face to face and witness their resilience through experiences that would make other people break how strong they have had to be and how lucky and privileged we are to have everything we need or want. It forces you to reflect."

Income & Expenditure

Summarised Income and Expenditure Account for the year ended 31 March 2023

	2023 Total £	2022 Total £
Income		
Donations and legacies	255,234	204,366
Charitable activities	990,152	836,069
Other trading activities	18,524	27,191
Investment income	5,972	2,186
Total Income	1,269,882	1,069,812
Expenditure		
Raising funds	(4,983)	(6,520)
<i>Charitable activities:</i>		
Grants & donations payable	(178,075)	(97,990)
Staffing	(702,468)	(436,757)
Premises	(45,591)	(44,967)
Running costs	(88,920)	(95,080)
Travel	(6,988)	(2,615)
Legal & Professional	(34,151)	(13,790)
Governance	(15,652)	(9,927)
Finance	(1,046)	(296)
Depreciation	(9,925)	(9,602)
Total of charitable activity expenditure	(1,082,816)	(711,024)
Total expenditure	(1,087,799)	(717,544)
Net movement in funds	182,083	352,268

Acknowledgements and Thanks

We are hugely grateful for the help given by our members, funders, supporters, and volunteers to make this year's work possible. Your support has made a real difference to 7,533 children, women, and men from BME, refugee and migrant communities who sought Positive Action in Housing's advice, casework, solace, and support in Glasgow, Edinburgh, Aberdeen, Perth and elsewhere in Scotland. Thank you so much to each of our advertisers who made this report possible, thanks also to our long-standing members from the Scottish housing association movement, voluntary organisations, trade unions, faith groups, volunteers, refugee hosts, donors, trusts and foundations, and the Scottish Government. Thank you to the thousands of volunteers who signed up to host through Room for Refugees from Scotland, the rest of the UK, and the US, too! Thank you also to our thousands of followers on social media and for visiting our website. Without your support, our work could not happen on this scale. Thank you also for the thousands of emails giving support, lending a hand, responding to appeals, or suggesting fresh ideas to help us do things better. The number of people who donated to our charitable work runs into thousands; some wish their support to remain anonymous. We know you and appreciate your support. Below are 434 organisations and extraordinary people who supported us during the year and deserve acknowledgement:

A B Charitable Trust, Abdurahman Rabia , Aberdeenshire Council, Action For Refugees In Lewisham, Adam Paterson, Adnan Oglah, Advice Direct Scotland, Advice UK, Africa Future, Alan Bonnyman, Alison Graham, Alison Hendry, Allied Vehicles Charitable Trust, AMINA, Amma Birth Companions, Anastasiia Burlochenko, Andrew Murray, Anne Githiu, Anne Marie Madden, ApparelXchange, Ardenglen HA, Argyll Community HA, Argyll Family Group (Iona community), Ashiana Sheffield, Asylum Bridging Team, Asylum Support and Appeals Project, Awards for All, Ayrshire Housing, B Scott, Baby & Family Support Services, Bank of Scotland Foundation, Barfil Charitable Trust, Big Issue Scotland, Big Lottery Fund, Bikes for Good, Bikes for Refugees, Birmingham & Solihull Women's Aid, Birth Baby Beyond, Blackwood, Blochairn Housing Association, Blue Thread, Body & Soul Charity, Breaking Barriers, Breathing Space, Bridges Programme, Bridgewater HA, British Red Cross, Brownlie Charitable Trust, C4Ws Homeless Project, Cadder HA, CAF Resilience Fund , Caitlin Kelly, Calvary HA, Cambridge Ethnic Communities Forum, Campaigns, Caoimhe Conroy, Cardinal Hume Centre, Care & Repair Forum, Care4Calais, Carol O'Sullivan, Carolyn Smyth, Casework, Cassiltoun HA, Castlemilk Community Church, Castlemilk Furniture Project, Cat Scothorne, CEMVO, Central & West Integration Network, Central Mosque, Cernach Housing As, 2022440, Change Grow Live, Charlotte Wales, Cheeah, Choman Glali, Citizens Advice Edinburgh, Citizens Advice Scotland, City Mission -Tartan Lodge, Clydebank HA, CMA Trust Fund, Coalition Racial Equality Right, Collective Architecture , Comic Relief, Community Care Choice, Community Channel Scotland, Community Cook Up, Community Money Advice, Community Renewal, Community Resources Network Scotland, Connection At St Martin-In-The-Field, Connection at St Martin's, Conversation Over Borders, Copperworks Housing Association, COSLA, CPAG in Scotland, Craig Sanderson, Craigdale HA, Cranhill Development Trust, Crisis, Crossreach, Cruden Foundation, Culture & Sport, Deighton Pierce Glynn Solicitors, Depaul UK, Digital Inclusion, Digital Skills, Dr James J McManus, Dumfries & Galloway TUC, Dunbritton HA, East Dunbartonshire Council, Edinburgh City Council, Educational Institute of Scotland, Edward Isaacs, EIS Aberdeenshire, EIS East Dunbartonshire, EIS Glasgow LA, EIS North Lanarkshire LA, Eis West Lothian Association, Elaine Melville, Elderpark HA, Elmbridge CAN, Employers In Voluntary Housing, Energy Action Scotland, Energy Saving Trust Scotland, Energy Savings Trust, Epistrophe Media Ltd (M Shorter), Esmee Fairbairn Foundation, ESOL Forum, ESOL Network Project, Faculty of Advocates , Farzad Khedri, Fatima Bourara, Feltham Evangelical Church, Fergus Wright, Fiona Cheung, Fire Brigades Union, First Sentier, Flourish House, Forgewood Housing, Freedom From Torture, Fresh Start, Ganiyat Aremu, Garfield Weston Foundation, Garrion Peoples Housing Co-op, Gatwick Detainees Welfare Group, George Mackay, GHA LTD/Wheatley Group, Glasgow Centre For Independent Living, Glasgow Chinese Recreation Centre, Glasgow Chinese School, Glasgow Chinese Women's Association, Glasgow City Council, Glasgow City Council Homeless Service, Glasgow City Council Welfare Rights Team, Glasgow City Mission, Glasgow Community Fund, Glasgow ESOL Forum, Glasgow Family Information Service, Glasgow Free Food Map, Glasgow Helps, Glass Door Homeless Charity, Glen Housing Association, Glen Oaks Hous Association, Goldberg Charitable Trust, Govan Community Project, Govan Jobcentre, Govanhill Community Development Trust, Govanhill Law Centre, Grace Carrington, Grace Franklin, Grand Central Mosque, Greater Pollok Citizens Advice Bureau, Gregory Philo, Growth Night Shelter, Gunter Charitable Trust, Hackney Migrant Centre, Hannah Jeffrey, Harbinson Charitable Trust, Harbour Homes, Hardie Polymers, Hawthorn Housing Association, Health and Social Care Alliance Scotland, Healthy Valleys, Helen Bamber Foundation, Helena Kennedy Foundation, Hemat Gryffe Women's Aid, Henry Smith Charity, Hestia, Hillcrest Homes, Home Energy Scotland, Home Heating Advice, Home Office, Home Office EUSS Grants Team, Home Start, Hope For The Young, Housing and Homelessness, Housing Justice, Hugh Fraser Foundation, Humans of Glasgow, Ibrahim Aslan, Inchrye Trust, Interpreter Volunteers, Iona Community Family Group, Iona community Glasgow SW, Islington Centre For Refugees & Migrants, JCWI, Jeanette Kazoka, Jeremy Nichols, Jesuit Refugee Service UK, John Hayes, Jonathan Mitchell, Josie McGarvey, Judith Kennon, Keisha Gould, Keith Mcivor, Kent Refugee Action Network, Kerstin Kramer, Key Housing Association, Kilmarnock Chinese Community Association, KINGDOM HA, Kingsridge Cleddans HA, Kola'a Trust, Kwan Oi Ho, Lanarkshire HA, Land Aid, Larkfield Centre, Latta Law Limited, Lawrence Gilmour, Lee Foon Mee, Lelii Roodsarabi, Len Abrams, Lesley Neighbour, LGBT Health and Wellbeing, Lifelink (Suicide Prevention), LINK Group, Lister Housing Co-op, Lobna Abouilleil, Local Welcome, Lochaber Housing Association, Lottie Pasek, Lynette Jackson, Lynn Mcculloch, Martin Sherry, M V Hillhouse Trust, Maria Howard, Mariia Byelova, Mary McManus, Maryhill Housing Association, Marybone Project, Maslows Community Shop, Maureen Anderson, McGlashan Mackay Solicitors, Mears, Mehرداد Moshaver, Melville Housing Association, Mental Health Foundation, Merry Go Round, Micro Rainbow, Migrant Help, Migrants Organise, Milk Café, Milk Café The Tincat C.I.C., Milne Craig, MIND, Mind Tower, Mohamed Elsaka, Mohammady Haroun, Mohammady Haroun , Money Advice Scotland, Money Guiders Scotland, Money Matters, MORAY Council, Mr & Mrs J MB Trust, Mr James G Cuthbertson, Mr M S Ashe, Mr Yasin Ali, Ms R Losh, Muirhouse Housing Association, Mull & Iona Family Group, Multicultural Family Base, Multiply, Murdoch Forrest Charitable Trust, Musicians Union, National Lottery - Improving Lives, Neish Training Ltd, New Gorbals HA, New Routes Integration, NG Homes, NHS Community Link, NHS London, Nora Al Salamah, North Glasgow Integration Network, Notre Dame Refugee Centre, Oak Foundation, OIRA, One Parent Families Scotland, Orange County Jewish Coalition for Refugees, Ore Valley HA, Outdoors For You, Pamela Chambers, Parkhead Housing Association, Passage 2000, Path (Scotland), Persian Scottish Community, Persula Foundation, Perth & Kinross Council, Peter McCalister, Philip Tompkins, Phoebe Malone, Pineview HA, Praxis Community Projects, Project 17, Prospect Community Housing Association, Provanhall HA, Queens Cross HA, Rainbow Migration, Reading Council, Reception, RefuAid, Refuge - Domestic Abuse Charity, Refugee Action, Refugee Roots, Refugee Survival Trust, Refugee, Asylum seeker & Migrant Action (RAMA), Refugees Welcome Crawley, Richard Dunn, Robert Perry, Robertson Trust, Room 2 Heal, Room for Refugees, Rosehill Housing Co-operative, Russel Trust, South Edinburgh Meeting Of Soc.Of Frien South Edin Quakers, SACRO, Safe Deposits Scotland, Saheliya, Saint John of God Hospital Services, Saints & sinners Club of Scotland, Sarah Birnie, Scot Fed Housing Associations, Scottish Borders Housing Association, Scottish Community Alliance, Scottish Detainee Visitors, Scottish Government, Scottish Illegal Money Lending Unit, Trading Standards , Scottish Refugee Council, Scottish Sadaqa Foundation, Scottish Welfare Fund, SCVO Community Learning and Development Device Fund, Serhii Velykyi, SHARE, Sharon Tan-Hogg, Shelter Scotland, Simon Community, Simon Community Scotland, Social Bite Café, Social Care Direct, Social Change Prods Ltd T/A Media C, media co-op, Social Work (Social Care Direct), Solace Women's Aid, Sophia Bourara, Sophia Mullan Qureshi, Souter Charitable Trust, South East Integration Network (SEIN), South London Refugee Association, Southside, Southside HA, Southwark Day Care Centre, Southwark Day Centre for Asylum Seekers, Spire View Housing, Spire View HA, Spire View Housing, Spireview, Springburn Baby Foodbank, Spurway Training, Square Peg Development Ltd, St Andrews Church, St Mungo, ST MUNGOS, St Stephens Church, Starter Packs Glasgow, Stephen Clark Charitable Settlement (Lifeline), Streetwork, T C Young & Co, T E F L Professional NETWORK, Tam Dean Burn, Tartan Lodge Hotel, The Hummingbird Refugee Project, The Iona Community, The Iona Community - Grampian & Tayside family Group, The Kuenssberg Charitable Foundation, The Manna Society, The Methodist Church, The Passage, The Religious Society of ST ANDREWS QUAKERS, The Scottish Sadaqa Foundation, The Wallich, Thenu HA, Thirkleby Trust, Thixotropic Charitable Trust , Thousand 4 1000, Together With Migrant Children , Tollcross Advice & Learning Centre, Foodbank, Tom Johnstone, Trafalgar HA, Transatlantic Robbins Trusts (Ukraine), Trussel Trust Food Bank, Turn2us, Turning Point , UCU Scotland, Ukraine Super Sponsorship, Unison Fife Council, Unison Housing And Care Scotland, Unison Scottish Borders Branch, Unison Skills Development Scotland, Unison South Lanarkshire, Unite Scotland, Ursula Mai Kwai Ling, Valentyna Kosinova, Voicebeat, Voices in Exile, Volunteer Glasgow, Watford & Three Rivers, Well Understood Ltd, West of Scotland Housing Association, Wheatley Group, Wheatley Solutions, Whiteinch & Scotstoun HA, William Grant Foundation, Wing Hong Elderly Centre, Young Roots, Young Scot Card, Your Sanctuary, Youth Community Support, Zakat Foundation, Zein Haq.



RIP Karen Abrams

Karen and her husband Len strongly supported our Room for Refugees programme by hosting several refugee guests in their home since the Syrian refugee crisis in 2015. Karen is pictured here with Arina and her mother Viktoria when they first arrived from Ukraine in 2022. Karen contributed massively to the development of Room for Refugees and her contribution will always be remembered.



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Burns Road Housing, Cumbernauld for Sanctuary Scotland 2023. Photography ©Andrew Lee.

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For further information about our services and joint working opportunities, contact:
Care and Repair Scotland
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 Glasgow G1 2JA
 Tel: 0141 221 9879
 E: enquiries@careandrepairsotland.co.uk
 Web: www.careandrepairsotland.co.uk

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- Specialist debt appointments: Wednesdays

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- Thornliebank Medical Practice - 0141 531 6900
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Cadder Housing Association is a 3rd Party Reporting Centre 



Drumchapel Community Ownership Group

Cernach Housing Association
0141 944 3860 admin@cernachha.co.uk

Drumchapel Housing Co-operative
0141 944 4902 enquiries@drumchapelhc.org.uk

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0141 944 3891 mail@pineview.org.uk

DrumCOG are pleased to support Positive Action in Housing






POSITIVE ACTION IN HOUSING

Based in Glasgow, Positive Action in Housing is an independent, antiracist housing and homelessness Charity (SC027577) dedicated to supporting women, children, and men from minority ethnic, refugee and immigrant backgrounds to rebuild their lives. We believe in a society where everyone has the right to live safe and dignified lives, free from poverty, homelessness, or inequality.

We assist those seeking sanctuary from war and persecution to overcome crisis situations. We enable recently settled migrants to know their housing, welfare, and employment rights. We assist established ethnic minority communities to overcome bad housing. Through proactive casework, we challenge unfair decisions. We offer welfare advice and money skills. We offer advice, representation, and crisis grants to enable people to resettle quickly. We arrange shelter through our pioneering refugee hosting programme, Room for Refugees. We use our expertise and knowledge to effect policy change. We provide volunteering and training. We lead human rights campaigns and persistently challenge anti-immigrant and anti-refugee policies.

We have been campaigning for BME, refugee and migrant rights since 1995.

 **Positive Action in Housing**
98 West George Street
Glasgow G2 1PJ

www.positiveactionh.org

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