

## Annual General Meeting

**It was great to see so many of our members at our AGM on Wednesday 18th September.**

At the meeting, a review of the Associations accounts took place and Members were assured that the Association is being well managed financially. The Chairperson spoke about future plans the Association has which include working with the older members of our community to tackle any social isolation issues, and the introduction of bursaries to help younger people.

The Chairperson gave an overview of the work of the Association over the past year and confirmed that in line with the Association rules, 4 committee members were required to step down - they were: William Blunn, Tracy Coutts, Margaret Stewart and Babs McCluskey. It was noted that with the exception of William Blunn, the committee members standing down all wished to stand for re-election. Also standing was Sandra Wilson. As there were sufficient vacancies, all four were appointed

to the Management Committee. The Chairperson also advised that Rosemarie Docherty has stepped down from the management committee.

The Members re-appointed Scott Moncrieff as the Association's Auditor for this financial year and agreement was given for the Associations funding of wider role activities.

The members also approved performance targets for the Association and heard from Connect Community Trust and Councillor Ruairi Kelly about their work in the area.

**As of the AGM, the full Management Committee are:**

Liz McEwan (Chairperson) Christine Morris (Secretary), Linda Cameron, Babs McCluskey, Clarice Spaine, Rodger Harley, Tracy Coutts, Margaret Stewart, Sandra Wilson and Cathie Reid. Full details can be found on our website at:

[www.provanhallha.org.uk](http://www.provanhallha.org.uk)

## Office Closure

Please note that the office will close at 4.30pm on Thursday 26th September 2019 and will re-open at 9am on Tuesday 1st October 2019.

The telephone number for emergency repairs during this time is **0141 771 4941**.

### Provanhall Housing Association Limited

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MOŻEMY PRZETŁUMACZYĆ  
HEUREUX DE TRADUIRE

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## Medical Adaptations

The Association receives money from Glasgow City Council each year for medical adaptations to Tenants homes.

Adaptations are permanent changes we can make to your home to help you remain there should you develop any illness or disability. Examples of works that can be done are level access showers, over bath showers and handrails. Not all of our houses are suitable for all of these types of adaptations and to begin the suitability process we need to receive a referral from an Occupational Therapist on your behalf. Unfortunately, we do not always have enough funds to complete all referrals we receive every year so there may be a waiting list.

If you would like any more information, please contact your Housing Services Officer.

# Warm Home Discount open now - don't miss out!

Call Home Energy Scotland to check if you're eligible.

**Good news! The UK Government's Warm Home Discount scheme has opened, which means that if you are eligible, you could benefit from a one-off discount from your energy supplier of up to £140.**

If you have qualified in the past, now is the time to re-apply as not all energy suppliers automatically renew their customers' special discounts each year.

Provanhall Housing Association continues to work with Home Energy Scotland who can check if you are eligible for the latest discount.

If you are, a friendly advisor can help you apply, and also see if there is any other support available for you. If you're not sure if you got the discount last year, just give Home Energy Scotland a call and they can check for you.

If your circumstances have changed, and the team find you no longer qualify for discount, there may be other ways we can help you make your home easier to heat which will reduce your bills.

Home Energy Scotland is funded by the Scottish Government and managed by the Energy Saving Trust. Their mission is to help people create warmer homes, reduce their bills and help tackle climate change.

Jacqui Mackenzie from Home Energy Scotland said: *"Our advisors love helping people to reduce their bills by making sure they can access all the funding and help that's available, so get in touch so we can start helping you."*

To speak to a Home Energy Scotland advisor free of charge call **0808 808 2282**, or email

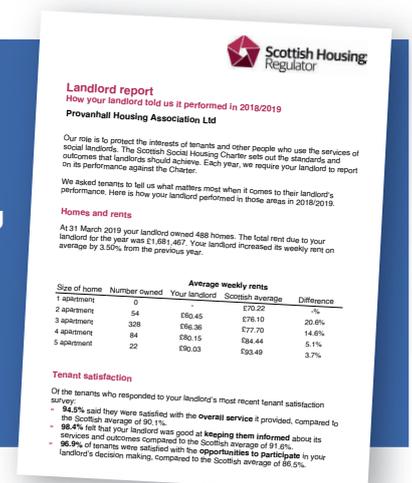
**adviceteam@sc.homeenergyscotland.org** and they'll call you back.

## Landlord Report

Please find a copy of our Landlord Report with this Newsletter.

The Landlord Report is produced by our Regulator, The Scottish Housing Regulator.

They assess our performance and benchmark this against the national average and our peer group. As you can see from the attached report; our performance remains strong. If you have any queries or comments on our Landlord Report, or indeed on any other issue, please get in touch.



# Dog days!

The Dogs Trust recently came to Provanhall once again to help local dogs.

The event was a great success with 23 dogs given health checks or microchipped, which is now a legal requirement.

Dog owners were also given plenty of information including training and health advice for their four legged friends!



## Unclaimed Pension Credits

As your local councillor I try to look for ways in which I can make a difference to the lives of my constituents. That is why I was shocked to read a recent report by Independent Age stating that over £7 billion of pension credit is unclaimed in the UK. It made me want to contact as many of my older constituents as possible and ensure that they were accessing all of their entitlements and help point people in the right direction if they were not.

We have one of the worst pensions in the developed world which is already putting financial strains on our elderly residents. The complexity of the application process means that in the North East of Glasgow alone

there are more than 3500 people missing out on over £11 million that they are entitled to. This is money that should be in your pockets and not sitting in the UK Government's bank account!

Many of the welfare rights officers within the Housing Associations or your local Citizens Advice Bureaus will be able to assist with these applications and ensure that you are receiving that which you are entitled to. There will be advice days and drop in services held which will explain how to complete forms or check eligibility.

The proposal for the removal of free TV licences for the over 75's, which I will oppose all the way, is

also to be linked directly to pension credits. So to ensure that you are still eligible for a free TV licence it is important to check your eligibility for pension credits.

**Councillor Ruairi Kelly**






# COMMUNITY Festival

On 9th August EHRA, the Easterhouse Housing and Regeneration Alliance, which Provanhall is part of, held a hugely successful and busy Community Festival.

The event was opened by Lucha DS and Kryger from PB Wrestling. There was face painting and balloon modelling for the children and free beauty therapies for the adults. A great performance was given by Megadance Ltd. dancers who are based at Lochend Secondary school.

Alison Watson, Depute Director at Shelter, chaired some really interesting panel sessions with local resident Committee Members and local youths, which fitted in really well with the theme of the day which was ***Easterhouse, past, present and future***. It was great to see and hear from so many confident and ambitious young people.

There were lots of stalls on the day with lots of advice and information for local residents on; home energy, debt advice, MacMillan cancer care, house insurance and much more.

This is an annual event and we are already planning next years, which will be bigger and better! Hopefully we will see some more of you there next year.



# Changes to TV Licences for over 75s

**In June 2019, the BBC announced that from June 2020, those aged 75 and over in receipt of Pension Credit would receive free TV Licences, paid for by the BBC.**

## What happens next?

People aged 75 and over who currently receive a free licence (or those acting behalf of someone who is over 75) do not need to take any immediate action.

TV Licensing has written to those affected to let them know about the new scheme



and make clear that they will remain fully covered by their free licence until 31 May 2020.

## We'll write again before the changes next summer...

If the licence-holder already has a free over 75 licence and receives Pension Credit (Guarantee Credit and/or Savings Credit), they will continue to be eligible for a free licence. We will let them know how they can apply for their new free licence.

If the licence-holder does not receive Pension Credit and is unlikely to qualify for it, they will stay licensed until 31 May 2020. We'll explain how they can pay for their next licence.

If you deal with the TV Licence on behalf of someone who is over 75 and would like correspondence to be sent to a different address, you can let us know at: [www.tvlicensing.co.uk/update](http://www.tvlicensing.co.uk/update)

If you live with someone who is over 75 and has Pension Credit, you will be able to transfer the licence to their name. You don't need to do anything yet. We will write to you in good time before 31 May 2020.

## Police Scotland Youth Volunteers

**At our recent EHRA community festival, we had volunteers from Police Scotland helping us out.**

The Police Scotland Youth Volunteers (PSYV) are groups of up to 24 young people based across Scotland. Supported by adult volunteers and led by a police constable, the PSYV volunteer at community and national events across Scotland.

The PSYV programme aims to strengthen the relationship with the police and young people, breaking down barriers and promoting positive role models.

PSYV promotes a practical way for young people to understand policing by supporting the Police in their local area through volunteering. As part of this, young people are given a chance for their voice to be heard and encouraged to promote good citizenship.

The programme is open to all young people aged 13 - 18, this allows those people to get an



insight into policing in Scotland and inspire individuals to participate positively within their communities.

There are plans for PSYV to develop their peer education skills further to offer inputs to community groups on two further subjects including Cyber Crime and Internet safety.

## How to get involved with the Police Scotland Youth Volunteers

If you are interested in becoming a Youth or Adult Volunteer visit:

<https://www.scotland.police.uk/recruitment/police-scotland-youth-volunteers> for more information.

# Help with Funeral Costs

**A new benefit providing help for people on low incomes to meet the costs of a funeral is now available.**

Funeral Support Payment will be delivered by Social Security Scotland from September 16 and will replace the Department for Work and Pensions (DWP) Funeral Expense Payment for people living in Scotland.

The changes mean around 40% more people will be eligible for financial support at the point of bereavement. People will be able to apply over the phone, by post or online for the first time. And, once Social Security Scotland is fully operational, face-to-face pre-application support will be available across the country.

As with all Scottish Government benefits, Funeral Support Payment has been developed with input from those with experience of the present DWP system. This has helped identify parts of the DWP application process that people currently find difficult or distressing, helping us improve our new process and remove barriers to apply.

Announcing the launch date, social security secretary Shirley-Anne Somerville said: "Coping

*with the death of a loved one is one of the most tragic events any of us can face. At that difficult time, it's even harder when there's extra stress finding the money to pay for a funeral.*

*"Our new Funeral Support Payment has been designed and tested with members of the public and stakeholders including funeral directors and welfare advisors to ensure the end product is one we can be proud of.*

*"The new support will reach far more people struggling with funeral costs and is backed by around £2 million additional funding. The flat rate element of the Funeral Support Payment will be £700 for the majority of applications, and we have committed to annually uprating this in line with inflation - something the UK Government have not done since 2003.*

*"This is a demand-led benefit and forecasts are that we will invest more than £6 million in support in the first full year of operation. And as with the Best Start Grant, we will encourage people to apply and get this financial support."*

## Website

Our website can be found at [www.provanhallha.org.uk](http://www.provanhallha.org.uk)

You will find lots of useful information on the website.

All information we produce can be provided in any other format you require. Please let us know of any needs you have.

## App

Our services can also be accessed via our App. For Android phones the App is available on Google Play. For iPhones, please follow this link: <http://cms.kiswebs-design.co.uk/app/provanha2>



## cashforkids

Application forms for Cash for Kids have been sent out to everyone who was successful last year. Please return the forms to the office as soon as possible.

If you didn't get a form and would like to apply, please contact your Housing Services Officer.

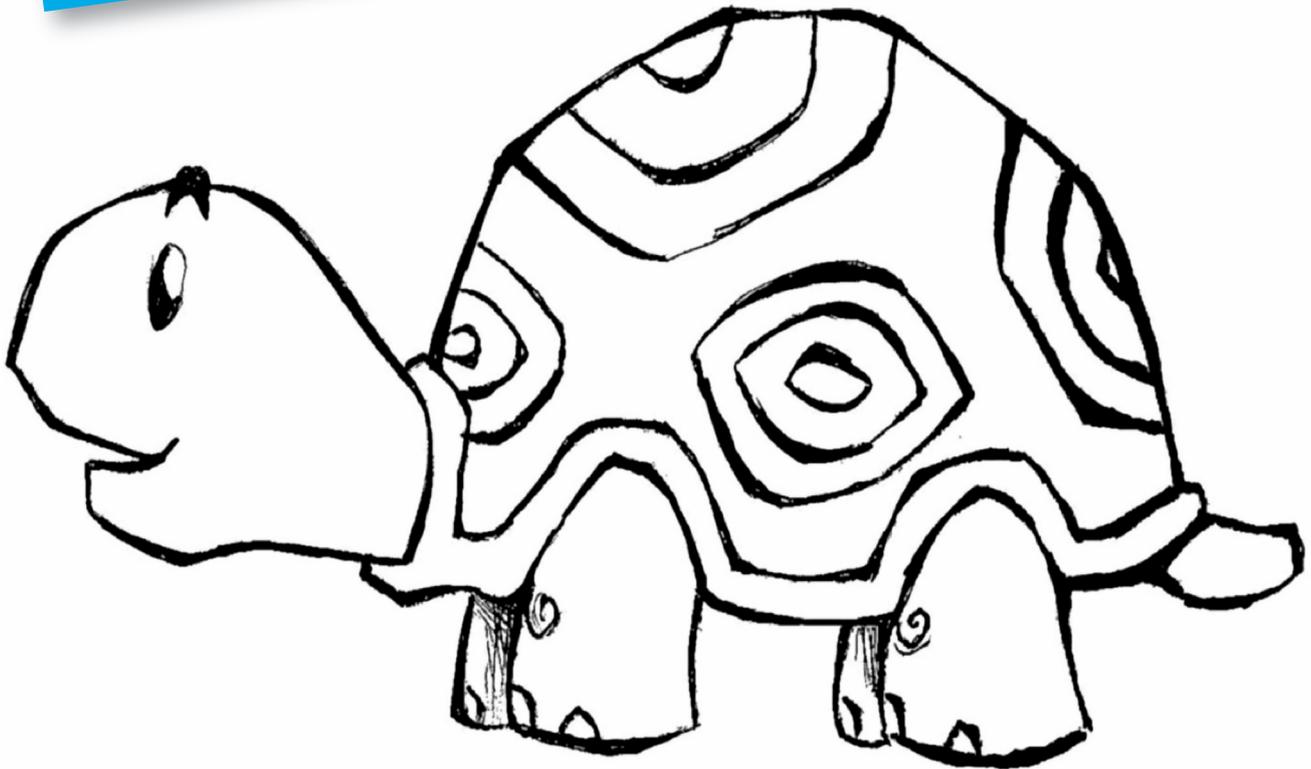
To help as many kids as possible who need it, please only apply if you need help for Christmas.

**Closing date:  
15th October 2019.**

# Children's Competition

Congratulations to Aiden Baillie, the winner of the last competition. We hope he is enjoying the computer game he won.

Colour in the picture below and hand it in to the office by **Friday 18th October** to be entered in to this month's prize draw.



Name:

Address:

Tel No:

Age:

## Complaints?

The Association records all complaints it receives in the office and uses these for training purposes, to improve its service provisions and to make changes to policy or procedures as appropriate.

You pay rent to the If you are unhappy with any part of the service you receive from the Association, or anyone working on it's behalf, please let us know.

You can make complaints in writing, by text, email, phone or by speaking to a member of Staff. More information on the complaints system is available on our website - [www.provanhallha.org.uk](http://www.provanhallha.org.uk)



## Demand soars in Provanhall!

Due to work starting on our new build site, Housing Services staff had a busy year dealing with a huge number of applicants for housing.

In total 367 new housing applications were received during 2018/19; a 57% increase from the previous year! Not only did staff do a great job dealing with this increase in workload, they also managed to improve their performance during the year in many other areas of Housing Services work recently highlighted in our Annual Report.

# Right to Repair

In accordance with the Housing (Scotland) Housing Act 2001, the Association is required to remind tenants that certain repairs are deemed qualifying repairs under the Right To Repair legislation whereby, financial compensation may be due if a “Qualifying Repair” is not completed within a designated timescale.

Only specific repair types are eligible as a Qualifying Repair and you will be advised if your repair is a qualifying repair when you call the office.

Please note that a list is enclosed with this Newsletter for your information.



## Feedback...

We would be interested to know what you think of this year's annual report and landlord report. Do you like the layout? Is the content correct? Is there anything missing? If you wish to make any comments or suggestions, please complete the box below and return it to the office. If you would like a stamped addressed envelope for this, please contact us. You can also respond via text, email or using the contact form on our website or APP.

You do not need to provide your name or address however, all responses received will be entered into a prize draw for £50 cash. Please let us know your thoughts by **Friday 18th October 2019**.

### Comments:


Name

Address

Contact Number