

Windfall for local residents

An appointment with the Association's Welfare Benefits Advisor proved to be well worth while for some local residents.

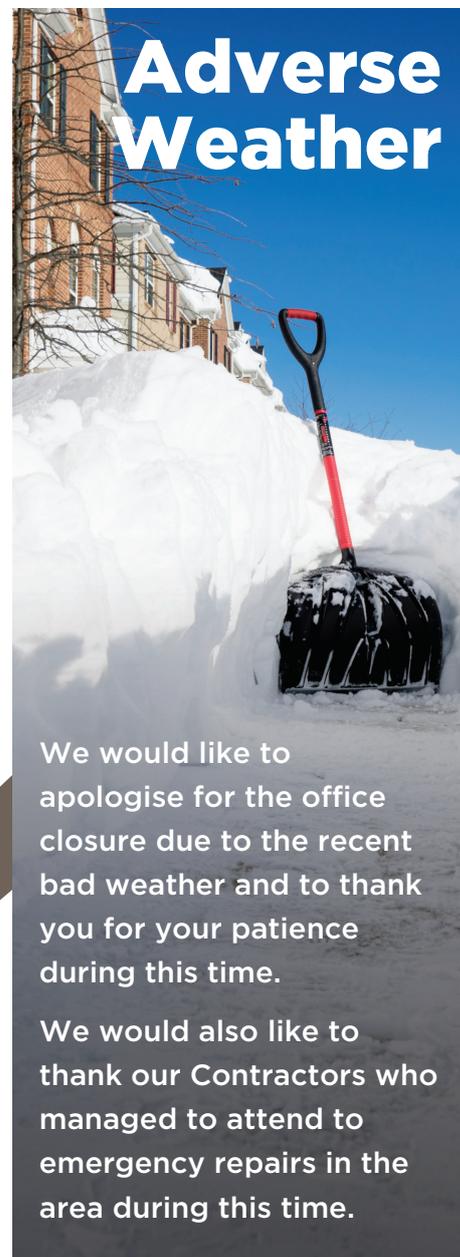
The residents recently booked an appointment with Elaine, the GEMAP Money & Benefits Advisor. Elaine carried out a benefits check for them. During this she realised that the tenant, and their partner, both had entitlement to Attendance Allowance. This also meant they qualified for Pension Credit and could then claim entitlement to Severe Disability Premium, plus a Carers Premium. This in turn would increase the couple's Housing Benefit entitlement and entitles them to a Council Tax Reduction.

Over the year, the couple will receive a total of **£15,278** extra income.

They will also pay less rent and council tax, giving them a saving of **£5,279**.

A total financial gain for the couple of £20,560 for the year!

If you would like a benefit or income check, please contact the office to make an appointment. Remember it is always worthwhile having a check carried out – you have nothing to lose.



Adverse Weather

We would like to apologise for the office closure due to the recent bad weather and to thank you for your patience during this time.

We would also like to thank our Contractors who managed to attend to emergency repairs in the area during this time.



Office Closure

Please note that the office will be closed for the Easter weekend on **Friday 30th March and Monday 2nd April 2018**.

We will also be closed on **Monday 7th May 2018, and Friday 25th and Monday 28th May 2018**.

Telephone number for emergency repairs is **0141 771 4941**.

Translation services available.
Please ask at reception.

Services de traduction disponibles.

S'il vous plaît demandez à la réception.

Dostępne usługi tłumaczeniowe.

Proszę pytać w recepcji.

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.scottishhousingconnections/provanhall ■ Registered Scottish Charity Number SC037762



MOŻEMY PRZETŁUMACZYĆ
HEUREUX DE TRADUIRE

Income and Family Changes

You must tell Glasgow City Council about any changes that may affect your Housing Benefit or Council Tax Reduction.



By telling them you will avoid getting into debt by having to repay any overpaid amounts. Changes you need to report include you or your partner: starting work; a job change; wages increasing; getting a new or increased rate of state benefits etc.

You also need to tell them things like if any of your children leave school or if the number of people living with you changes.

You can report a change by phoning **0141 287 5050** or via their website at www.glasgow.gov.uk/ben

New Staff



The Association is delighted to introduce our new staff member, Tracy Campbell. Tracy started on Monday 26th March 2018 and is the new Housing Services Officer responsible for our South Patch area which covers the following addresses:

Auchinlea Road	All
Balfluig Street	1A - 6E & 17 - 21
Conisborough Road	1 - 31B & 75 - 85
Conisborough Close	All
Conisborough Path	All

Please contact Tracy for housing services issues such as: paying your rent; changes to your household; applying for another house; any antisocial behaviour problems or issues with your local environment. Repairs and other maintenance issues will continue to be dealt with by our Technical Services staff.

Julie Smith, Housing Services Officer for our North Patch area, continues to be responsible for all other addresses.

Local Help and Support

Confidential and free services are available in our office and locally to help you:

- manage your money better
- reduce/prevent debt
- increase your benefits and income
- meet your claimant commitments and prevent benefit sanctions
- reduce your electricity and gas bills
- deal with DWP benefits including Universal Credit

- opening a free bank account, saving and getting cheaper loans and credit
- job hunting, changing jobs, Job Match and CV help
- training and volunteering
- learn or develop your computer skills

Please contact your Housing Services Officer for information or to book an appointment.

Services provided by:



Working and aged over 25?

You are legally entitled to at least the National Minimum Wage. From 1 April 2018 it will go up to £7.83 per hour. It is illegal for your employer to pay you below the National Living Wage, so check your pay and talk to your manager to make sure you're getting what you are entitled to.

Don't think you're getting paid the right amount? Talk to your manager. If you have been underpaid, your employer owes you back pay. Make sure you get what you're owed.

Feel uncomfortable talking to your manager? Call the ACAS helpline on **0300 123 1100** for confidential advice and support or visit their website www.acas.org.uk.

Working and aged under 25?

You are legally entitled to at least the National Minimum Wage. From 1 April 2018, it will go up to: £7.38 for 21-24 year olds; £5.90 for 18-20 year olds; £4.20 for under 18 year olds; £3.70 for apprentices. It is illegal for your employer to pay you less than the National Minimum Wage, so check your pay and talk to your manager to make sure you're getting what you are entitled to. Don't think you're getting paid the right amount? See 'Working and aged over 25' for details.

Swap Your Home

Do you want to move home? Have you considered a mutual exchange? Tenants of housing associations or Councils in Scotland, you may be able to swap your home with another tenant in Scotland, or in the rest of the UK. You can arrange this between yourself and the other Tenant or you can use the Homeswapper website.

Homeswapper is a UK wide mutual exchange service for tenants wanting to swap homes. Simply register via www.homeswapper.co.uk or you can download the Homeswapper App. If you don't have internet access, you can use the internet in The Connie or in our office. Internet access is also available in the local Library at The Bridge. As the Association is registered on this site, using it is free to our tenants. If you need any help or advice, please speak to your Housing Officer.



Free TV Licence at 75

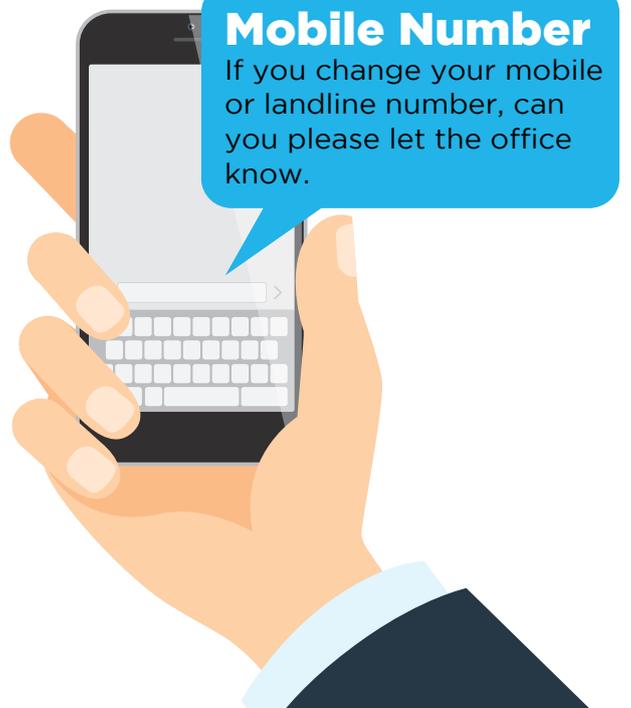


Did you know, if someone in your household is over 74, you can apply for the **Over 75 free licence** for your household?

This page has more details:
<http://www.tvlicensing.co.uk/faqs/FAQ53#>

Mobile Number

If you change your mobile or landline number, can you please let the office know.





Look out those dancing shoes and join us at one of our traditional tea dances this spring!

Led by live 6 piece band, *That Swing Sensation*, with a dance troupe on hand to kick start the dancing, guests will enjoy tea, cakes, guest vocalists and more than enough quicksteps, foxtrots and waltzes to satisfy first-timers and veterans alike.

With a nod to nostalgia, the auditorium will be transformed into an amazing ballroom featuring beautiful handmade art works and table cloths created by local people.

Location:
Platform at the Bridge
 Date: **20 Apr 2018**
 Time: **1.00pm**
 All ages
£8.50 / £5 /
£4 Local Links

Macmillan @ Easterhouse Library at The Bridge

Every Wednesday 10am - 2pm

For support, information or just a chat
- drop in to see us



If you need to talk, Macmillan have the time to listen.

Located minutes away from Glasgow Fort at Easterhouse Library, join them every Wednesday between 10am and 2pm for a brew and a blether. They're there to support anyone affected by cancer; including the person with the diagnosis and their families, friends and carers. They offer a free and confidential drop-in service where anyone affected by cancer can get emotional support and high quality information in a relaxed environment.

If you need to find out what's available to you in your area...

Macmillan's volunteers are fully trained and will help you find all the right services in your local area. These include access to free massages, counselling (provided by Cancer Support Scotland), benefits advice and physical activity classes. There is no need to make an appointment, just drop in.

For more information, please call **0141 287 2924**, or email macmillan@glasgowlife.org.uk.
www.glasgowlife.org.uk/macmillan

Household Appliances

When a household appliance breaks it can bring a big burden of stress and worry with it and have a big impact on health & wellbeing. 'Turn 2 Us' have a list of organisations which may be able to help replace broken cookers/fridges/washing machines etc.

Have a look at their list, here; <https://www.turn2us.org.uk/About-Us/Our-Campaigns/Living-Without-Campaign/Where-to-get-help>



Children's Competition

Congratulations to Alicja, the winner of the Christmas competition. Alicja chose a Monopoly game as her prize, and a day out to *Flip Out* for the family day out. We hope she had a good time.

For a chance to win the Easter competition, colour in the picture below and hand it in to the office by **Friday 20th April 2018**.

Name:

Telephone:

Age:

Address:



Technical Services Update

New Build Homes



There continues to be good progress on the New Build development at Auchinlea Road / Conisborough Road with an anticipated site start this summer.

The project which will provide 26 homes for rent includes a mix of 2 storey houses and cottage flats.

The site is currently populated with Water Voles and, as a protected species, they must be trapped and relocated to another habitat before any construction work can start. This work, which will be carried out by a specialist team, will begin in April and will take about 6 weeks to complete. Once all the Water Voles have been removed a fence will be constructed all around the site to stop any more from getting in.

Condensation Problems

Always call us for advice if you spot any mould growth in your home. Before we call out to inspect this you need to make sure you have ruled out condensation as the cause as over 90% of the inspections we make in relation to damp are found to be condensation.

In the first instance you should take the following steps to prevent the build-up of condensation:

- Clean down all black mould/spotting with a fungicidal wash
- Ensure trickle vents (where available) on windows are left open
- Ensure your home is sufficiently heated
- Try to open windows when you're cooking, bathing or drying clothes. If you don't have a window in your kitchen or bathroom please leave the extractor fan running for at least 20 mins
- Wipe any excess moisture from walls and surfaces
- Keep furniture away from external walls

If these measures don't work (over 2-3 months) or the problem gets worse then contact Lynne at the office to arrange an inspection.





Rodent Control Management

If you are worried there may be rodents in your home, it is very important that you contact Glasgow City Council (GCC) for assistance in dealing with the problem. GCC investigate and treat mice when they are inside domestic properties. Rats are treated when they are inside or outside domestic properties. **Please do not call the Association in the first instance.**

This is a free service to tenants and can be accessed by the following contact methods:

Telephone: 0141 287 1059

Email: public.health@glasgow.gov.uk

Online Contact Form:

<https://www.glasgow.gov.uk>

GCC Pest Control Officers advise that holes (e.g. around skirting/ floor-boards or in cupboards)

SHOULD NOT be filled until treatment is complete to avoid pests being trapped in the building.

Once the treatment is complete, please contact the office to arrange for holes and/or points of access to be filled in.



We do not replace water damaged flooring or furnishings

Please be aware that, following a leak or flood, the Association will carry out any necessary repairs required to the building fabric such as pipes, plaster, ceilings or floor boards.

We will not replace or give money to replace:

- carpets
- laminate flooring
- floor tiles
- wallpaper
- curtains
- blinds
- furniture

Replacement or repair of these items is the responsibility of the tenant as it is their furnishings and fittings and replacement would normally be included in a House Contents insurance policy.

The Association supports a reasonably priced insurance scheme, which is only available to Housing Association tenants, and information is available at the office and on our website.

Help protect your home from mice or rat infestations

- Keep foodstuffs in metal or glass containers with tight fitting lids
- Keep the inside of the house tidy— less clutter means less places to hide
- Put outdoor rubbish bags in wheelie bins with closed lids to prevent rodents feeding on the contents
- Clean up pet food and bird seed debris, and store pet food in robust containers with fitted lids—preferably above ground level
- Keep gardens free from debris and keep clutter to a minimum

QUIET HOUR

each Sunday at The Fort

The Fort is introducing a 'quiet hour' each Sunday morning to make the experience of visiting easier for those with sensory issues and conditions such as autism.

From 10 to 11am, there will be no background music in the main concourse of Glasgow Fort and a number of stores will also shut off their sound systems for the hour.

Phil Goodman, Centre Manager at Glasgow Fort, said:

"We want Glasgow Fort to be as welcoming as possible and we understand background noise can be difficult for those with sensory issues and conditions such as autism to deal with. Our weekly quiet hour will allow people with these conditions, and their friends and families, to enjoy time shopping and dining with us without background noise."

More than 20 stores will observe the quiet hour including:

Deichmann, Beaverbrooks, O2, Starbucks (please note this store is often noisy with customers) , Boots, Game, The Perfume Shop, Miss Selfridge, Claire's, Quiz, Patisserie Valerie, Warehouse, Clarks, Antler, Oasis, Evans, SCS, Schuh, Superdrug, Bodycare, Specsavers, Next, Poundland, Argo, Fort News, Fuel Juice Bar (please note there is noise which comes from their blenders), Mamas & Papas, Asda Living.

Easterhouse Citizens Advice Bureau

You can get free, impartial, confidential advice on any topic from the Citizens Advice Service.



This includes advice on:

- Rights at work
- NHS Complaints
- Pensions
- Debt and Money
- Consumer Issues
- Family problems
- Housing
- The law and the courts
- Immigration
- Health

Opening hours

- Monday - 09.30 - 15.00 (*Drop in*)
- Tuesday - 09.30 - 17.00 (*Appointments only*)
- Wednesday - 09.30 - 13.00 (*Telephone Advice*) and 14.00 - 17.00 (*Emergency Appointments Only*)
- Thursday - 09.30 - 12.00 (*Drop In*) & 13.00 - 17.00 (*Appointments Only*)
- Friday - 09.30 - 16.00 (*Appointments only*)
- Saturday - 10.00 - 13.00 (*First Saturday of month - by appointment*)

46 Shandwick Square • Glasgow G34 9DT
 Telephone: 0141 771 2328 • Fax: 0141 781 1070
 Admin contact:
adminuser@easterhousecab.casonline.org.uk

Emergency appointments are available from 9.00 - 9.30 Monday to Friday.

The Bureau also offers a home visiting service for residents of the Greater Easterhouse area whose access is impeded through disability and/or carer responsibilities.